

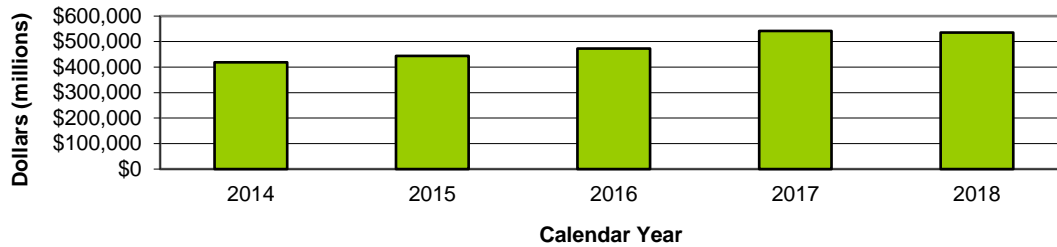
Thrift Savings Fund Statistics

November 2019

Highlights

FERS Participation rates inched up again to 91.4% which is unusual for November, while the CSRS participation rate decreased slightly to 76.2% and the uniformed service member's participation rate remained steady at 65.5%. Single payment cash total account distributions out of the TSP decreased 42% and monthly partial and age based withdrawals decreased by about 50% as compared to October. This is expected following the sharp increases immediately following the deployment of AWP. We will continue to monitor withdrawal activity to determine what the new withdrawals baseline is. Loan requests decreased as usual for this period of the year. As we approach the December mandatory implementation of two factor authentication, the voluntary opt-in rate has increased to 37% or 821,000 participants.

Thrift Savings Fund Statistics

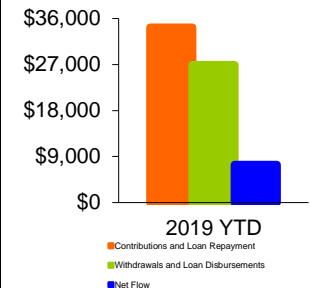
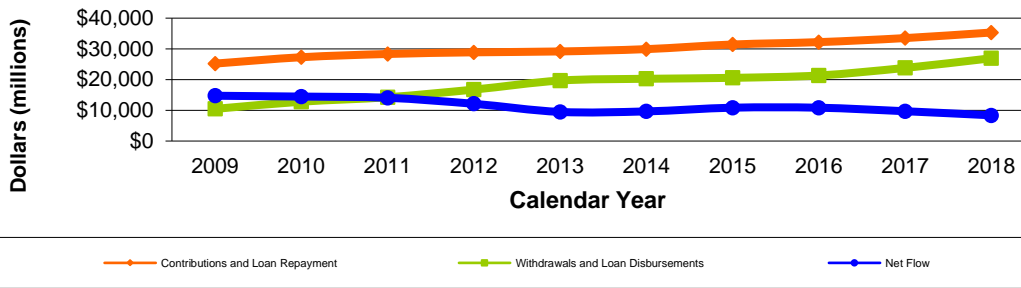


Plan Balance

	Nov	Oct	Sep
Nov	\$621,341	\$609,214	\$601,030
Oct		\$17,717	\$17,011
Sep			\$16,421

(in millions)

