

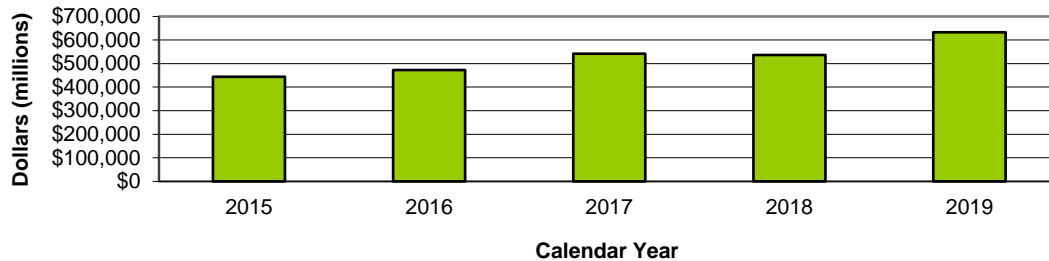
# Thrift Savings Fund Statistics

September 2020

## Highlights

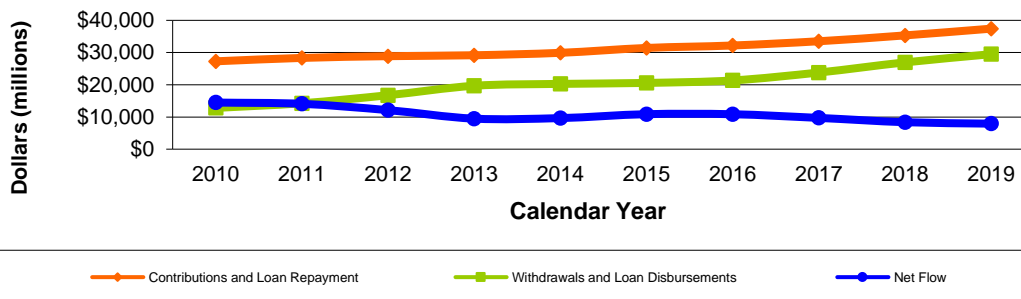
Participation rates continued the rising trend setting new plan highs with the FERS participation rate of 93.5% and the Uniformed Services active duty participation rate with 71.8% respectively. Hardship withdrawals have been trending down for past few month and the annual run rate is 12% lower than 2019. A total of 20,193 active participants requested CARES Act withdrawals in September.

## Thrift Savings Fund Statistics



	Plan Balance	Roth
Sep	\$651,124	\$22,275
Aug	\$663,312	\$22,437
Jul	\$640,106	\$21,138
(in millions)		

