

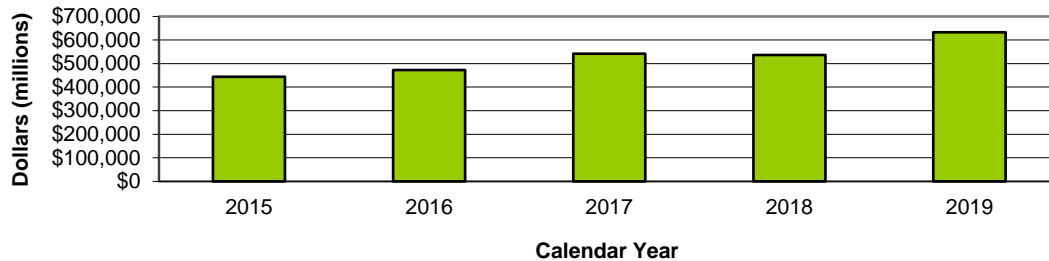
Thrift Savings Fund Statistics

November 2020

Highlights

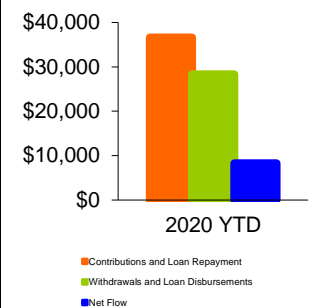
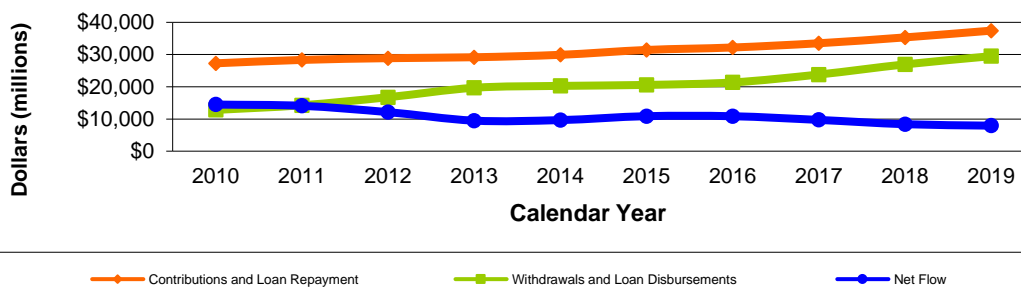
As is normal at this time of year, the FERS participation rate dropped slightly to 93.3% from 93.6% last month, while the uniformed service active duty participation rate continued to rise from 72.4% to 73.3%. Annuity purchases have dropped 66% after the deployment of Additional Withdrawals Project (AWP). Contact Centers experienced a huge uptick in call volumes last month which resulted in a drop in service level metrics. Higher than normal AHT, unexpectedly high call volumes, and staffing were all contributing factors. We are making changes to staffing and call scripts to alleviate the problem. A total of 9,325 active participants requested CARES Act withdrawals in November and 102,478 participants have requested CARES Act withdrawals in total since the option was initiated in June.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Nov	\$690,598	\$24,804
Oct	\$644,385	\$22,384
Sep	\$651,124	\$22,275
(in millions)		

