

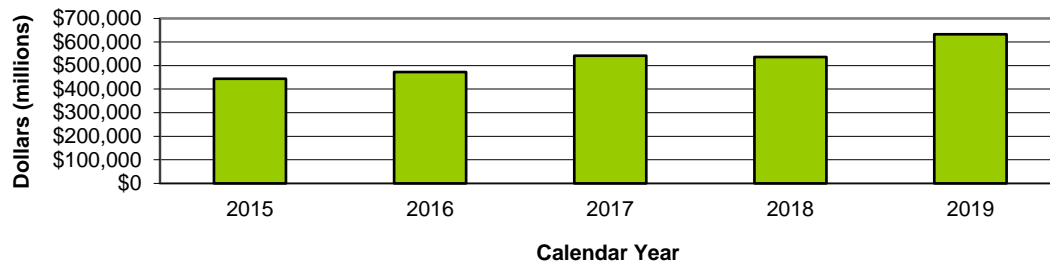
# Thrift Savings Fund Statistics

July 2020

## Highlights

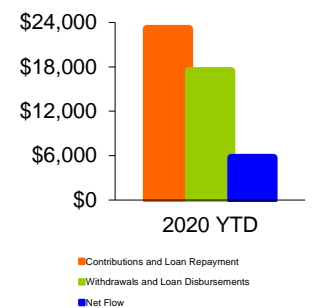
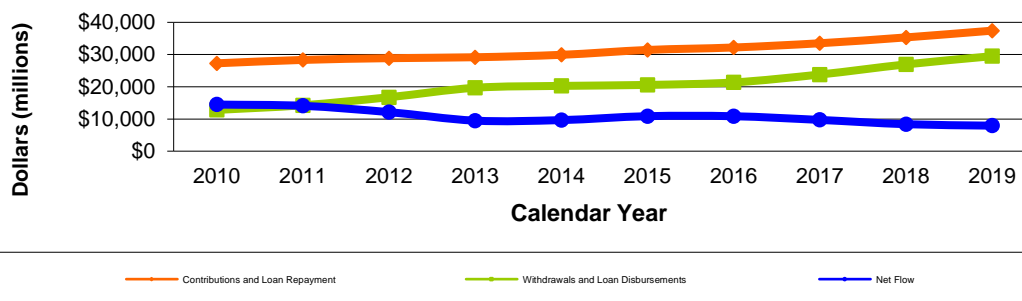
After steady increases in participation over the last several months our participation rates have leveled out. This is consistent with the normal seasonal trend we've seen in prior years. Our participation rate for FERS is still a full two percentage points above last year. Hardship withdrawals have returned to normal levels and decreased 26% this month from last month's level. During this reporting period we had 18,361 active participants take CARES Act withdrawals. These show as part of Age Based Withdrawals in this report.

## Thrift Savings Fund Statistics



|               | Plan Balance | Roth     |
|---------------|--------------|----------|
| <b>Jul</b>    | \$640,106    | \$21,138 |
| <b>Jun</b>    | \$621,675    | \$20,087 |
| <b>May</b>    | \$611,959    | \$19,316 |
| (in millions) |              |          |