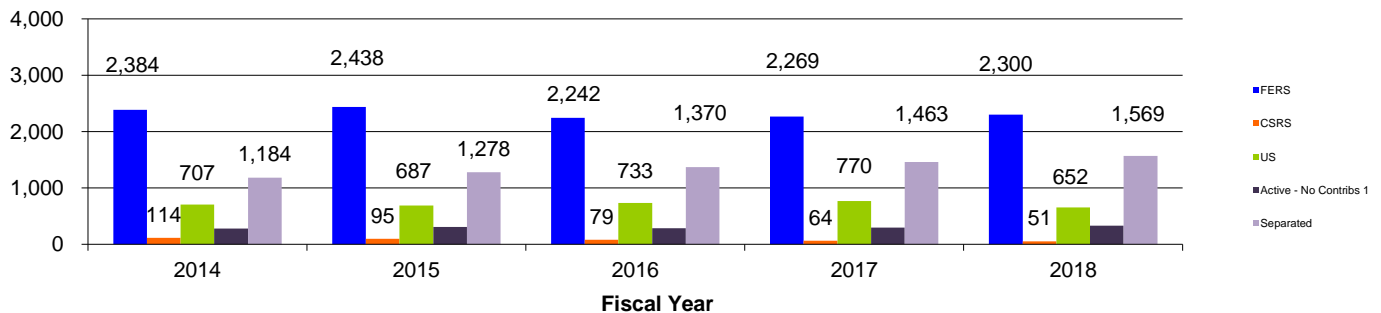
Cash Flow Attributes

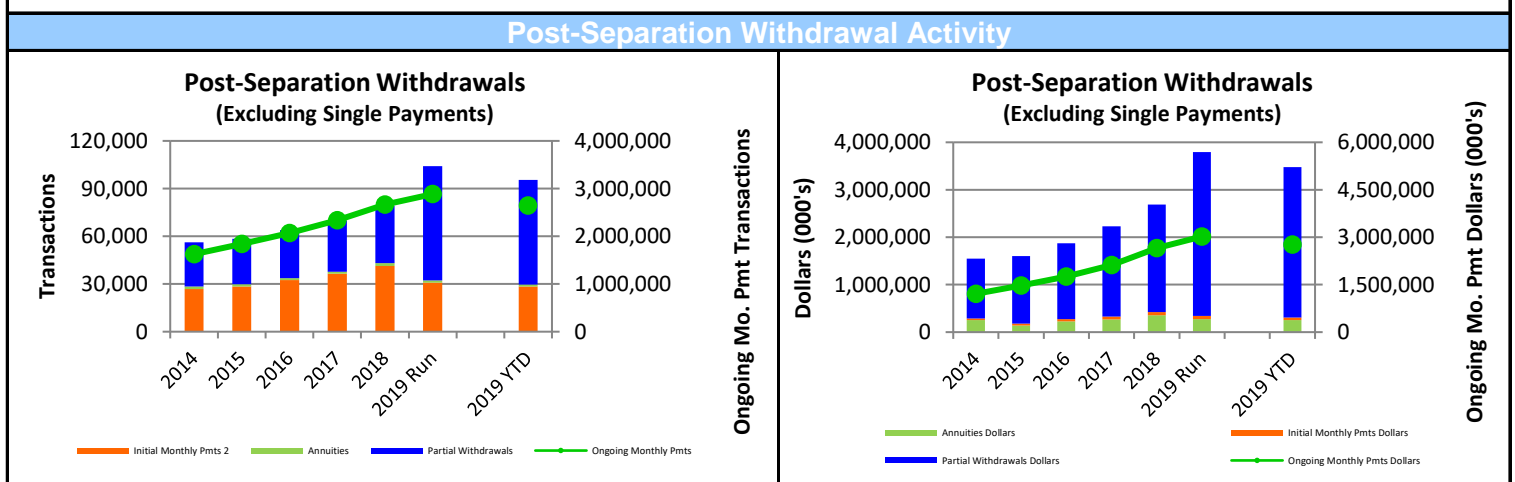
