

Office of Participant Services

PRESENTED BY
THE FEDERAL RETIREMENT THRIFT
INVESTMENT BOARD



Thrift Savings Plan

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD

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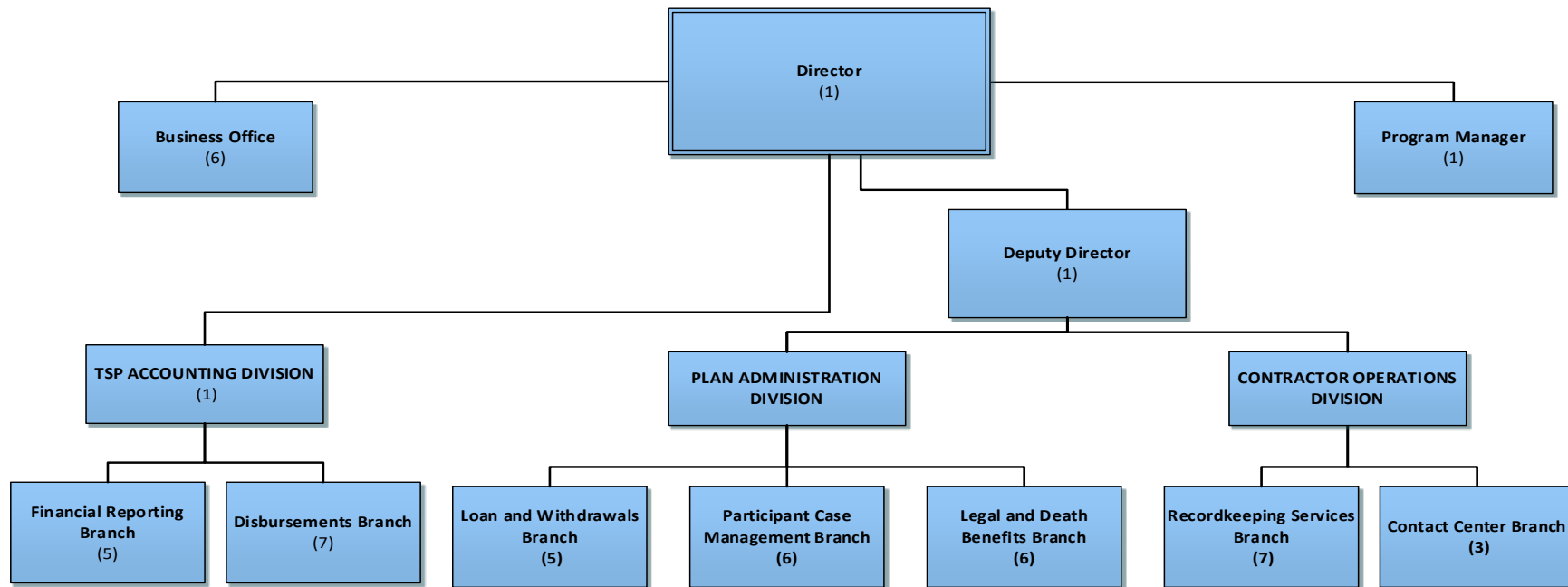


Office of Participant Services (OPS) Functional Statement

The function of the Office of Participant Services (OPS) is to provide premier customer service, ensure efficient and effective execution of daily operations, and shape the policies, procedures, and processes that provide participants and beneficiaries with the tools and services they need to achieve a secure retirement with the best possible outcomes.

We talk to our participants, efficiently execute their requests, help solve their problems, and continually improve the TSP experience through service innovation.

Office of Participant Services



Authorized Staff:	49
Vacancies:	8
Contractor Staff:	885

RECORDKEEPING BRANCH

“We achieve flawless operations.”

- Manage and oversee three major business lines:
 - Agency Technical Services (ATS)
 - Service Bureau (SB)
 - Special Processing Unit (SPU)
- Serve as SMEs on a wide range of Agency initiatives and projects that impact money-in, money-out, forms processing, and account adjustment processes and procedures.
- Review account adjustments and exceptions processing to ensure they are accurate with no negative impact to the participant.
- Facilitate all OPS service change requests to ensure technology improvements support and enhance the processing of participant transactions and requests.