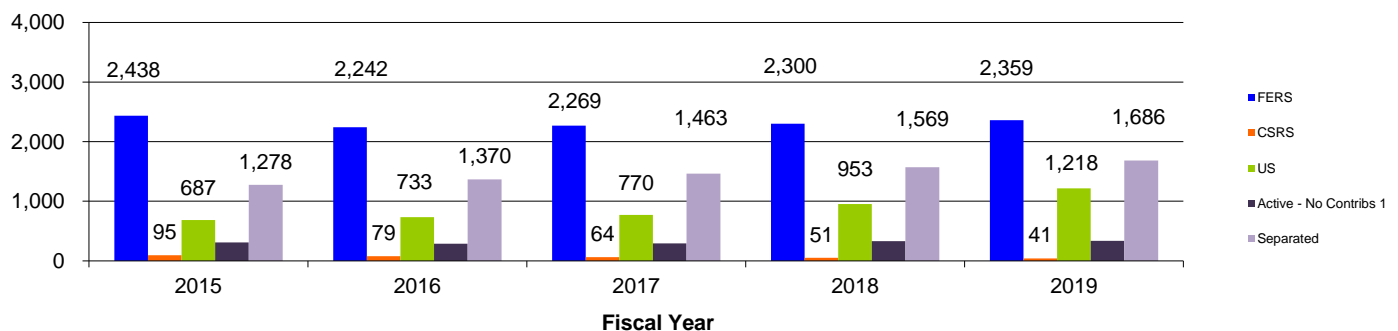
Cash Flow Attributes

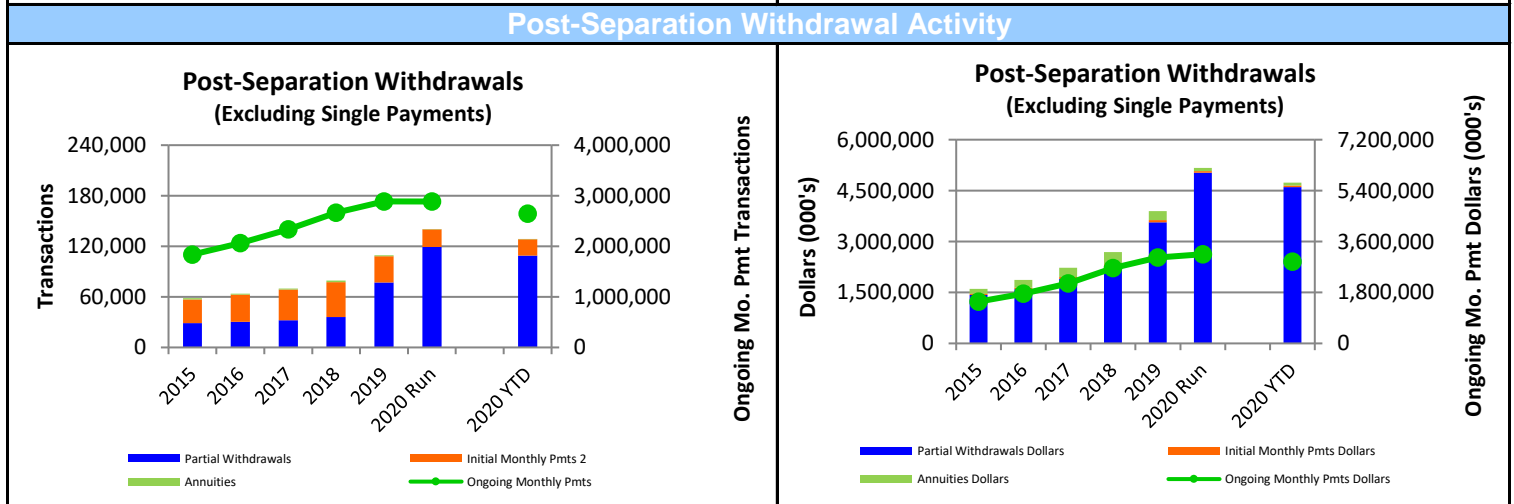
