

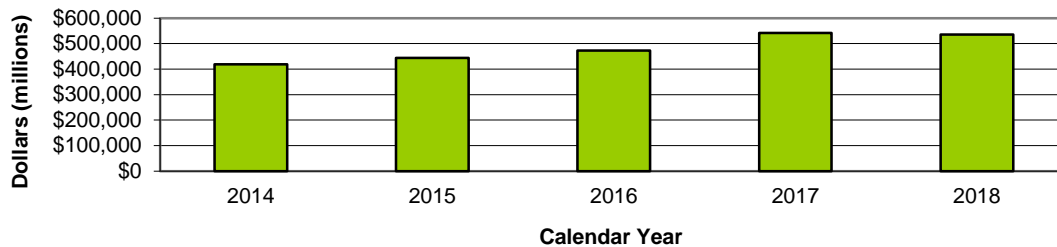
Thrift Savings Fund Statistics

August 2019

Highlights

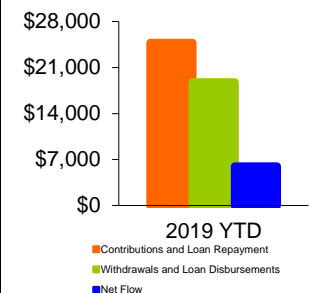
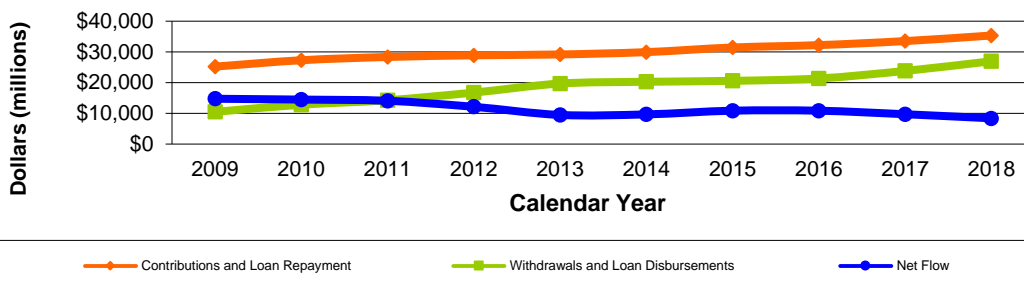
BRS auto-enrollment numbers continue to rise, adding over 13,000 uniformed service participants to the plan since last month. Roll-in activity has increased 32% over the last couple of months, with participants contributing \$129 million into the Plan in August. Two Step Authentication numbers are steadily increasing with approximately 302,046 participants having opted-in since implementation.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Aug	\$593,726	\$15,924
Jul	\$599,583	\$15,521
Jun	\$594,985	\$15,413
(in millions)		