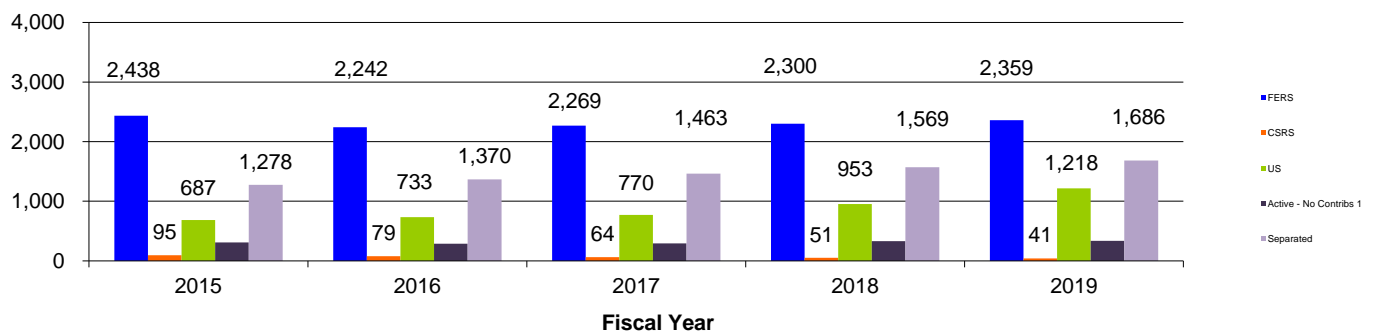
## Cash Flow Attributes

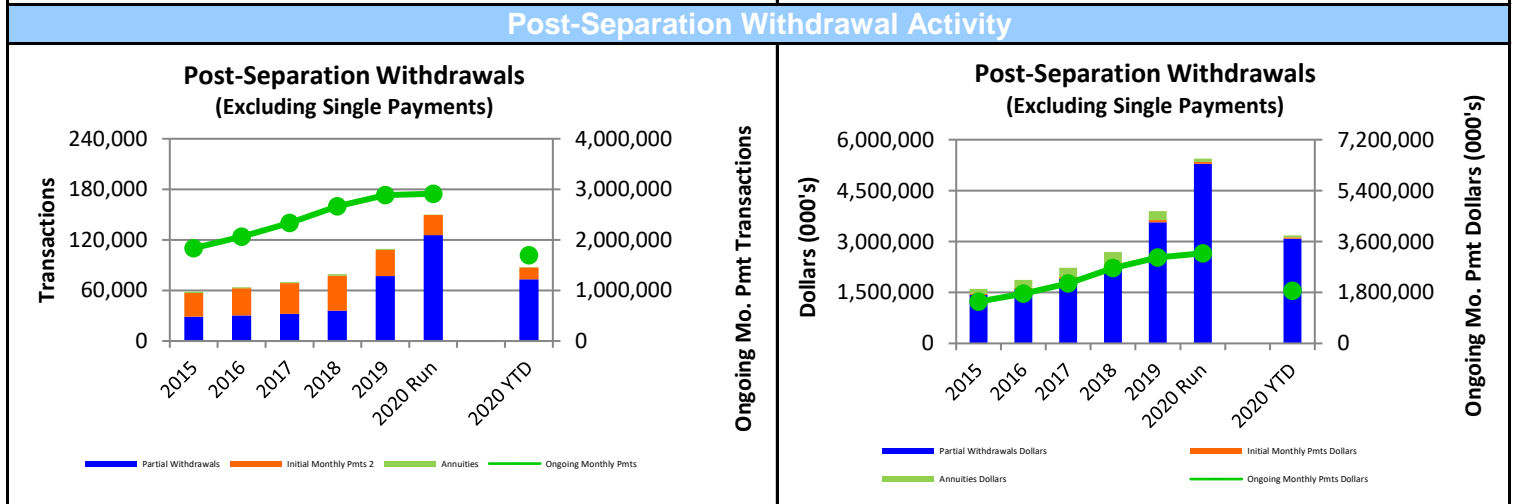