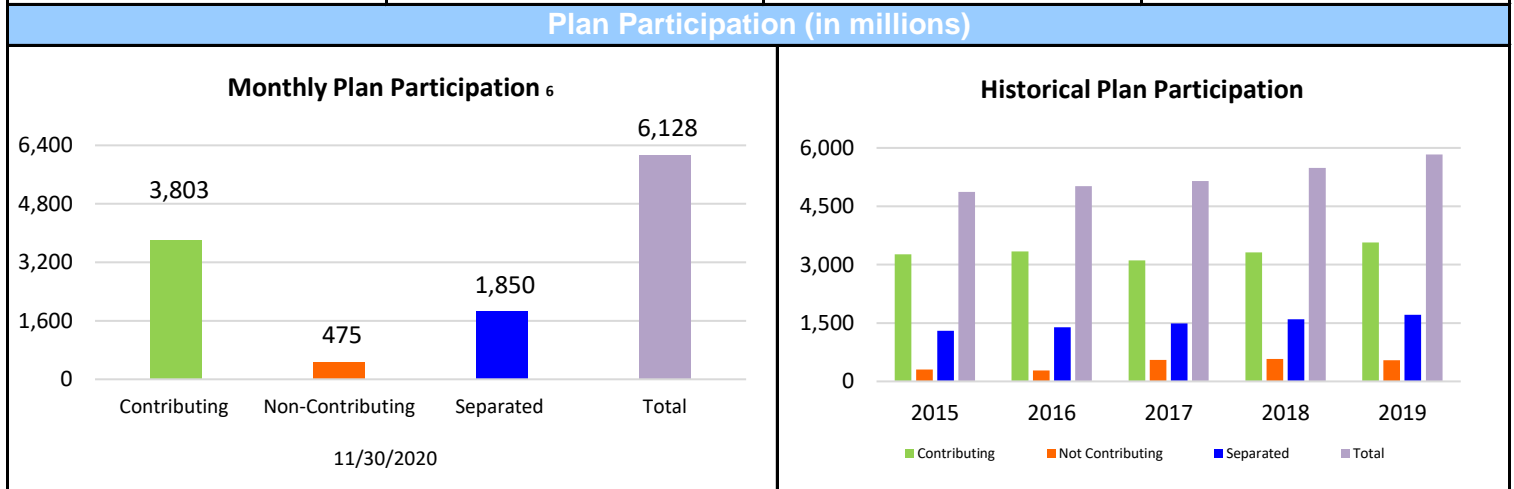
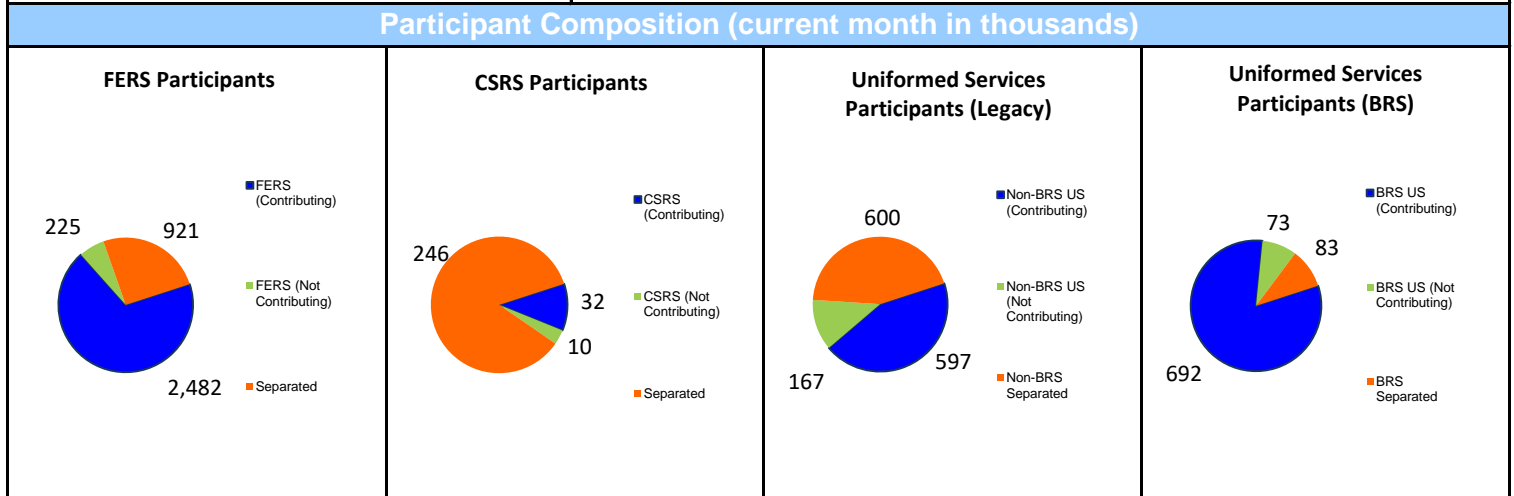
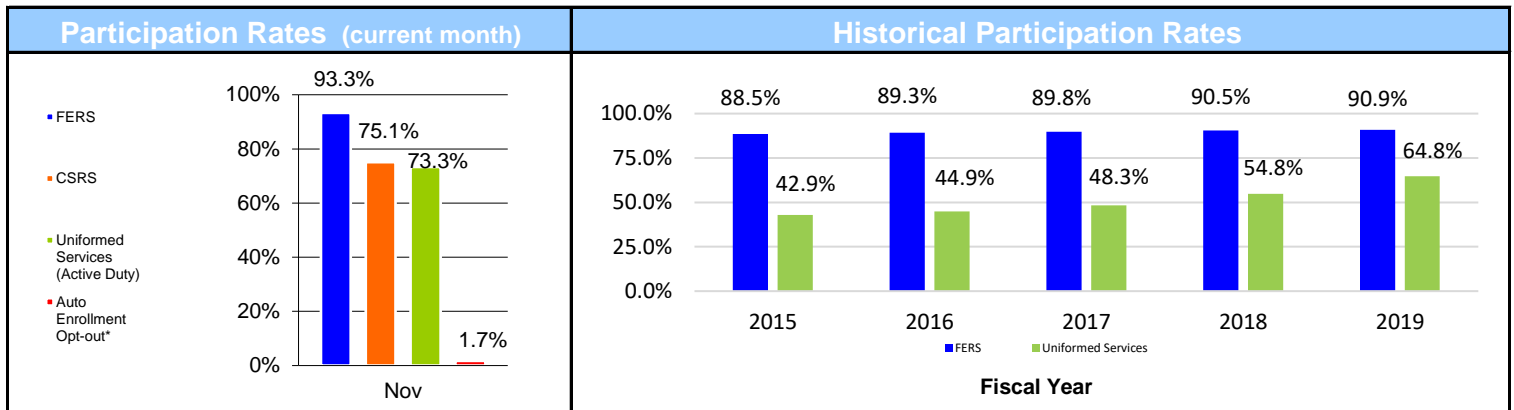


