

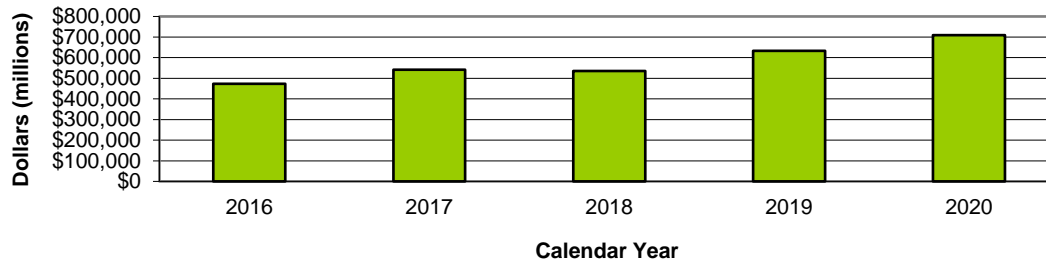
Thrift Savings Fund Statistics

April, 2021

Highlights

April was a big month for roll-ins with over 3,600 processed totaling \$142m, this represents the largest single month for roll-ins since January 2020. Post separation withdrawal totals projected for 2021 are currently 26% higher than 2020. This may be attributed to an increase in participants reaching retirement age and increased access to their funds since the implementation of the new withdrawal program.

Thrift Savings Fund Statistics



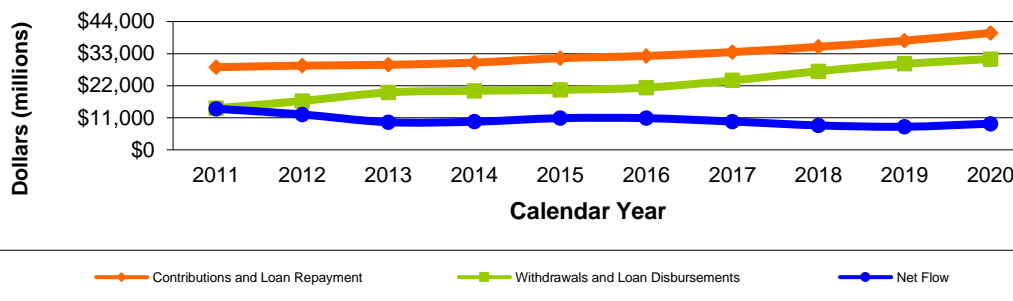
Plan Balance

Roth

Apr	\$757,814	\$29,793
Mar	\$734,995	\$28,319
Feb	\$723,467	\$27,402

(in millions)

Cash Flow Attributes

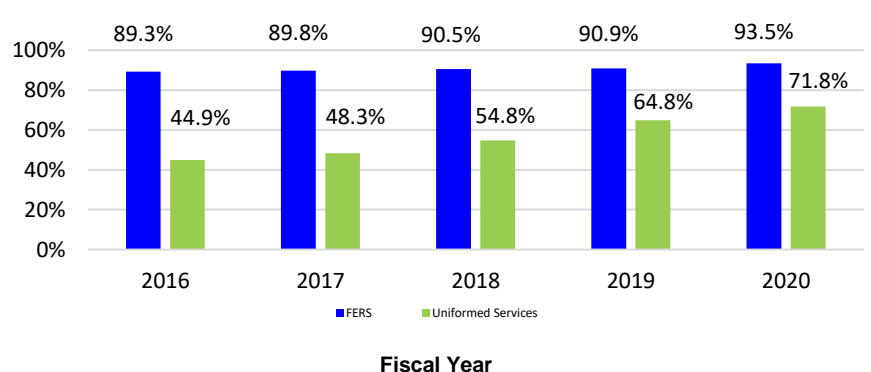
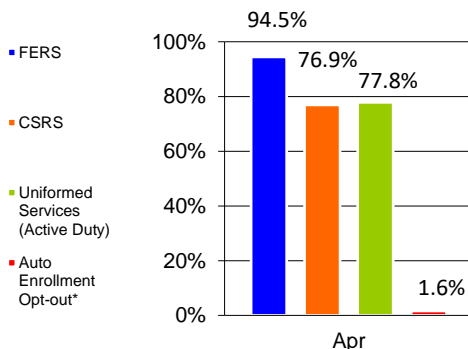