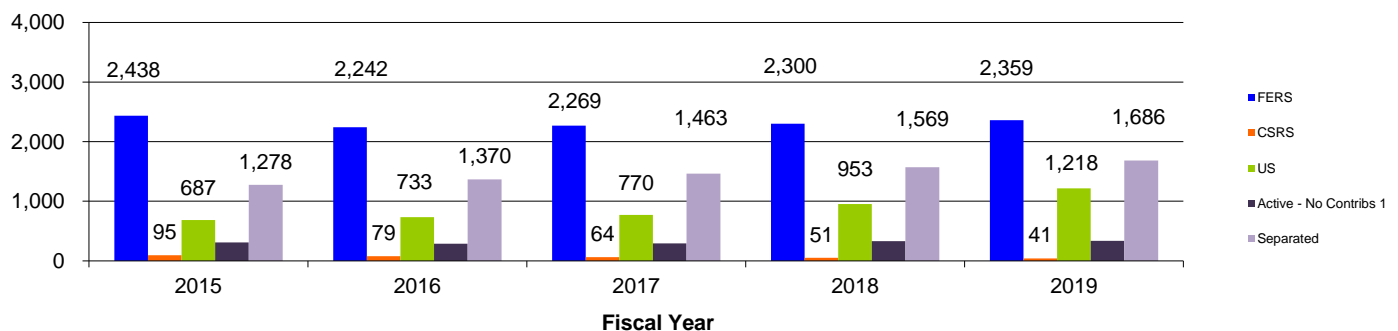
## Cash Flow Attributes