Participants and Average Balance (current month)

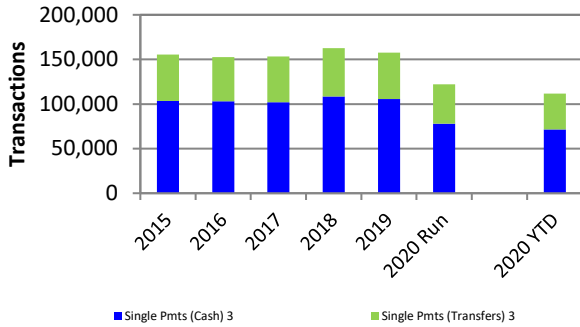
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,627,887	\$160,301	698,583	\$18,384
CSRS	288,117	\$171,361	10,178	\$26,517
Uniformed Services	1,367,883	\$32,907	594,323	\$13,375
BRS Participants	843,128	\$8,497	480,284	\$7,792
Bene Participants	31,202	\$127,243	1,603	\$11,644
Total	6,158,217	\$112,143	1,784,971	\$13,896

Historical Participant Counts (in thousands)

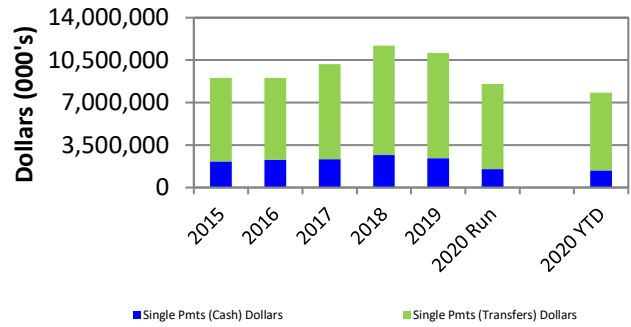




Post-Separation Withdrawals Single Payments (Cash & Transfers)