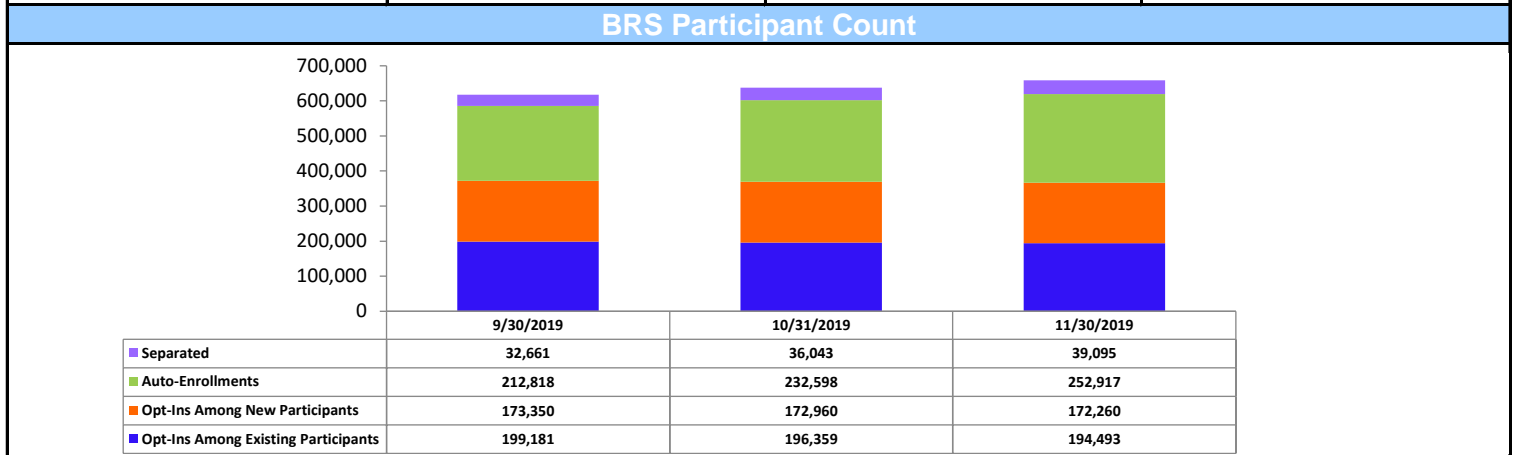
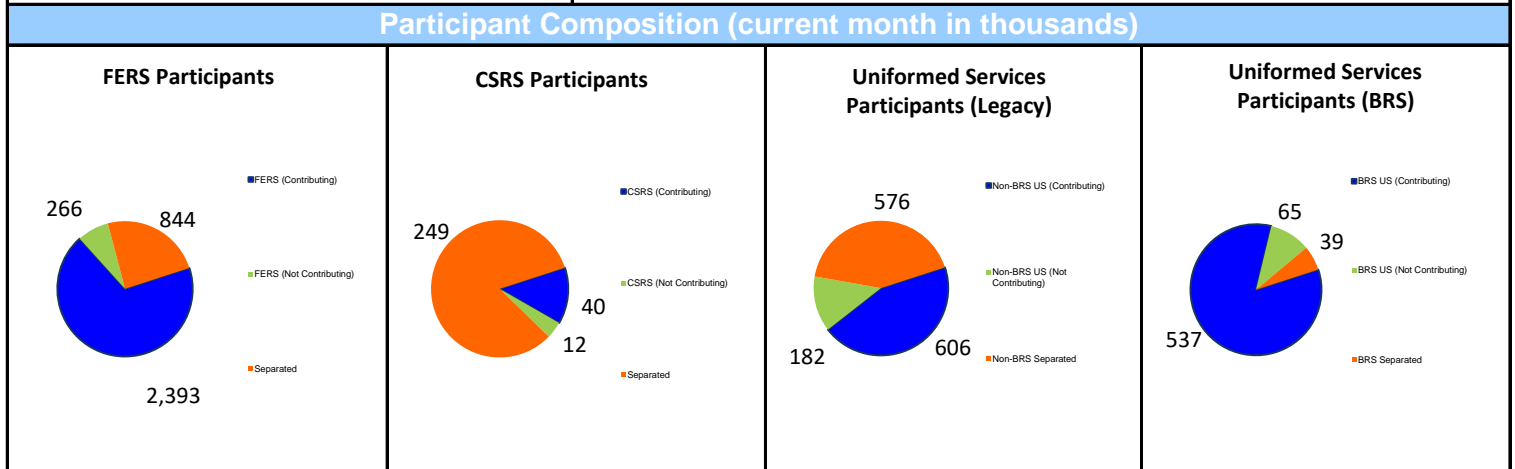
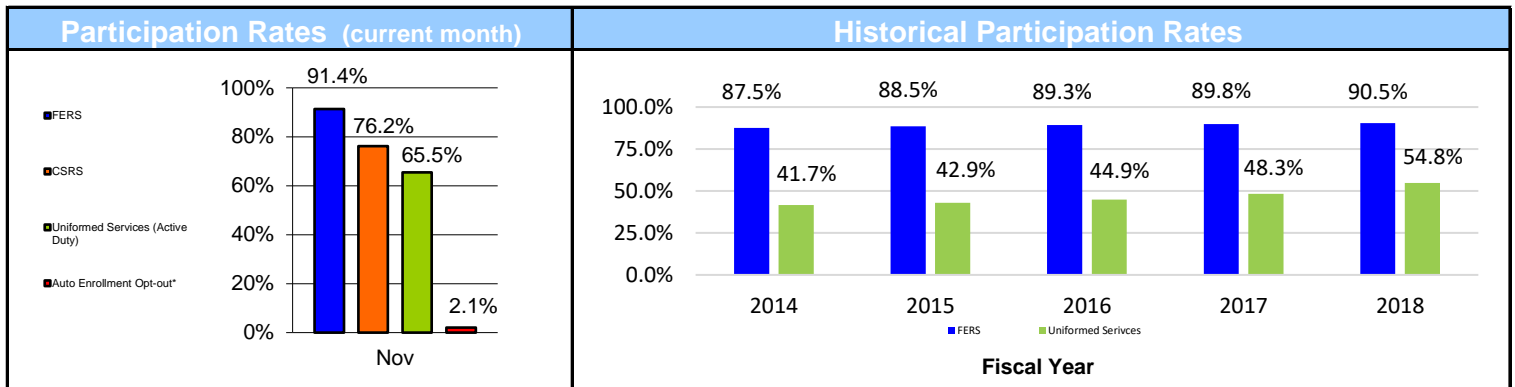