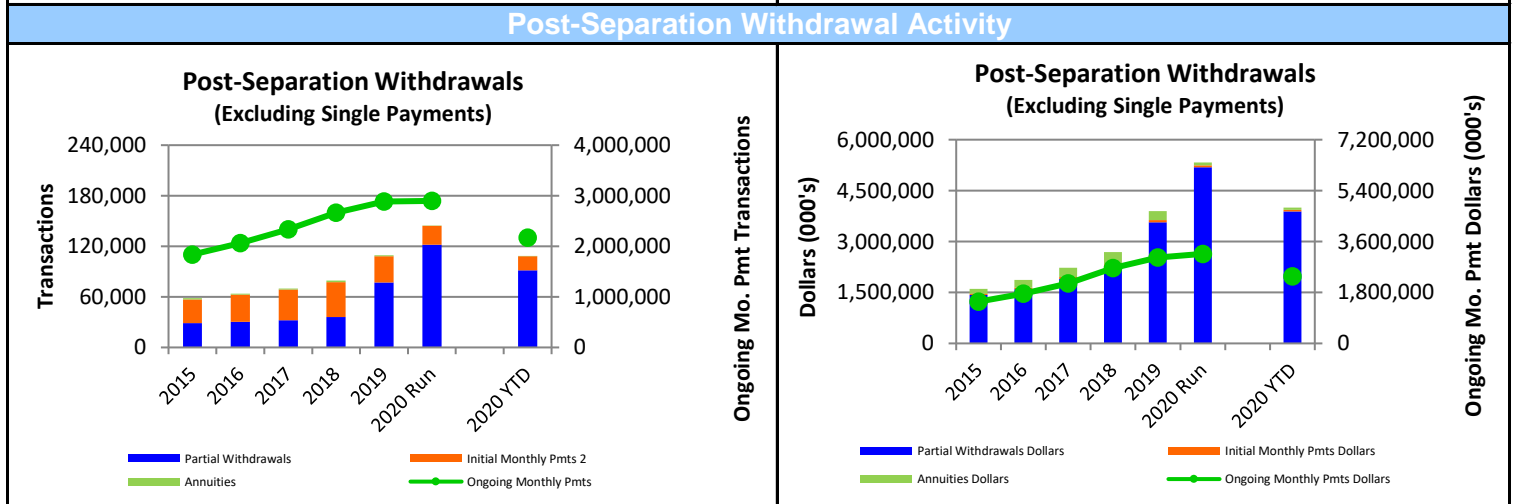
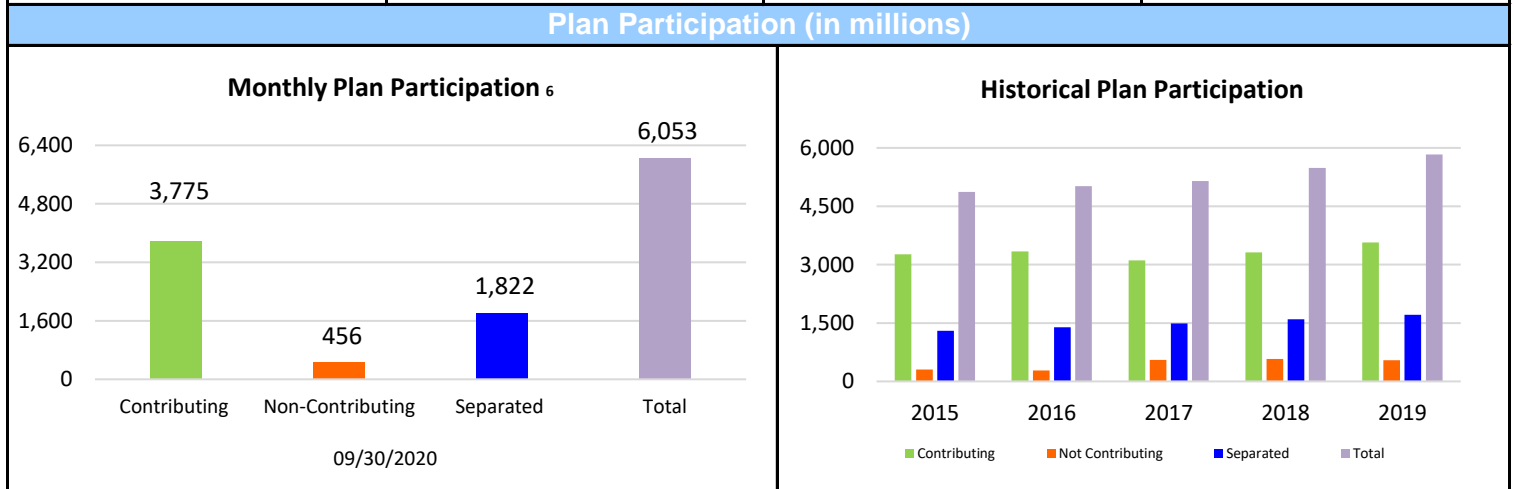