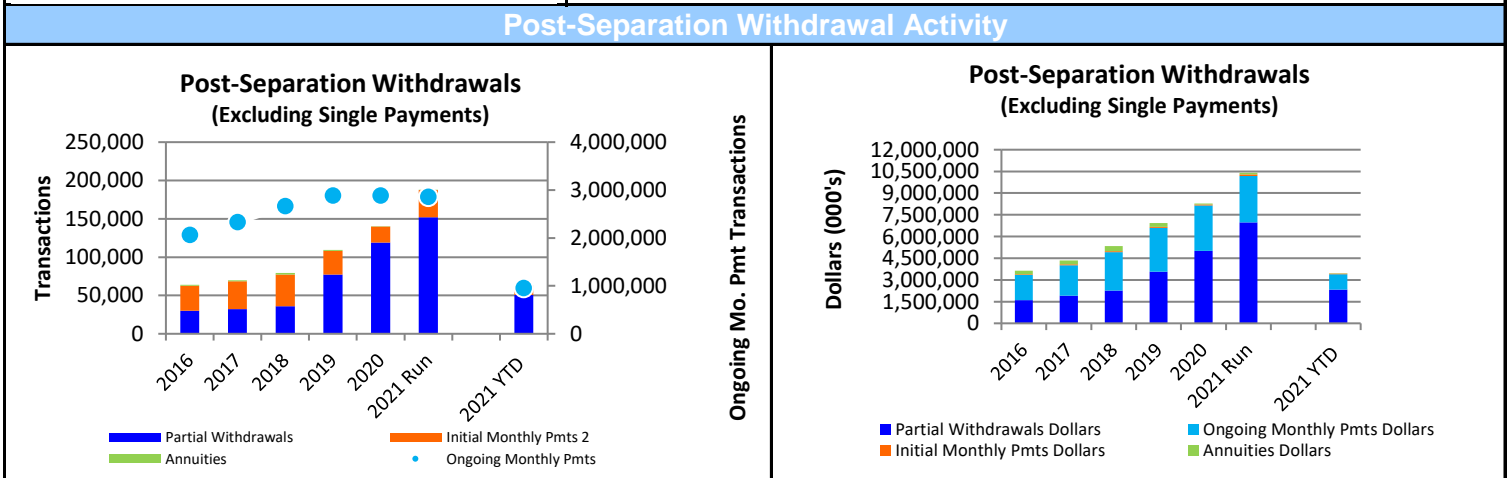
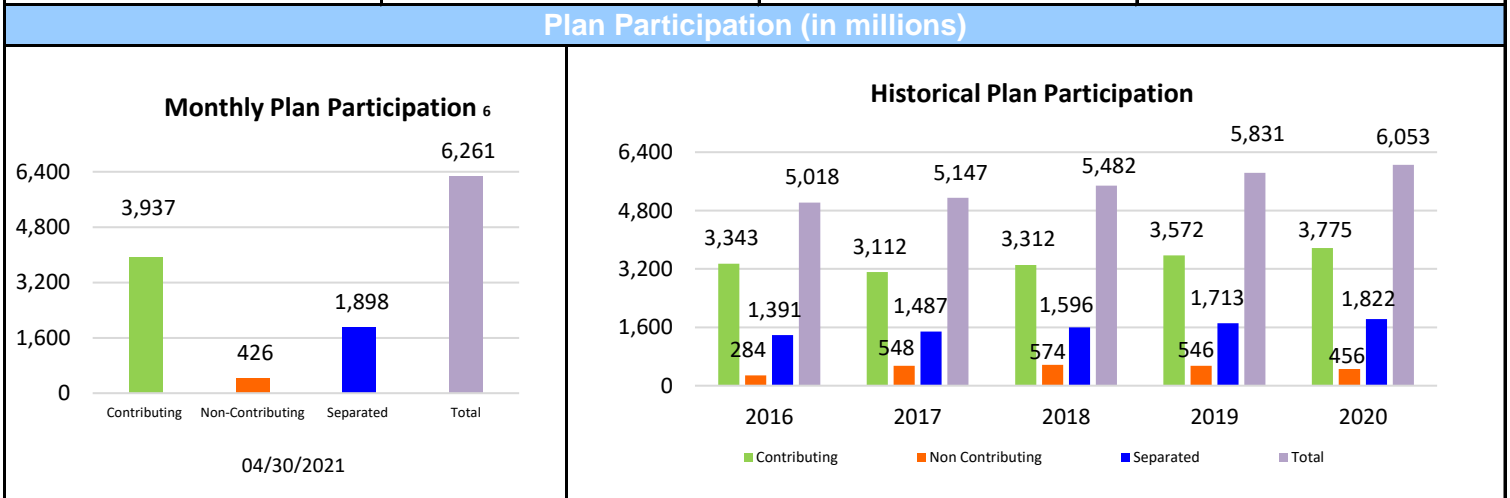
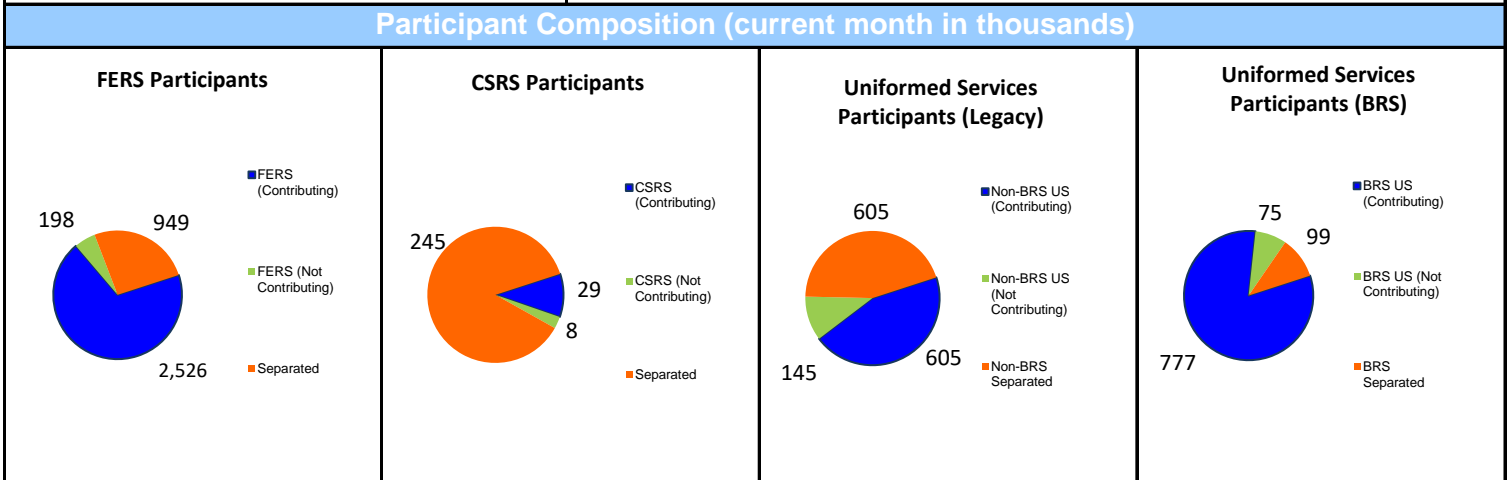