Participants and Average Balance (current month)

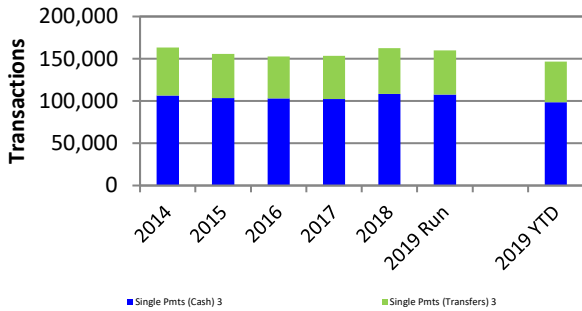
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,502,901	\$149,424	611,176	\$14,823
CSRS	300,455	\$159,179	10,109	\$22,614
Uniformed Services	1,351,672	\$28,882	554,277	\$10,228
BRS Participants	658,765	\$6,685	382,484	\$5,896
Bene Participants	27,641	\$117,917	1,188	\$9,947
Total	5,841,434	\$106,368	1,559,234	\$11,363

Historical Participant Counts (in thousands)

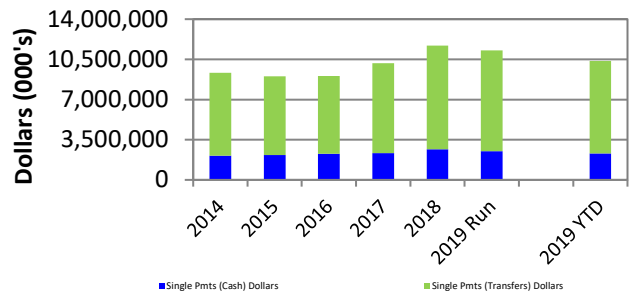




Post-Separation Withdrawals Single Payments (Cash & Transfers)