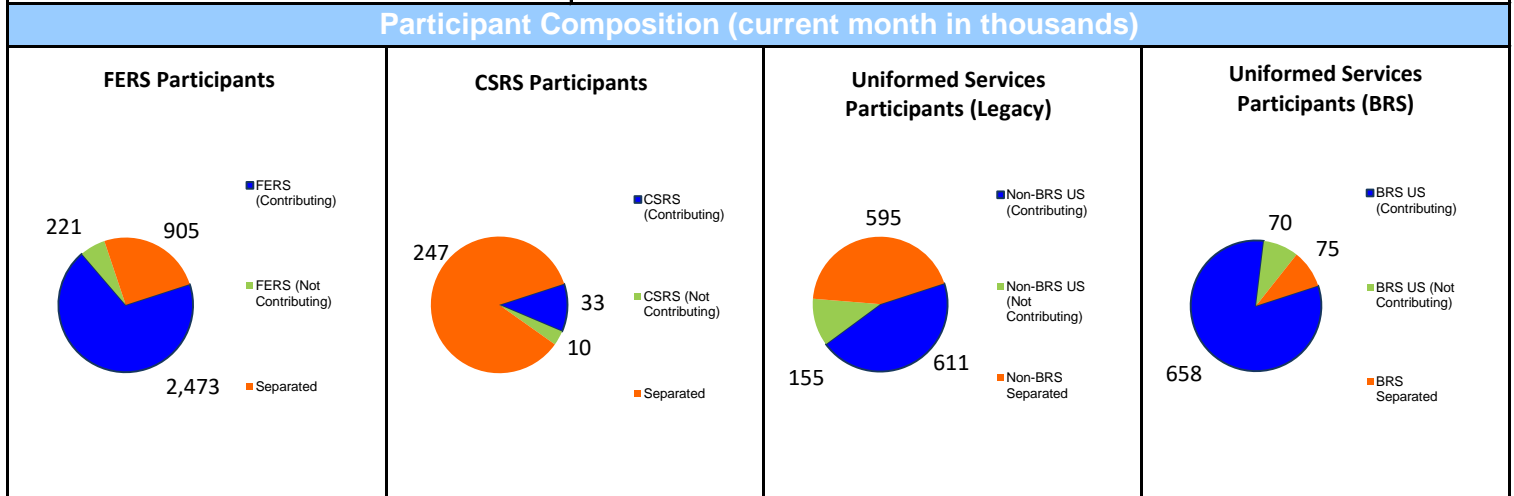
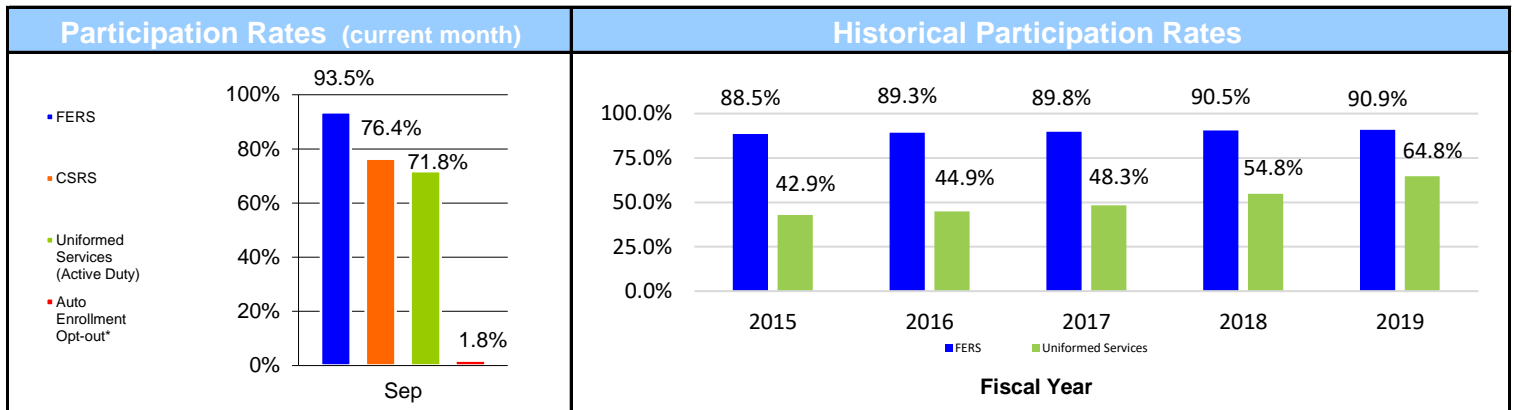