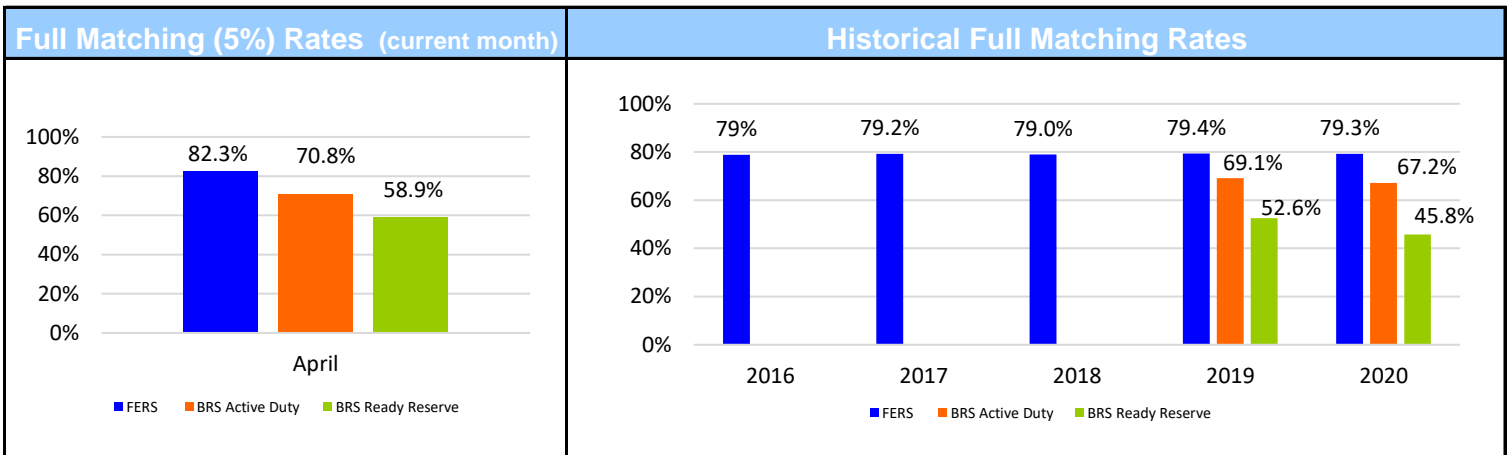
Participants and Average Balance (current month)