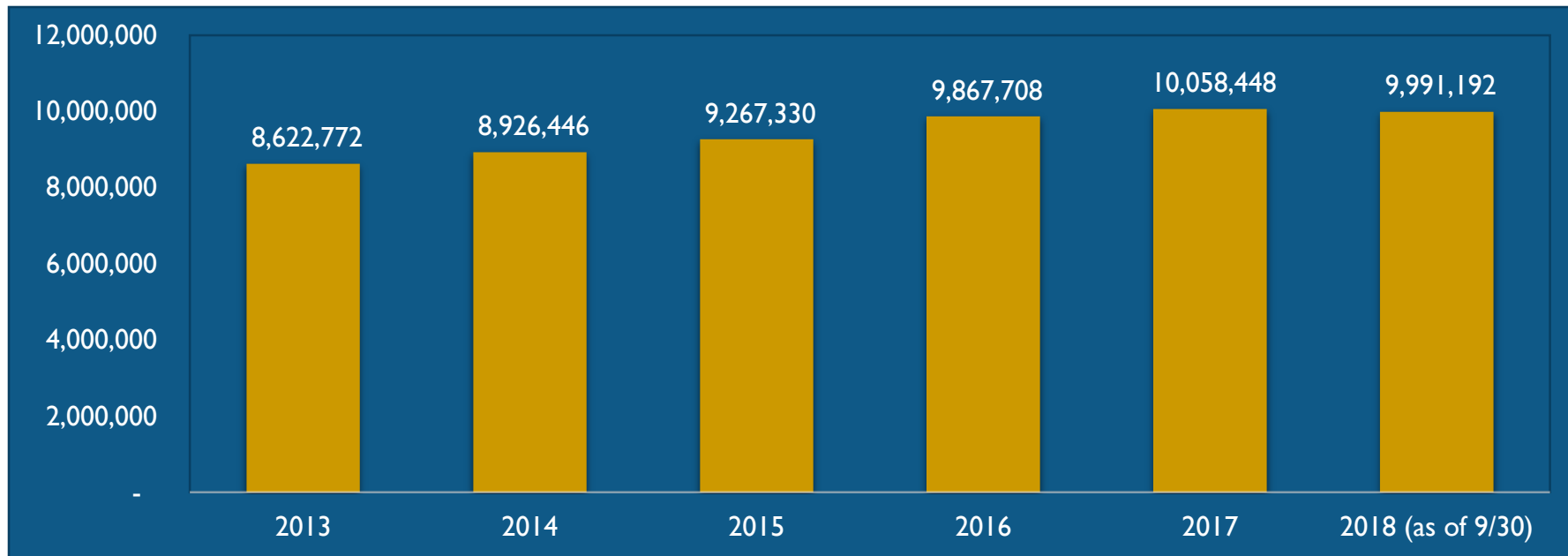
Agency Technical Services (ATS)

- Processes **contributions** and help agencies with payroll file issues (e.g., digital ID requests, reports, FERCCA & USERRA cases)
- Serves as **liaisons** to agencies and payroll offices
 - 1,500 monthly average of phone inquiries
- Offers **account security support** to contact centers
 - 334 monthly average of eforms
- Helps process **CSRS** forfeitures and forfeiture restorations (with SPU)