## Participants and Average Balance (current month)

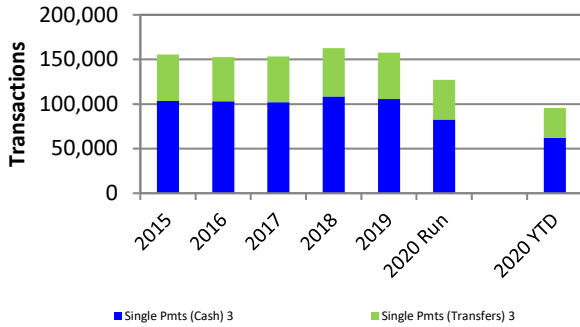
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,599,573	\$152,353	683,339	\$16,906
CSRS	289,779	\$163,986	10,155	\$24,888
Uniformed Services	1,360,754	\$30,606	588,762	\$12,222
BRS Participants	802,417	\$7,841	463,680	\$7,107
Bene Participants	30,459	\$122,910	1,518	\$11,106
Total	6,082,982	\$107,459	1,747,454	\$12,747

## Historical Participant Counts (in thousands)

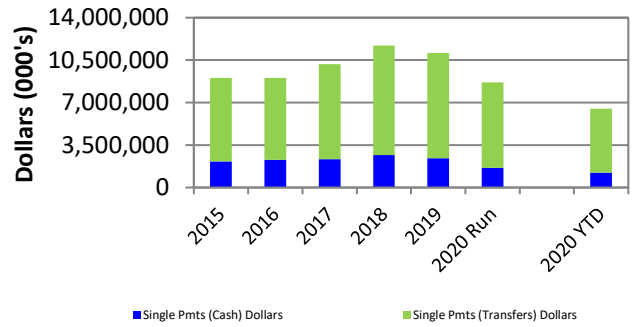




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

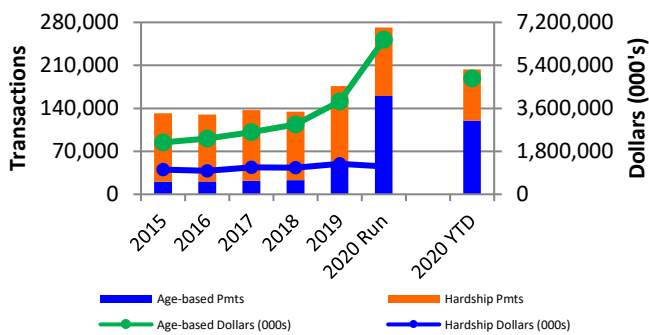


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

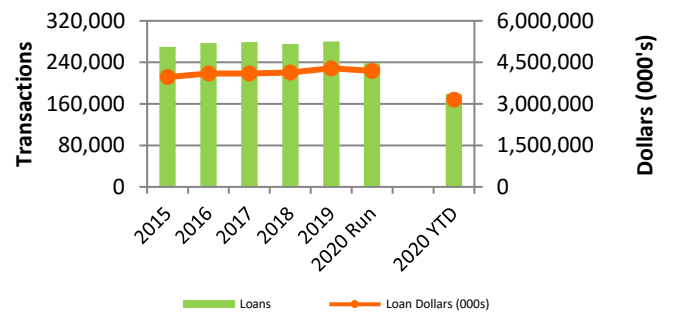


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

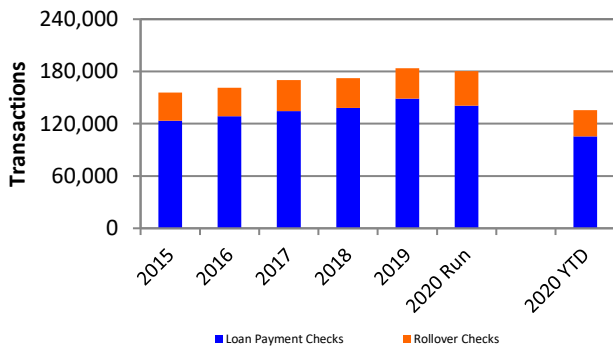


### Loans

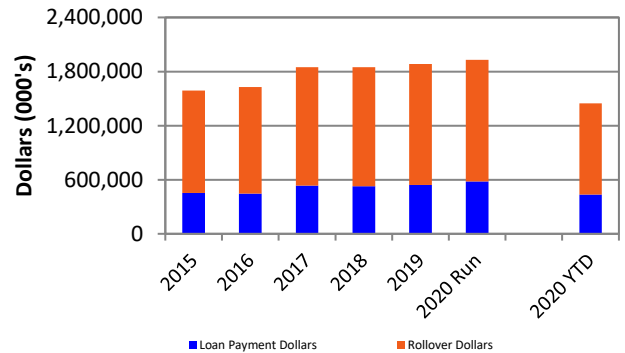


## Other Activity

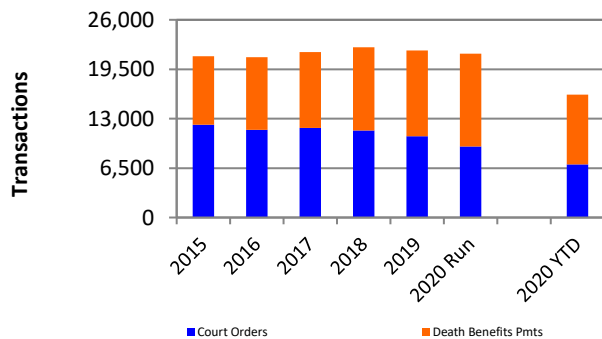
### Participant-Submitted Checks



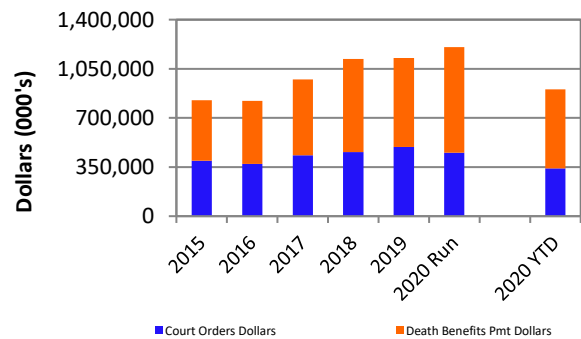