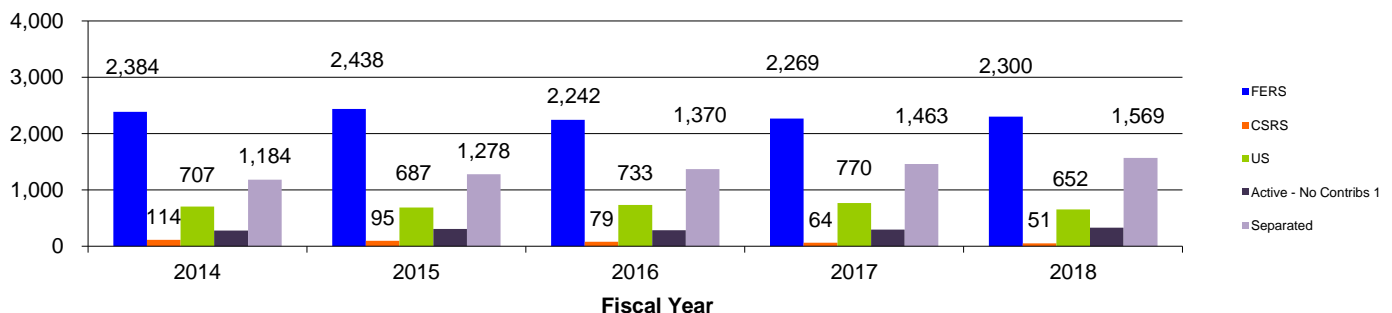
Cash Flow Attributes

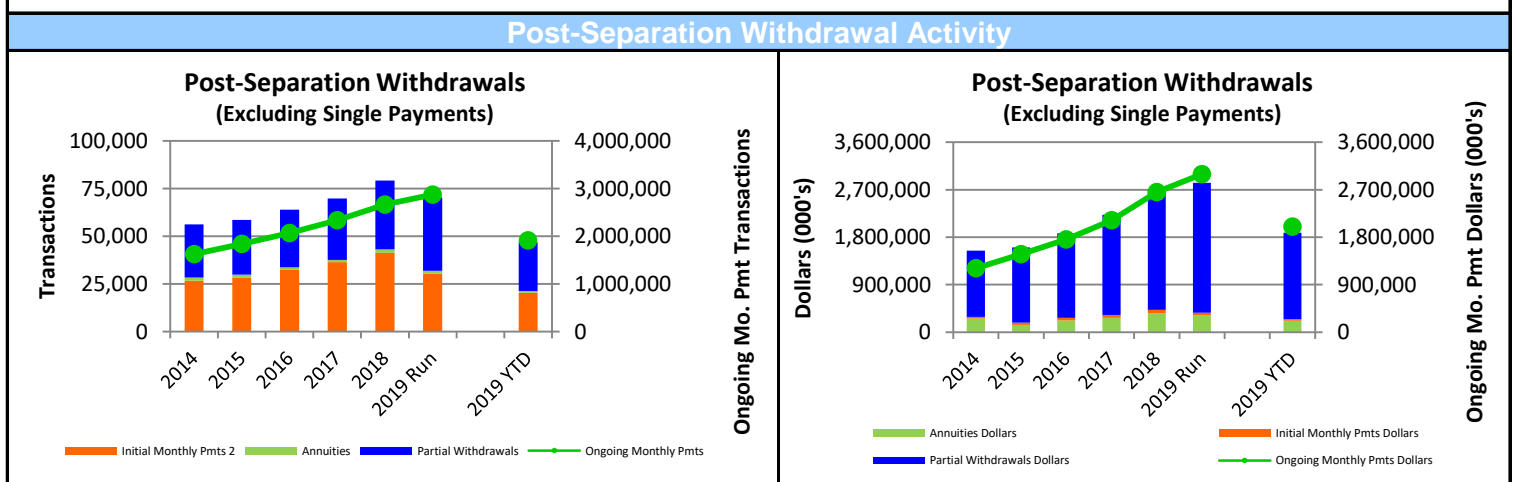