	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,672,556	\$173,574	740,126	\$20,736
CSRS	282,494	\$184,847	10,166	\$29,255
Uniformed Services	1,354,939	\$37,033	602,414	\$15,654
BRS Participants	951,239	\$9,599	533,889	\$8,839
Bene Participants	32,881	\$134,063	1,786	\$12,935
Total	6,294,109	\$120,401	1,888,381	\$15,777

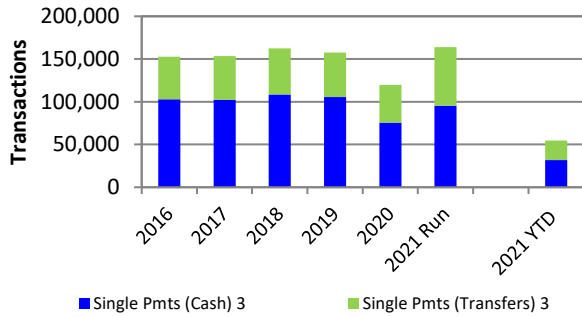
Participation Rates (current month)

Historical Participation Rates

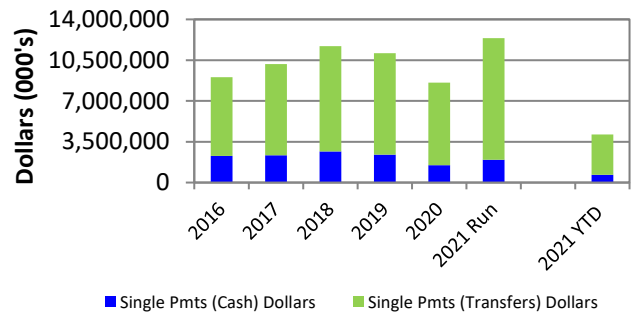




Post-Separation Withdrawals Single Payments (Cash & Transfers)

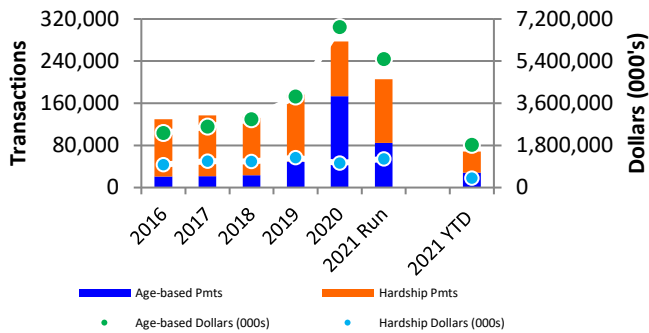


Post-Separation Withdrawals Single Payments (Cash & Transfers)