### Participant-Submitted Checks



### Legal Processing

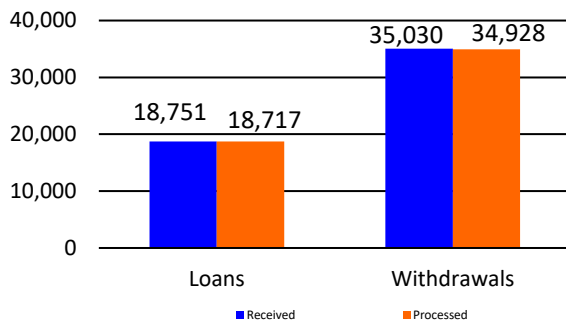


### Legal Processing

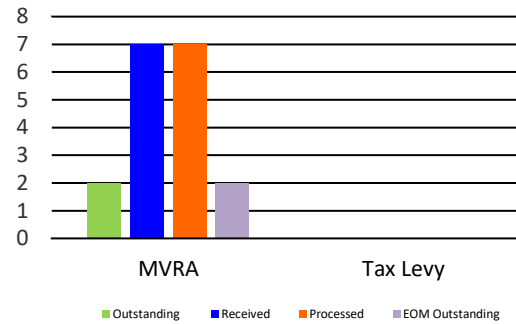


## Forms Processing (current month)

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



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



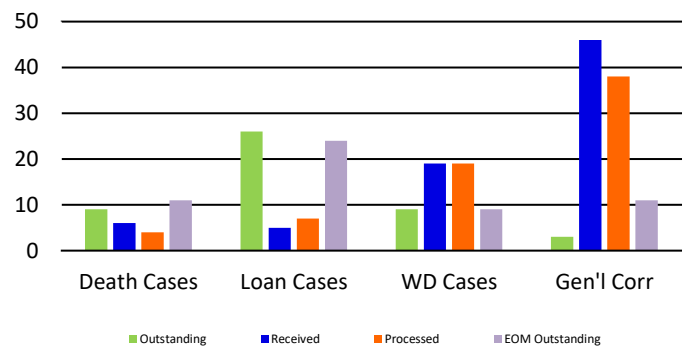
## Inquiries (current month)

### Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	24,702	13.47%
2	Password Reset Vocally	15,734	8.58%
3	Transaction Verification	14,196	7.74%
4	Loan Program	13,378	7.29%
5	Other	13,311	7.26%

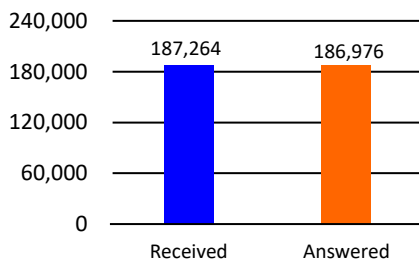
## OPS Casework (current month)

### Issue Management

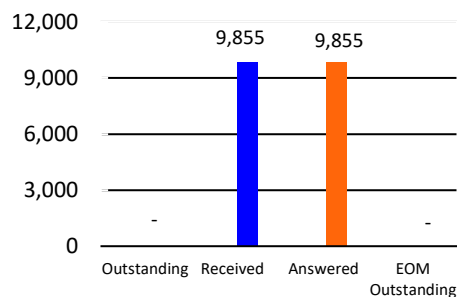


## Contact Center Activity (current month)

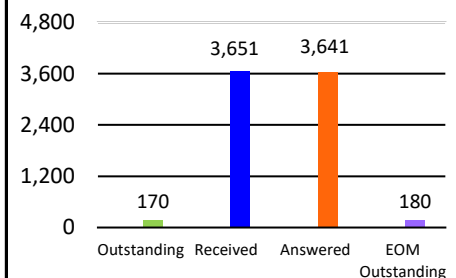
### Calls



### 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, 236,939 ongoing monthly payments were disbursed in September, 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.