Total Contributions Processed

- monthly average/year



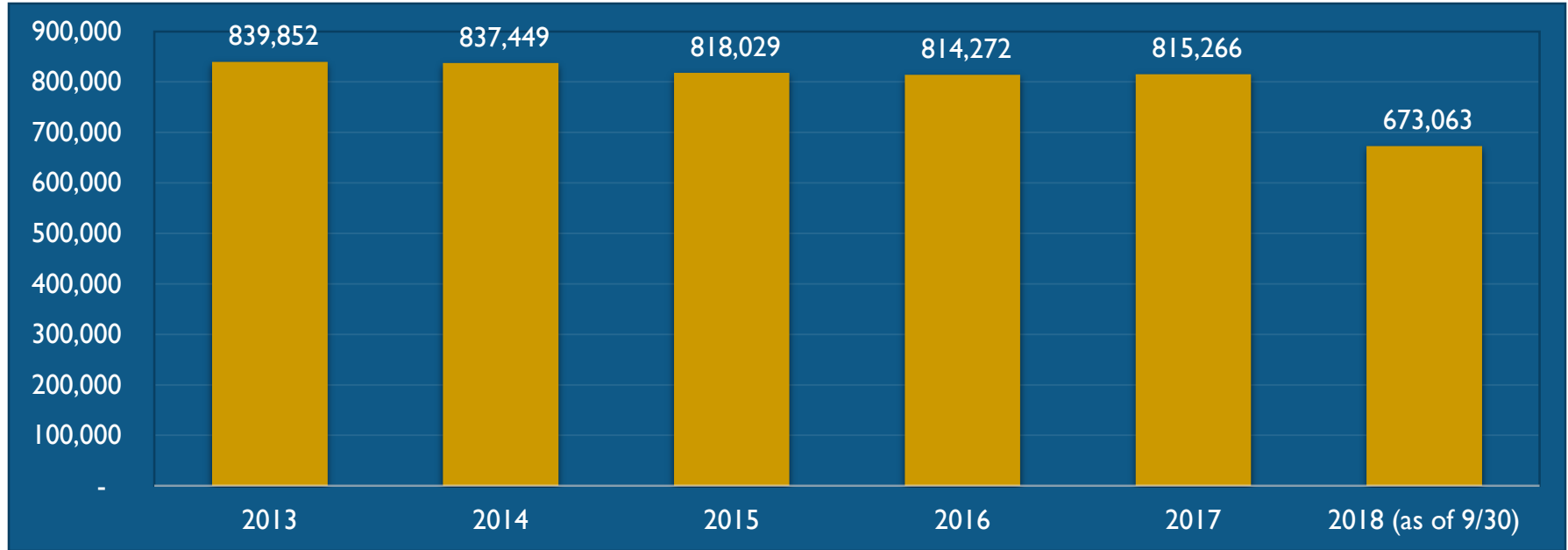
Service Bureau



- Processes all loan, withdrawal, and name/address change **forms**
- Processes all **returned mail**

