

Thrift Savings Fund Statistics Highlights

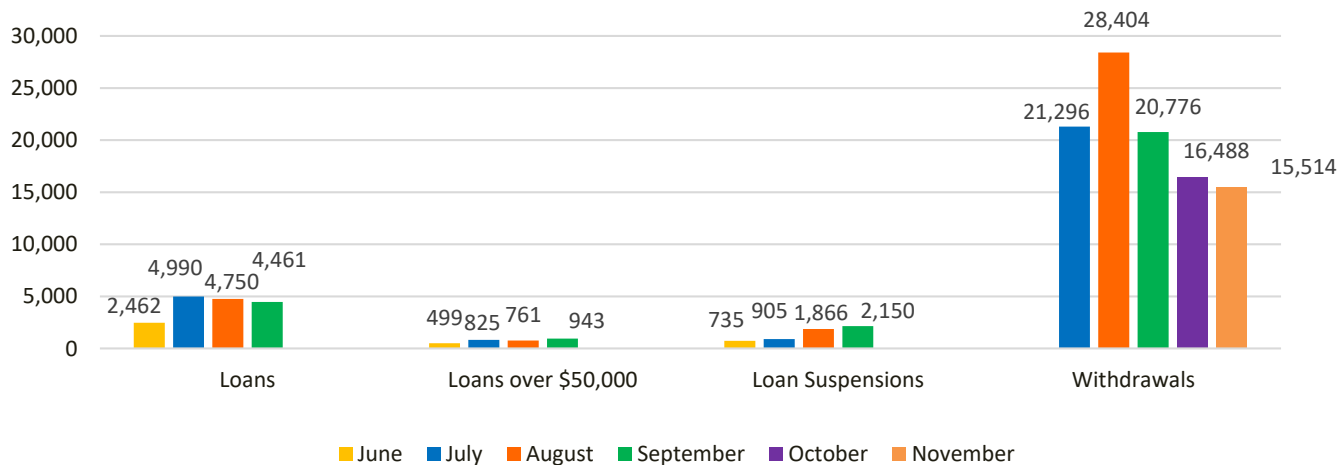
- The FERS participation rate dropped slightly to 93.3% from 93.6% last month, while the uniformed service active duty participation rate continued to rise from 72.4% to 73.3%.
- Annuity purchases have dropped 66% after the deployment of Additional Withdrawals Project.
- Contact Centers experienced a huge uptick in call volumes last month which resulted in a drop in service level metrics. We are making changes to staffing and call scripts to alleviate the problem.
 - Higher than normal AHT (Average Handle Time)
 - Unexpected high call volumes
 - Staffing
- CARES Act Withdrawals
 - 9,325 Active participants
 - 102,478 participants in total since the option was initiated in June.



CARES Act Volumes

- CARES Act loan
 - Start Date – June 15
 - Deadline – Sep. 22, 2020
- CARES Act Withdrawals
 - Start Date - July 13
 - Deadline - Dec. 15, 2020

Loans and Withdrawals



CARES Act Volumes

Contact Center Inquiries