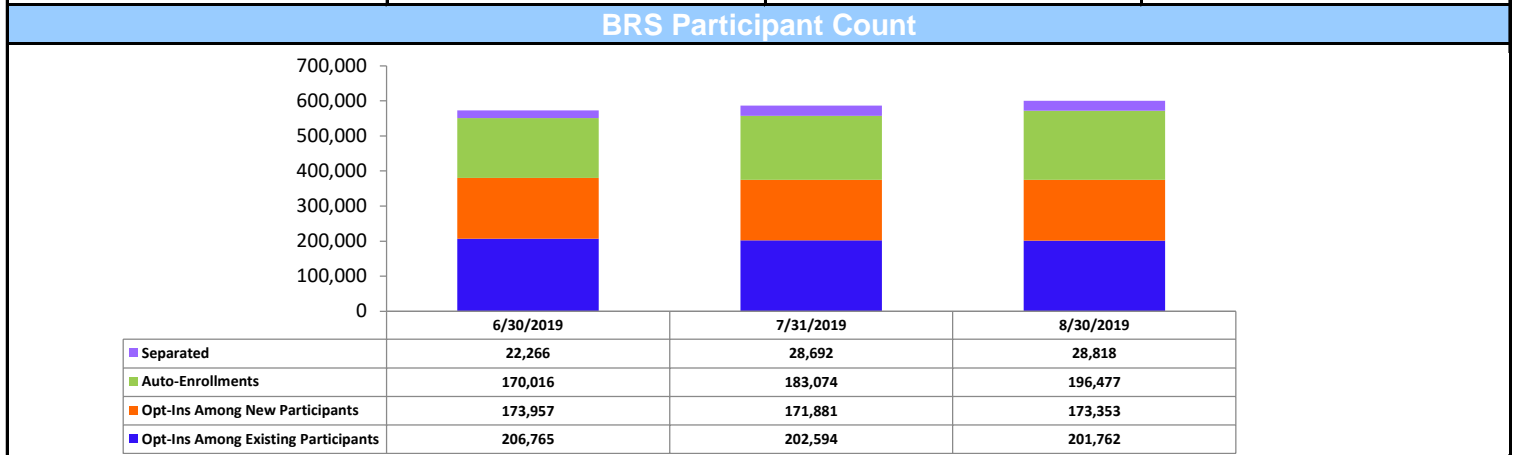
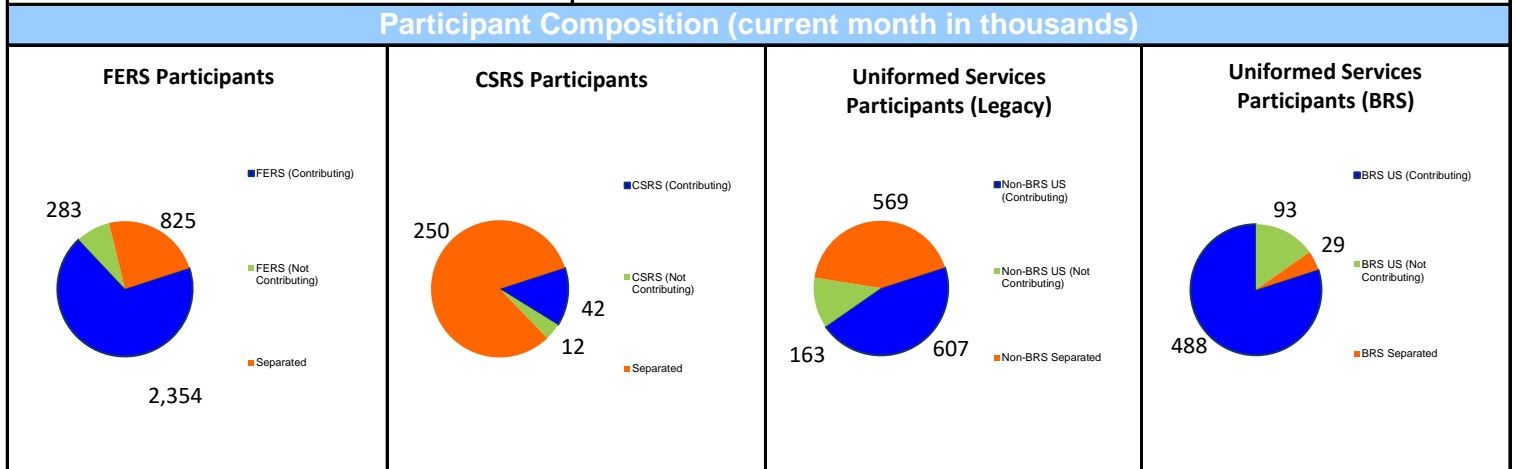
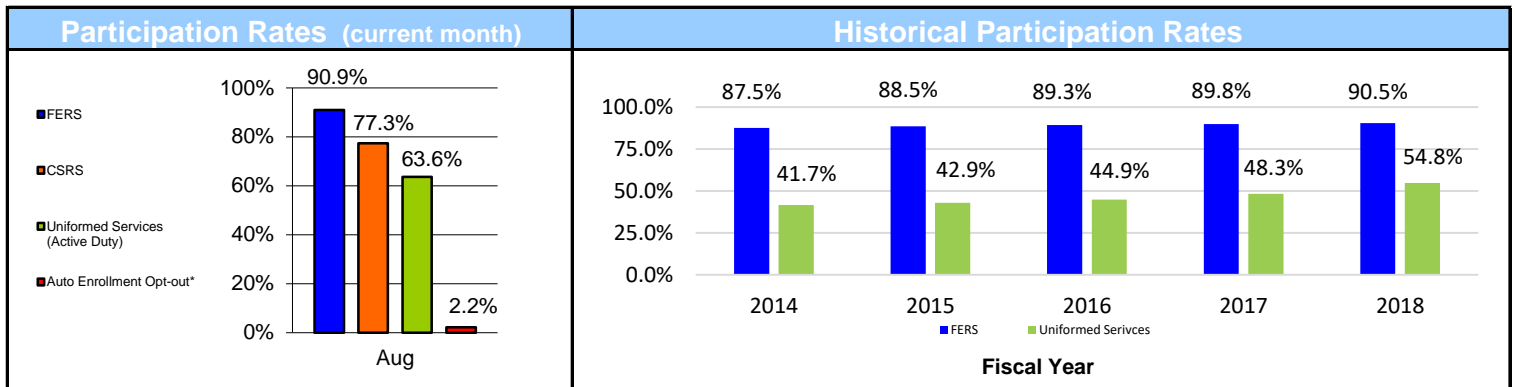