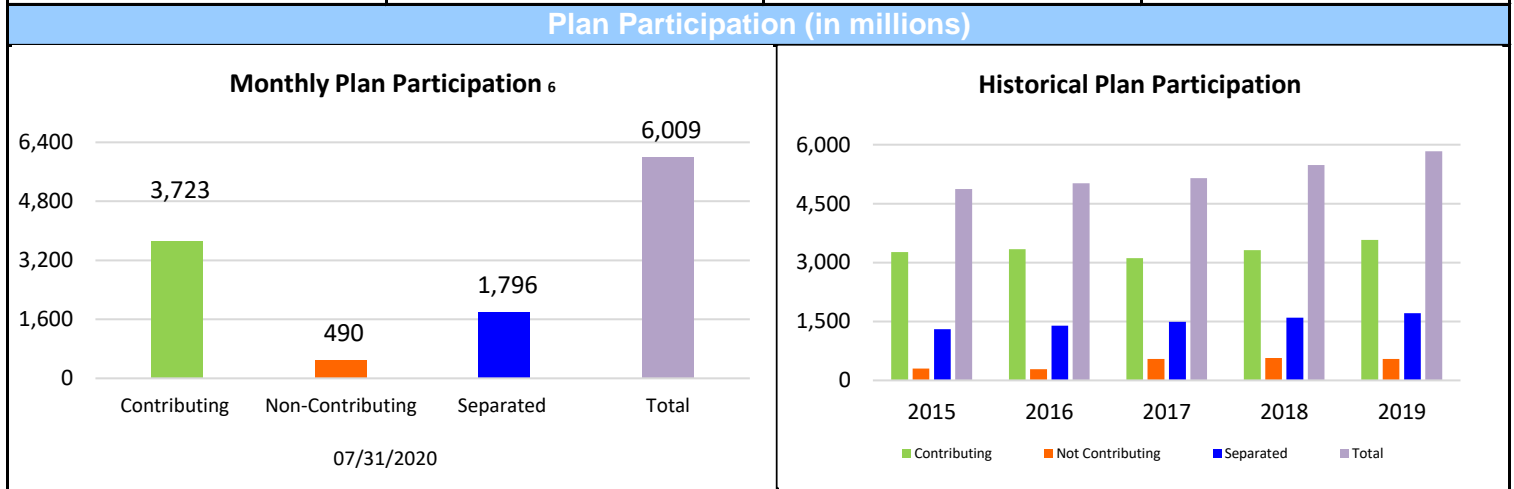
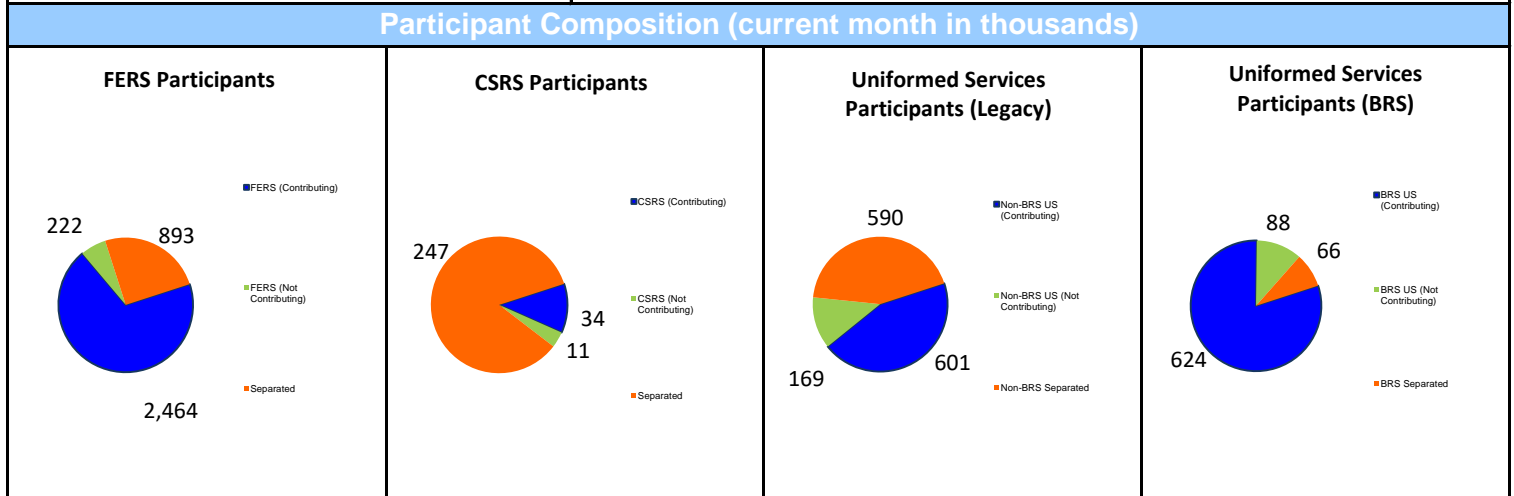
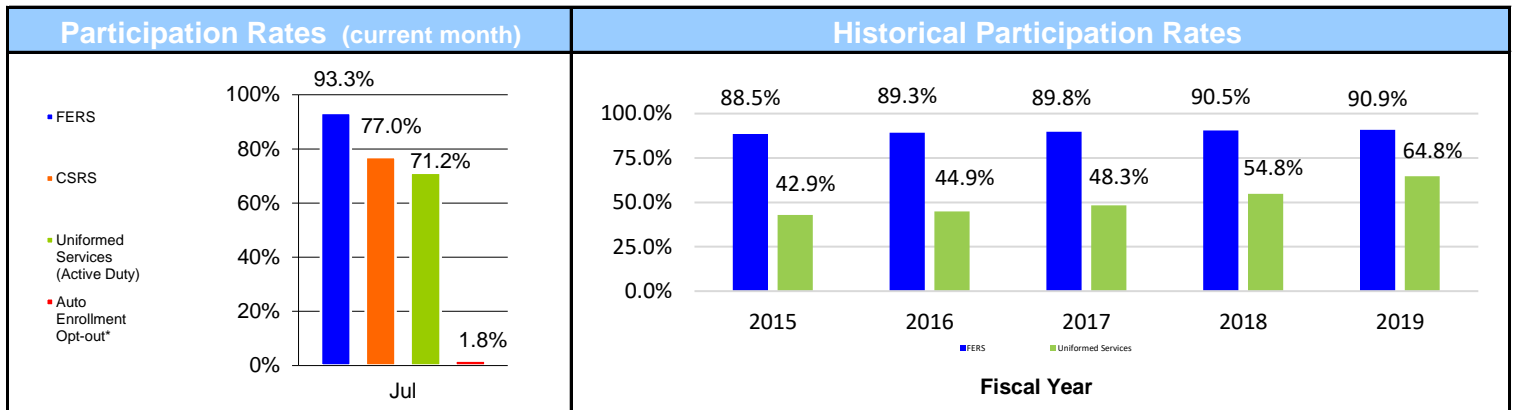