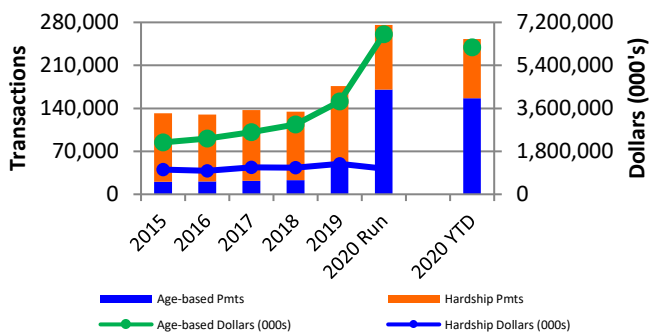


Post-Separation Withdrawals Single Payments (Cash & Transfers)

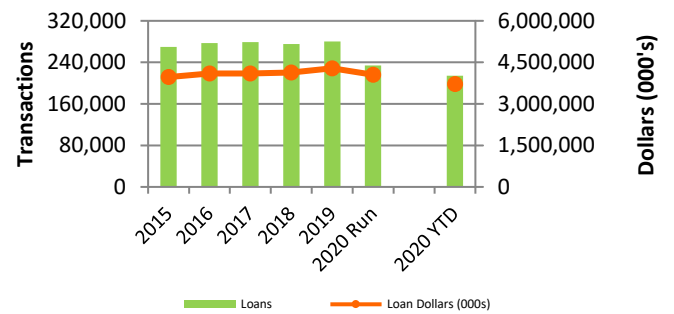


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

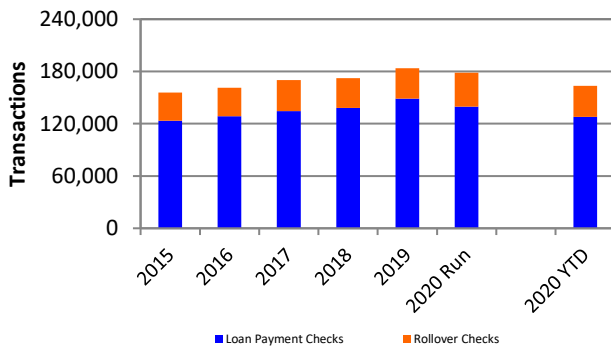


Loans

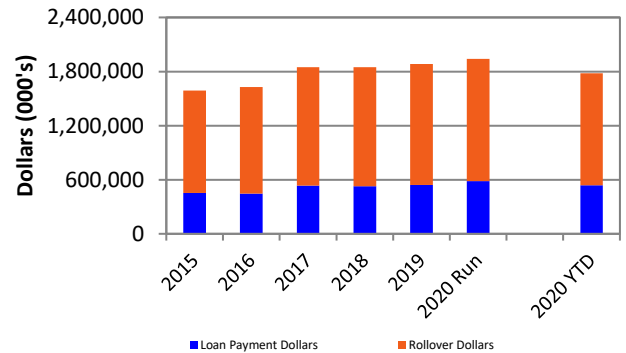


Other Activity

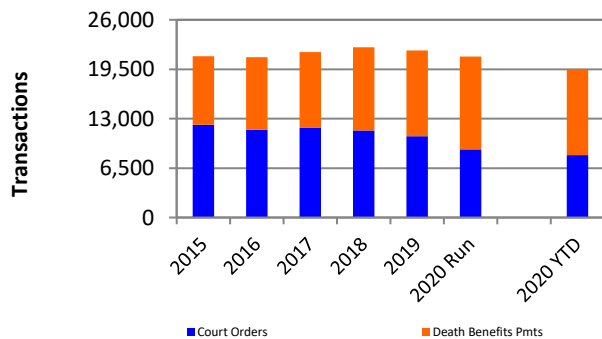
Participant-Submitted Checks



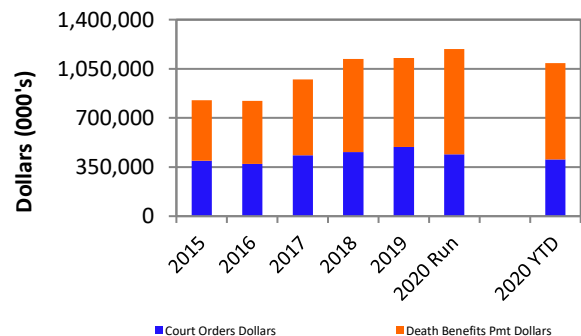
Participant-Submitted Checks



Legal Processing

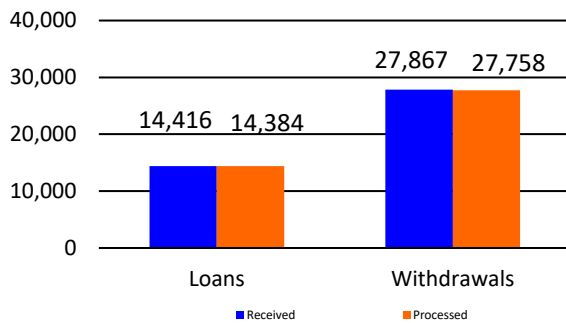


Legal Processing

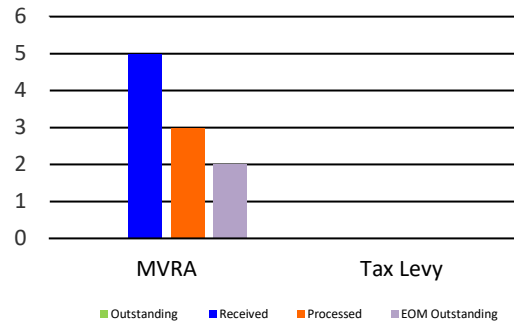


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