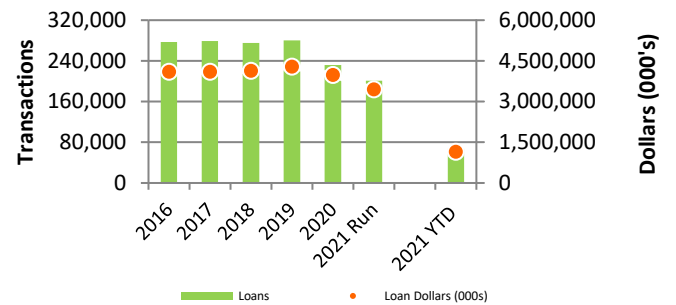


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

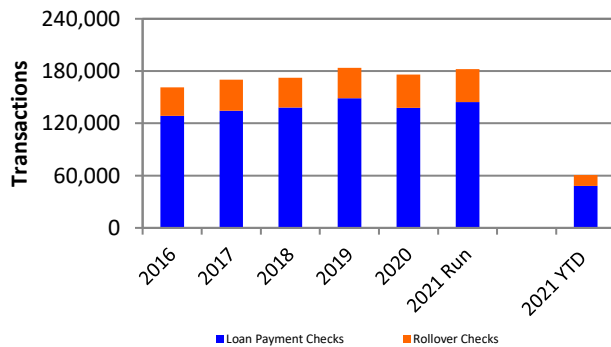


Loans

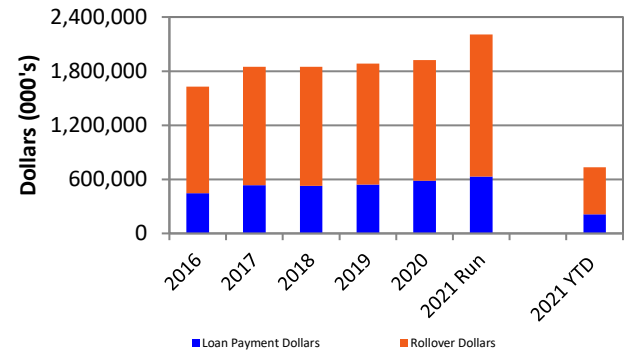


Other Activity

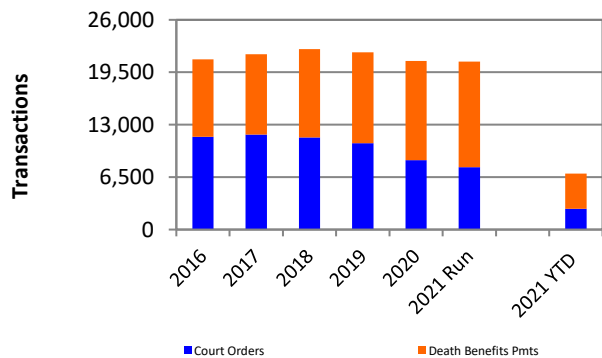
Participant-Submitted Checks



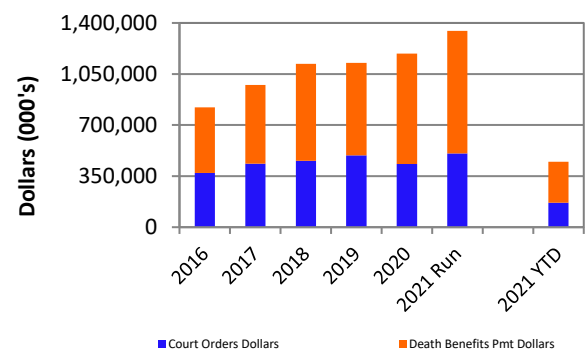
Participant-Submitted Checks



Legal Processing

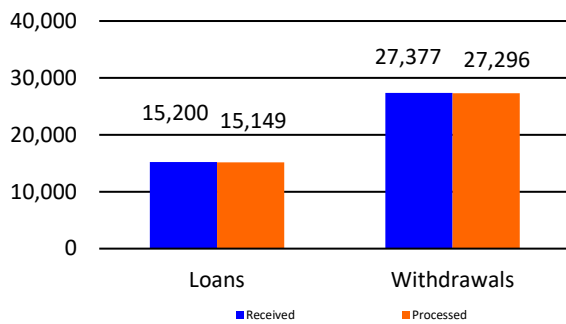


Legal Processing

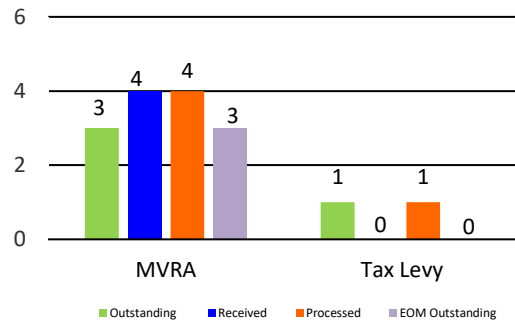


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



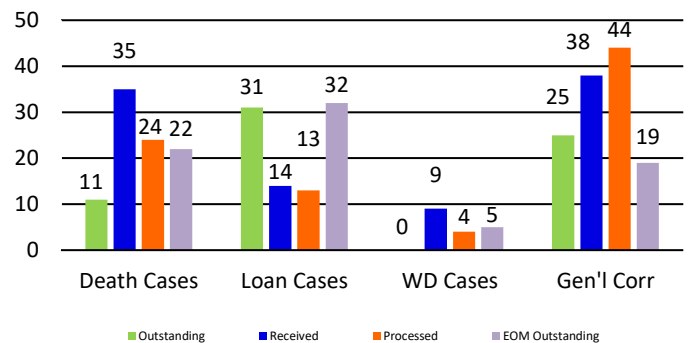
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	28,741	15.48%
2	Transaction Verification	17,096	9.21%
3	Loan Program	12,207	6.57%
4	In-Service Withdrawal Program	11,509	6.20%
5	EDR, Contributions, Neg.Adjustments, Acct Balances	10,331	5.56%

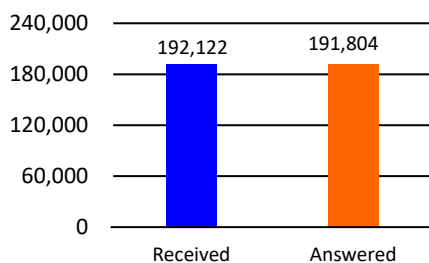
OPS Casework (current month)

Issue Management

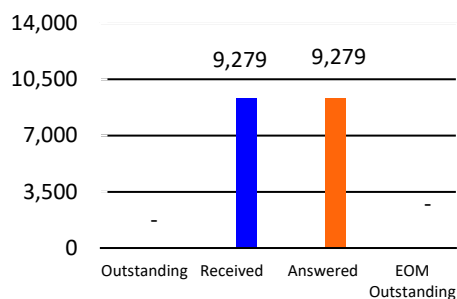


Contact Center Activity (current month)

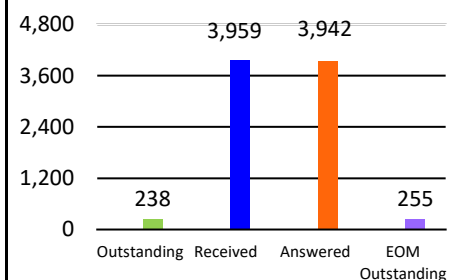
Calls



E-Messages *



Written Correspondence *



- Active participants with no current contributions include non-separated CSRS and uniformed services participants who have terminated contributions or had them suspended because of hardship withdrawal, participants whose employing agencies have not submitted their separation status, and beneficiary participants.
 - In addition to the initial monthly payments, 239,989 ongoing monthly payments were disbursed in April, 2021.
 - Participants may elect to transfer all or part of their single payments. If only a portion is transferred, each portion (cash and transfer) is counted separately.
 - Forms Processed includes accepted and rejected forms.
 - Mandatory Victims Restitution Act and Tax Levy Processed means that the decision letter has been sent, but payment has not been made.
- * Previous Month Outstanding + Received = Processed + Current Month Outstanding. Slight discrepancy due to times when reports are run and real time tasks are entered.
6. This number does not include the FERS Agency Contributions only.