## Participants and Average Balance (current month)

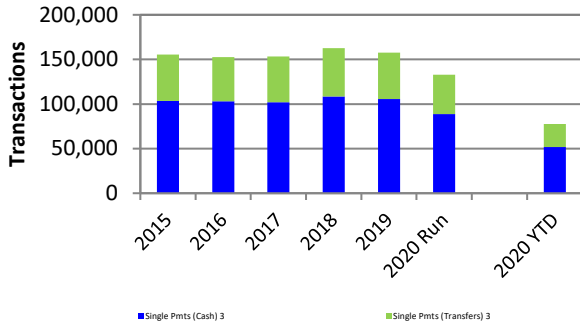
|                    | Total Number of Participants | Average Balance | Number of Roth Participants | Average Roth Balance |
|--------------------|------------------------------|-----------------|-----------------------------|----------------------|
| FERS               | 3,578,683                    | \$150,627       | 671,574                     | \$16,381             |
| CSRS               | 291,771                      | \$161,703       | 10,200                      | \$24,233             |
| Uniformed Services | 1,361,695                    | \$29,939        | 583,400                     | \$11,742             |
| BRS Participants   | 775,767                      | \$7,506         | 445,864                     | \$6,818              |
| Bene Participants  | 29,896                       | \$121,179       | 1,436                       | \$10,974             |
| Total              | 6,037,812                    | \$106,016       | 1,712,474                   | \$12,344             |