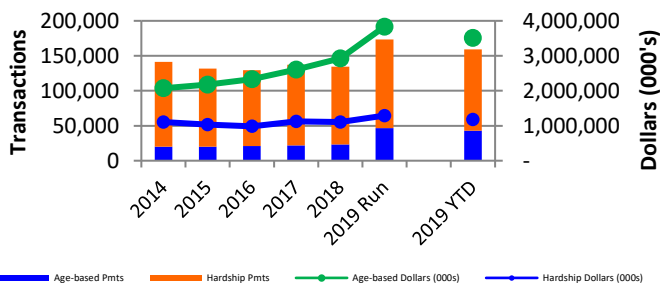


Post-Separation Withdrawals Single Payments (Cash & Transfers)

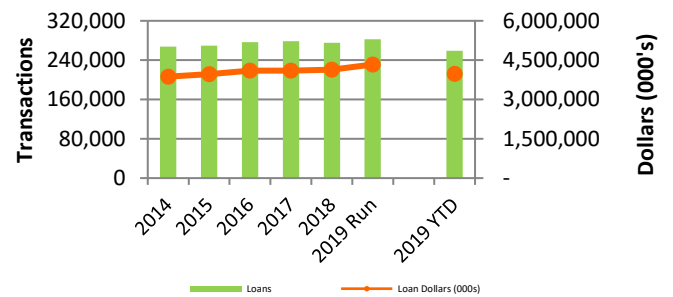


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

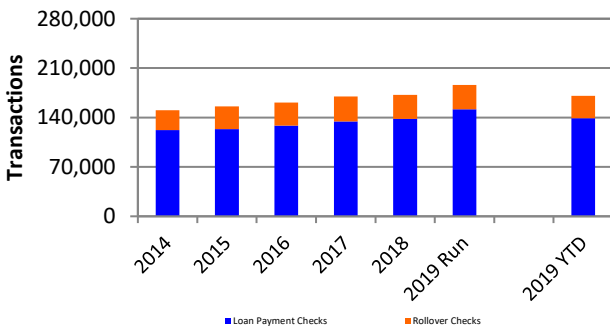


Loans

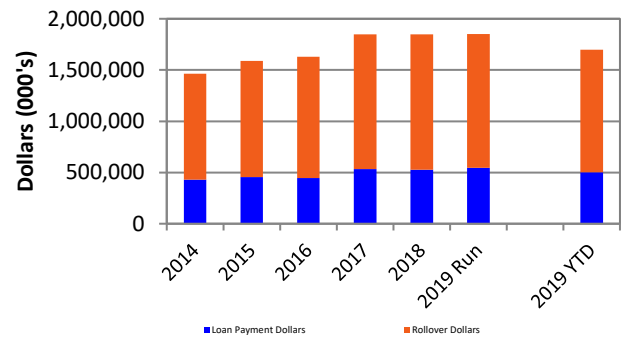


Other Activity

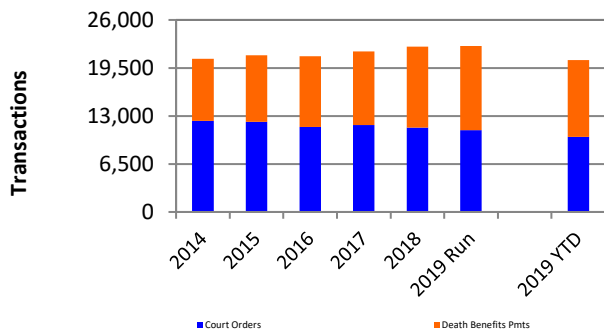
Participant-Submitted Checks



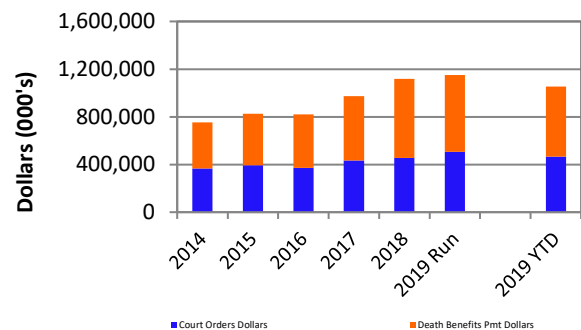
Participant-Submitted Checks



Legal Processing

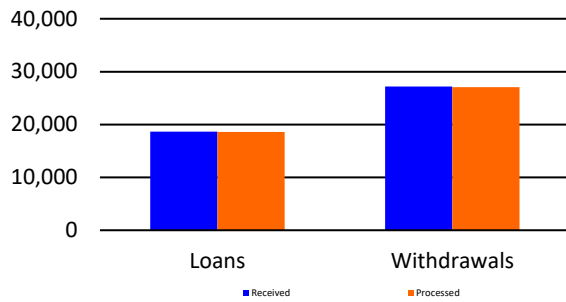


Legal Processing

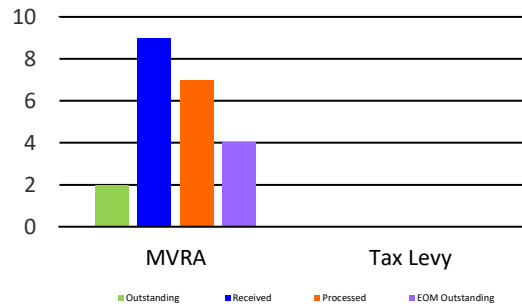


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