Participants and Average Balance (current month)

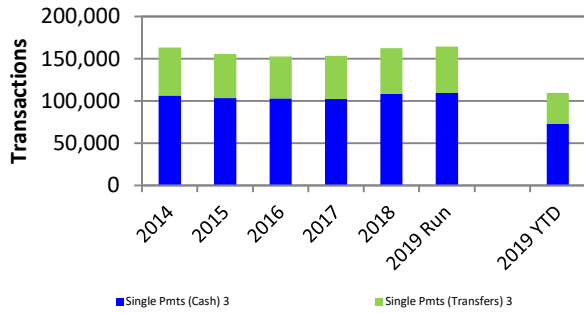
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,462,203	\$144,465	589,441	\$14,269
CSRS	303,977	\$153,931	10,129	\$22,010
Uniformed Services	1,347,746	\$27,432	543,076	\$9,751
BRS Participants	600,410	\$6,259	352,668	\$5,656
Bene Participants	27,014	\$115,175	1,090	\$9,407
Total	5,741,350	\$103,412	1,496,404	\$10,642

Historical Participant Counts (in thousands)

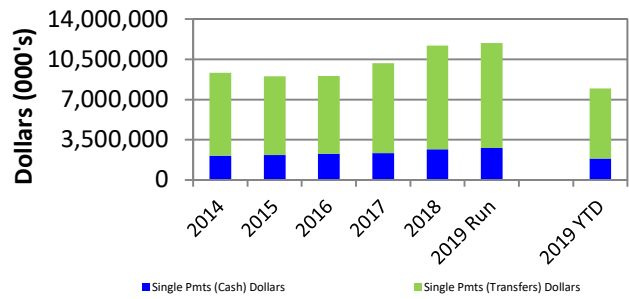




Post-Separation Withdrawals Single Payments (Cash & Transfers)

