

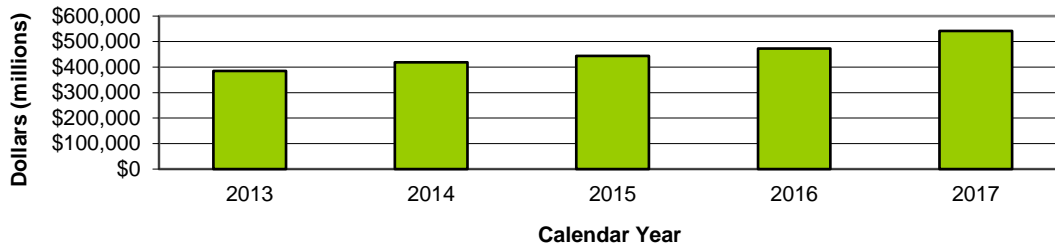
# Thrift Savings Fund Statistics

September 2018

## Highlights

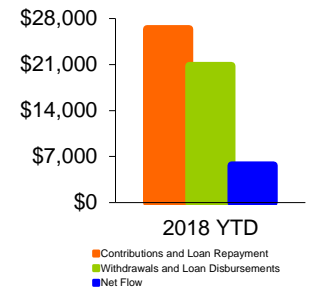
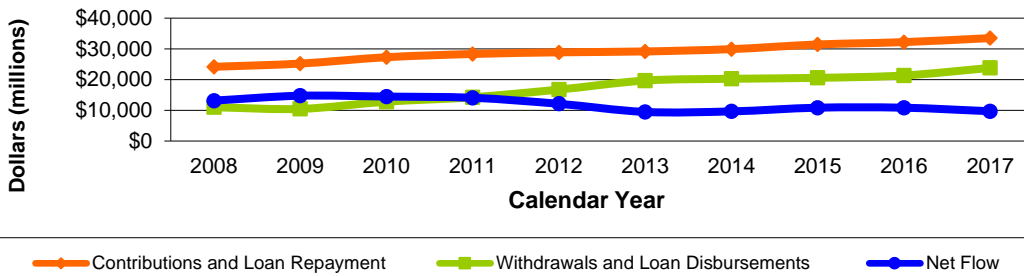
We have total of 301,000 BRS opt-ins through the month of September which is driving an increase in the uniformed service active duty participation rate to 54.8%. The number of Roth accounts has risen nearly 4% over last year and are now held by 23.5% of participants with assets growing from \$8.5 to \$12.6 billion. Contact Center processing improvements and increased staffing have led to significant improvement in the turnaround time for our e-messaging and written correspondence functions. Turnaround times are outperforming our service levels.

## Historical Plan Balances (in millions)



	Plan Balance	Roth
Sep	\$578,755	\$12,473
Aug	\$577,512	\$12,218
Jul	\$567,595	\$11,748
(in millions)		