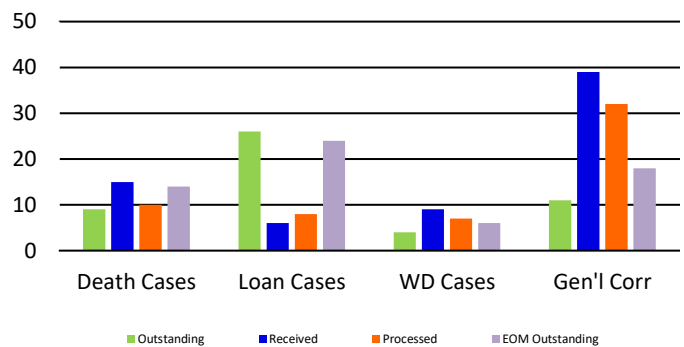
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Participant Profile	26,231	12.80%
2	Post-Separation Withdrawal Program	21,552	10.52%
3	Transaction Verification	15,196	7.42%
4	Other	14,126	6.89%
5	User ID Mod	13,127	6.41%

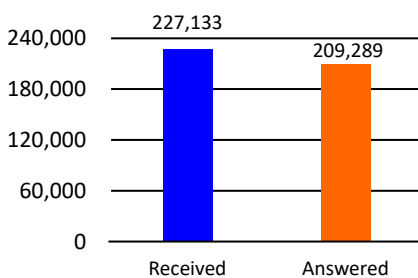
OPS Casework (current month)

Issue Management

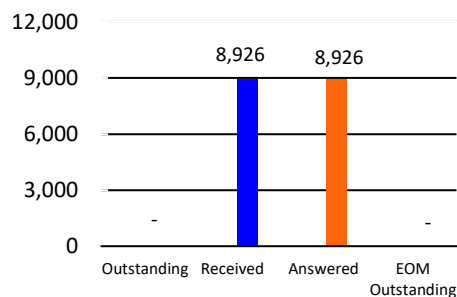


Contact Center Activity (current month)

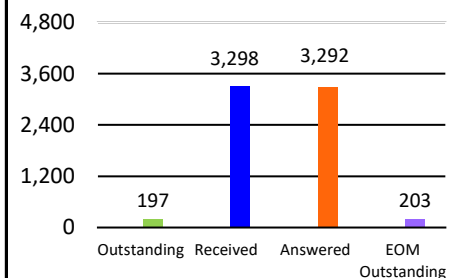
Calls



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, 236,645 ongoing monthly payments were disbursed in November, 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.