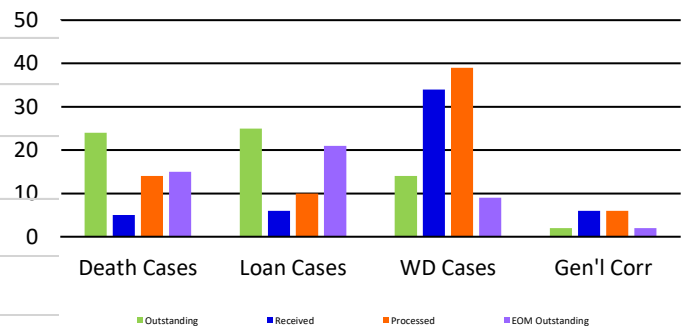
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	33,869	16.75%
2	Password reset vocally	21,217	10.49%
3	Other	20,883	10.33%
4	In-Service Withdrawal Program	15,266	7.55%
5	Loan Program	14,098	6.97%

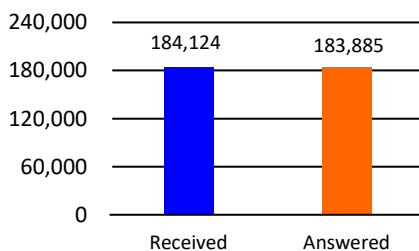
OPS Casework (current month)

Issue Management

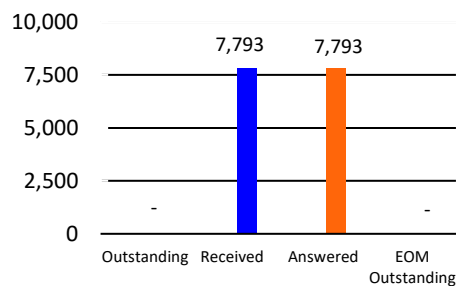


Contact Center Activity (current month)

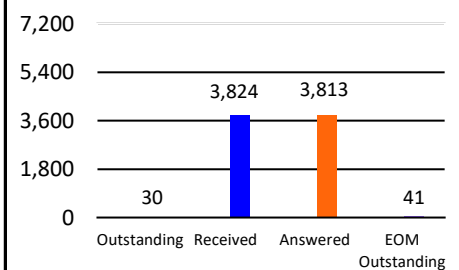
Calls



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, 243,889 ongoing monthly payments were disbursed in November 2019.
 - 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.