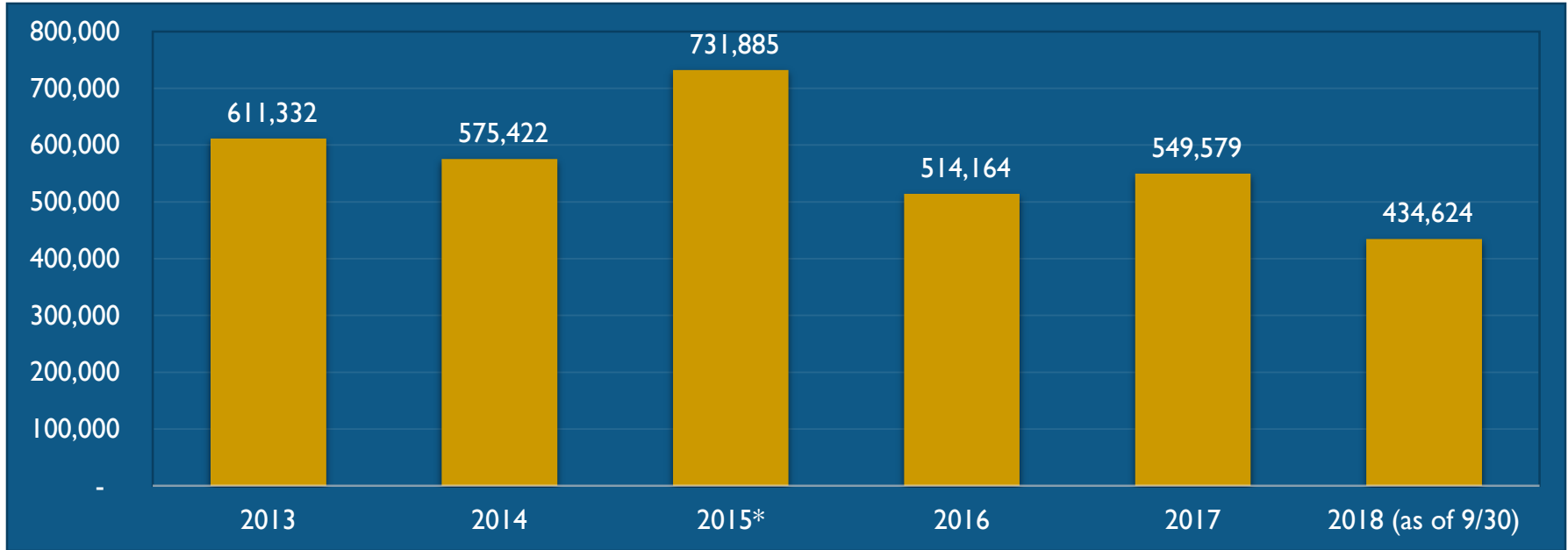
Forms Processed

- yearly total



Returned Mail

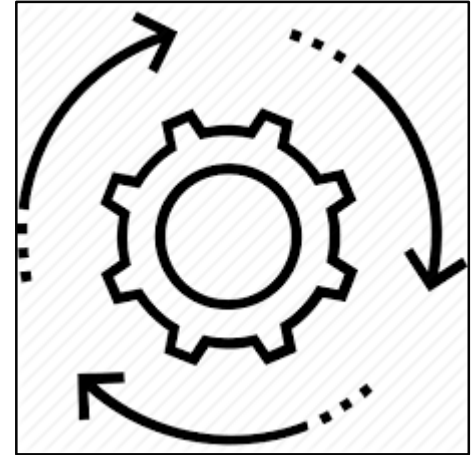
- yearly total



* 2014 (mailed 2015) annual statements were not suppressed

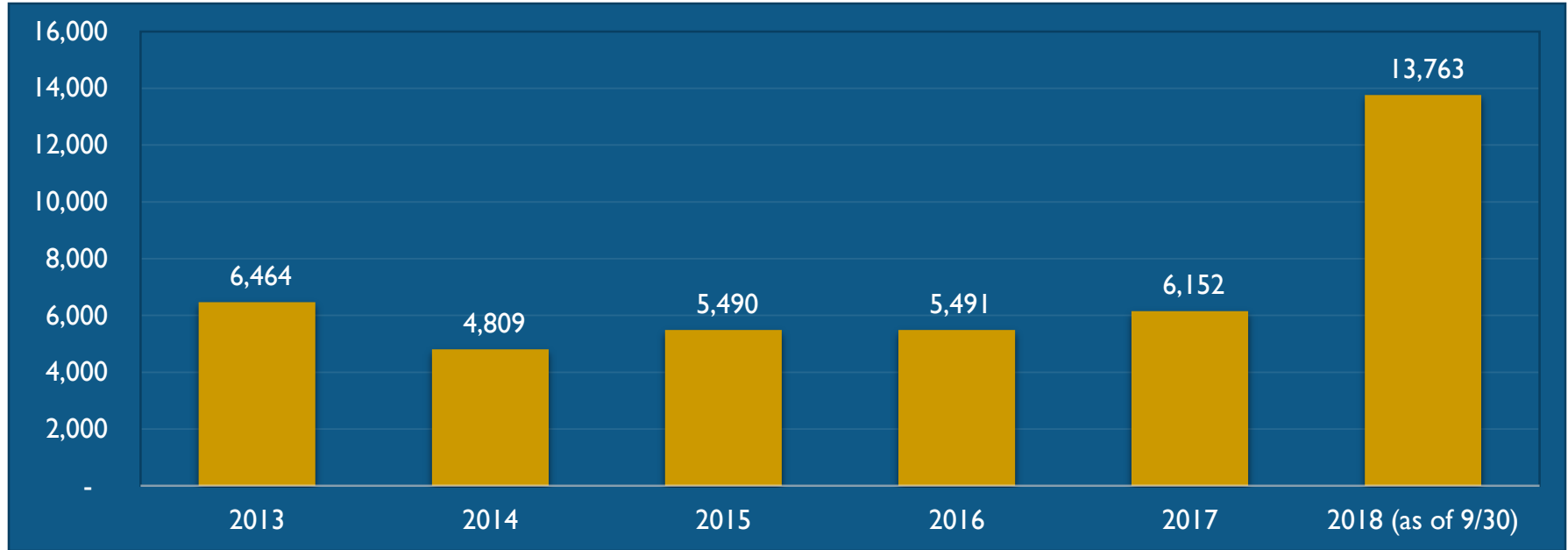
Special Processing Unit

- Forms Review
- Roll ins
- Account Restorations *(abandoned accounts)*
- Treasury credits *(support)*
- Account adjustments, exceptions, and manual processing
- Reclamations
- CSRS Forfeitures
- 1099-Rs *(support)*
- TSP-76 exceptions *(hurricanes, wildfires)*



Forms Review - cases worked

- monthly average/year



Benefits Specialists in the Recordkeeping Branch

“help people retire with dignity.”



KEY CONTRIBUTORS to a number of high-priority Agency projects and initiatives:

- ❖ Blended Retirement
- ❖ Additional Withdrawals Project
- ❖ 5% Auto-Enroll Project
- ❖ L Fund Additions Project

Customer Satisfaction

Topic	% Satisfied
The Thrift Savings Plan overall	90%
Flexibility of withdrawal options	62%
Ability to take a loan from TSP account	75%
Ability to transfer money from IRAs/other eligible retirement plans into TSP	64%

Questions