## Historical Participant Counts (in thousands)

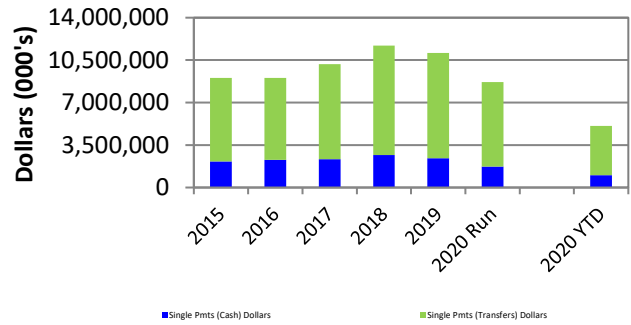




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

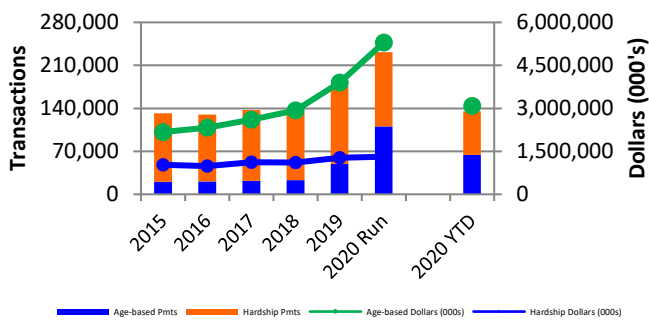


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

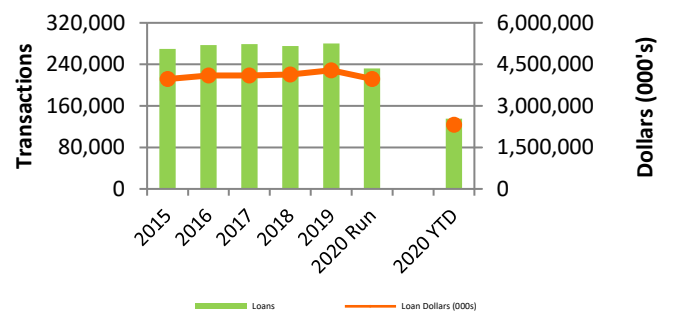


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

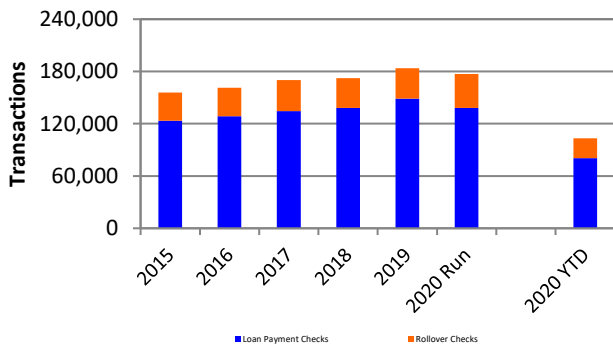


### Loans

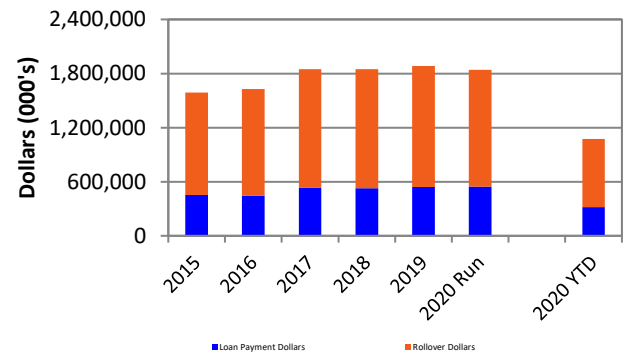


## Other Activity

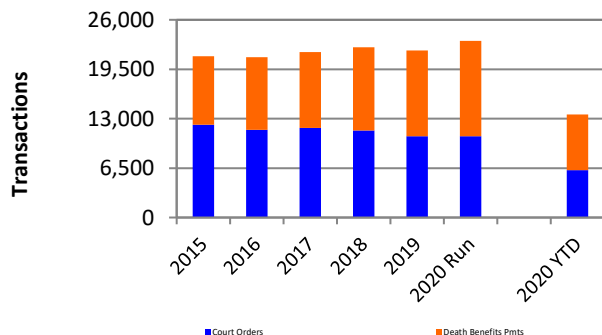
### Participant-Submitted Checks



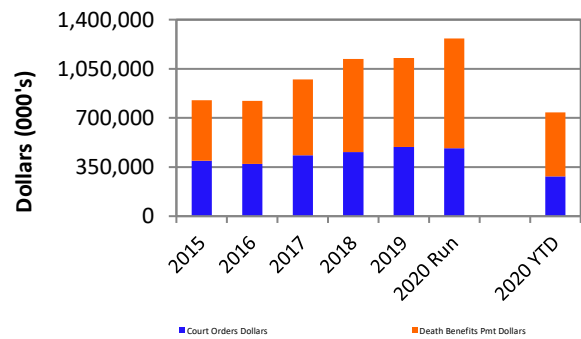
### Participant-Submitted Checks



### Legal Processing

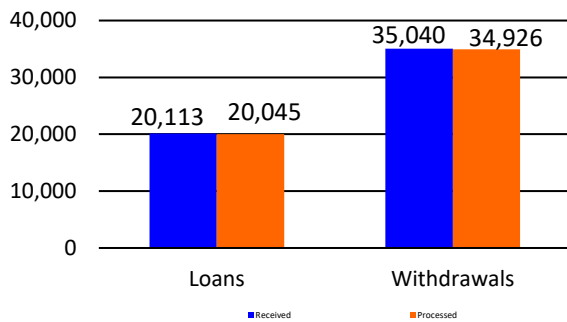


### Legal Processing

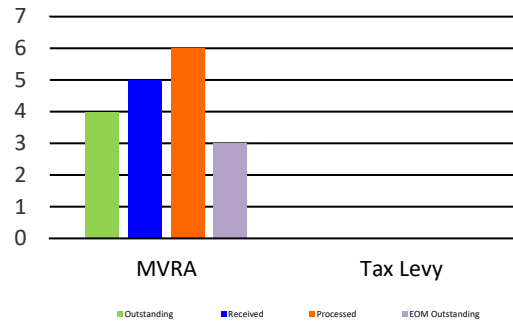


## Forms Processing (current month)

### Service Bureau Activity <sup>4</sup>



### MVRA & Tax Levy <sup>5</sup>



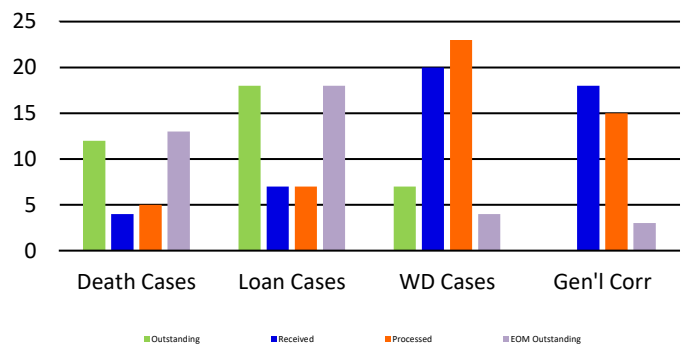