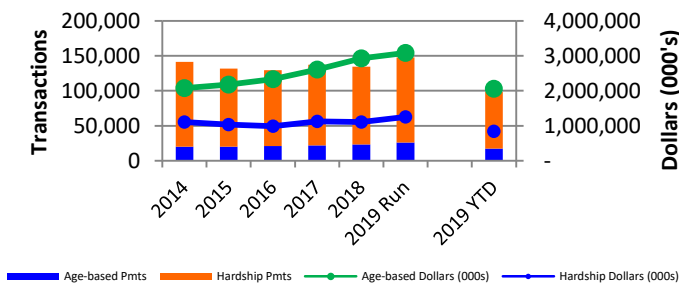


Post-Separation Withdrawals Single Payments (Cash & Transfers)

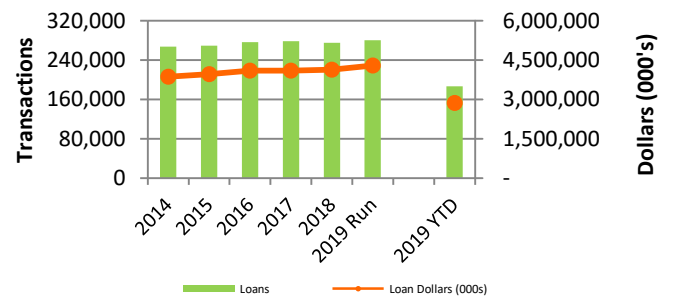


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

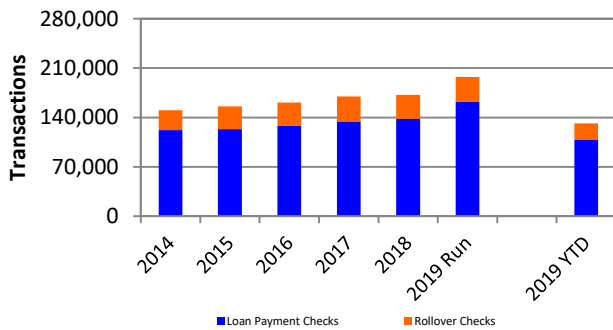


Loans

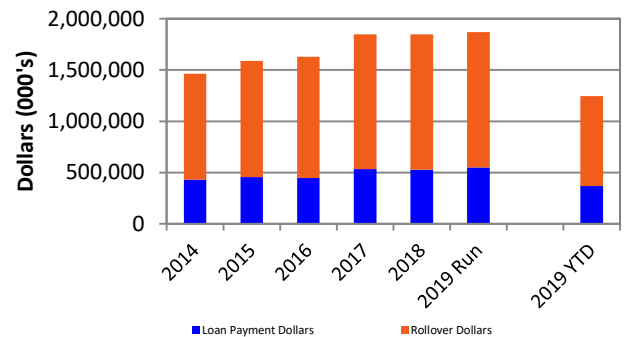


Other Activity

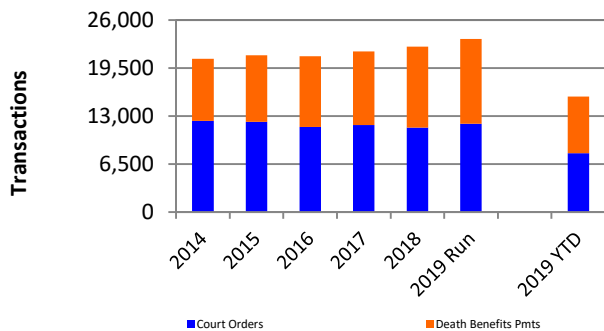
Participant-Submitted Checks



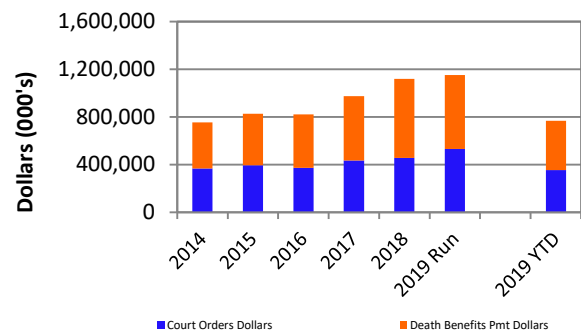
Participant-Submitted Checks



Legal Processing

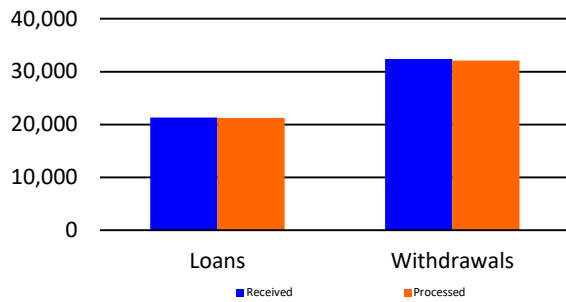


Legal Processing

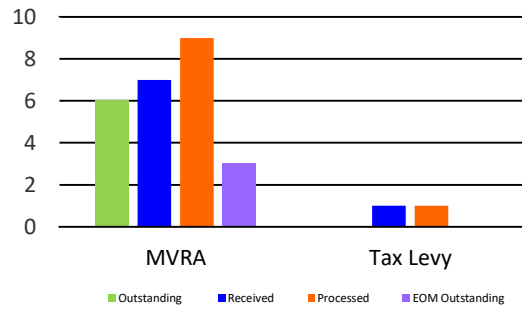


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



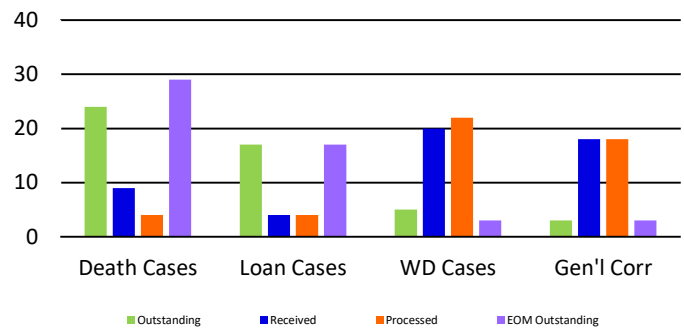
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	34,501	17.99%