## Inquiries (current month)

### Top 5 Inquiry Reasons

| Rank | Inquiry Code                       | Count  | Percentage |
|------|------------------------------------|--------|------------|
| 1    | Post-Separation Withdrawal Program | 29,574 | 15.34%     |
| 2    | Password reset vocally             | 17,102 | 8.87%      |
| 3    | Transaction Verification           | 17,092 | 8.87%      |
| 4    | In-Service Withdrawal Program      | 16,688 | 8.66%      |
| 5    | Loan Program                       | 16,303 | 8.46%      |

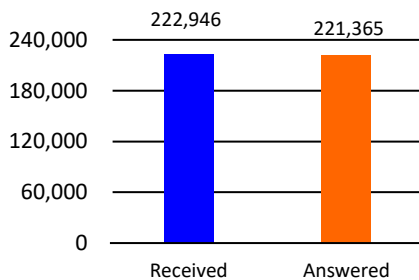
## OPS Casework (current month)

### Issue Management

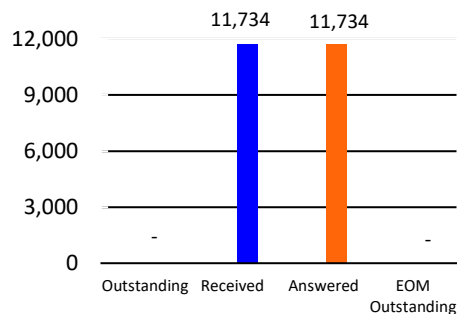


## Contact Center Activity (current month)

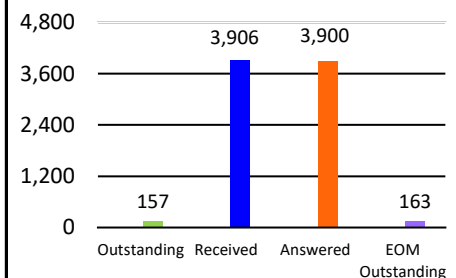
### Calls



### 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, 238,094 ongoing monthly payments were disbursed in July, 2020.
  - 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.
- This number does not include the FERS Agency Contributions only.