2	Other	19,038	9.93%
3	Password reset vocally	18,109	9.44%
4	In-Service Withdrawal Program	17,309	9.03%
5	Loan Program	17,248	9.00%

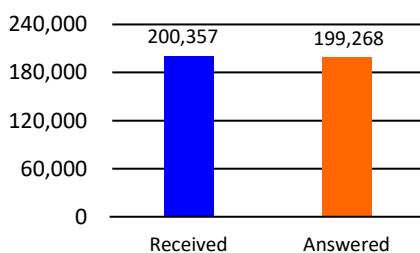
OPS Casework (current month)

Issue Management

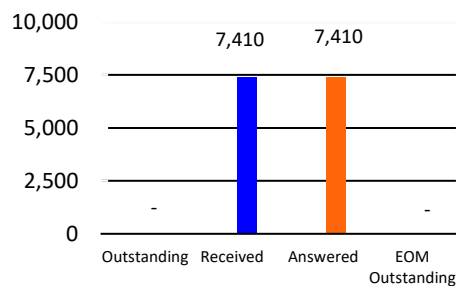


Contact Center Activity (current month)

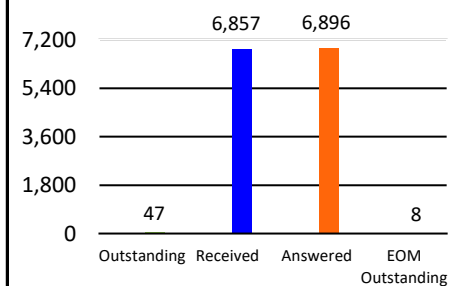
Calls



E-Messages *



Written Correspondence *



1. 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.

2. In addition to the initial monthly payments, 243,389 ongoing monthly payments were disbursed in August 2019.

3. 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.

4. Forms Processed includes accepted and rejected forms.

5. 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.