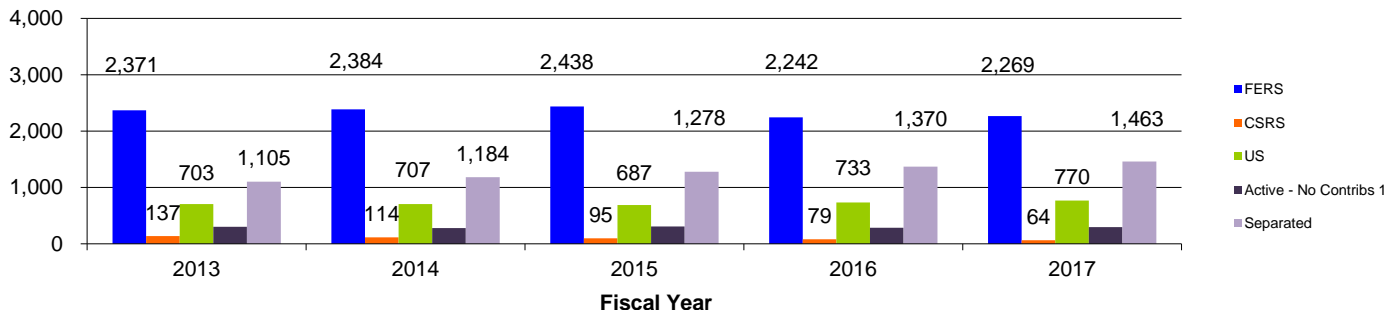
## Cash Flow Attributes

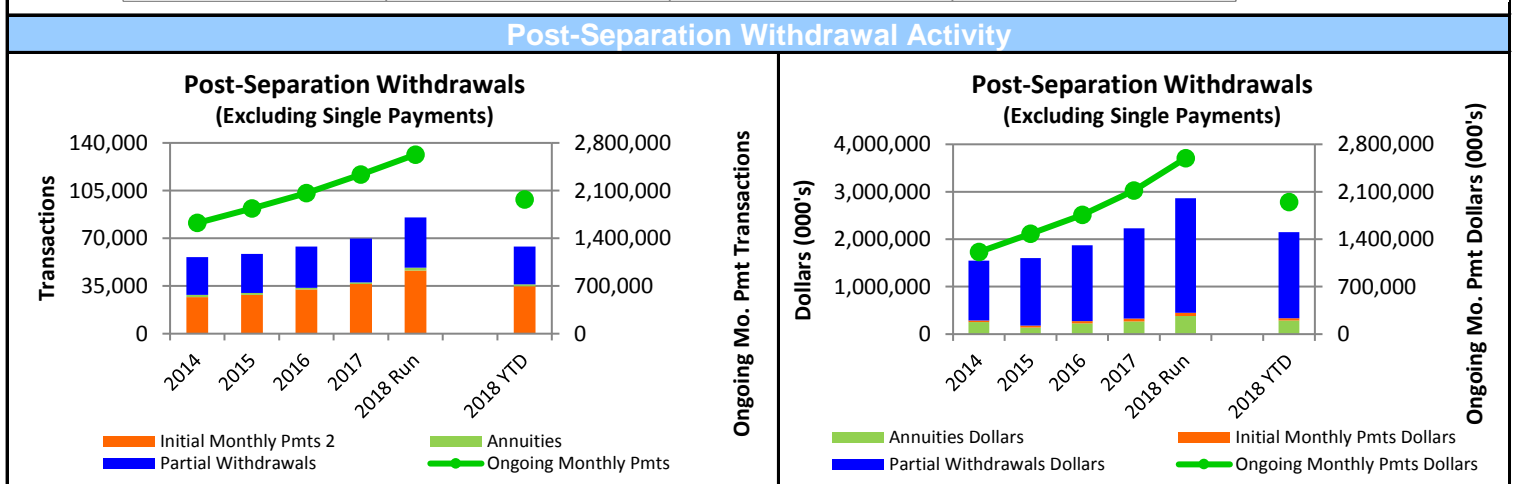
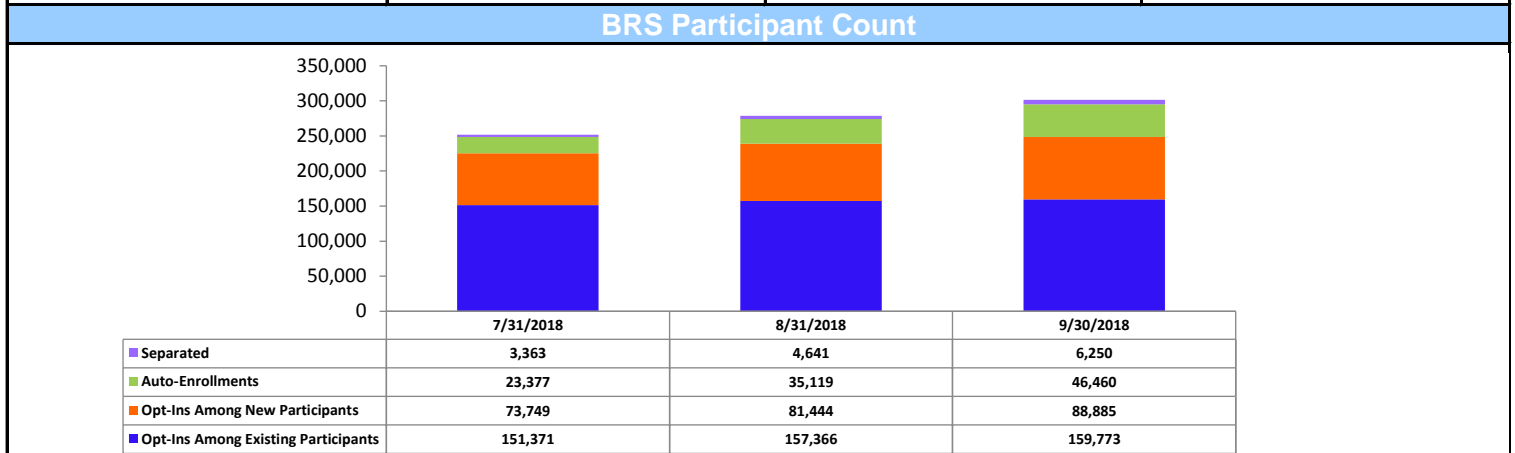
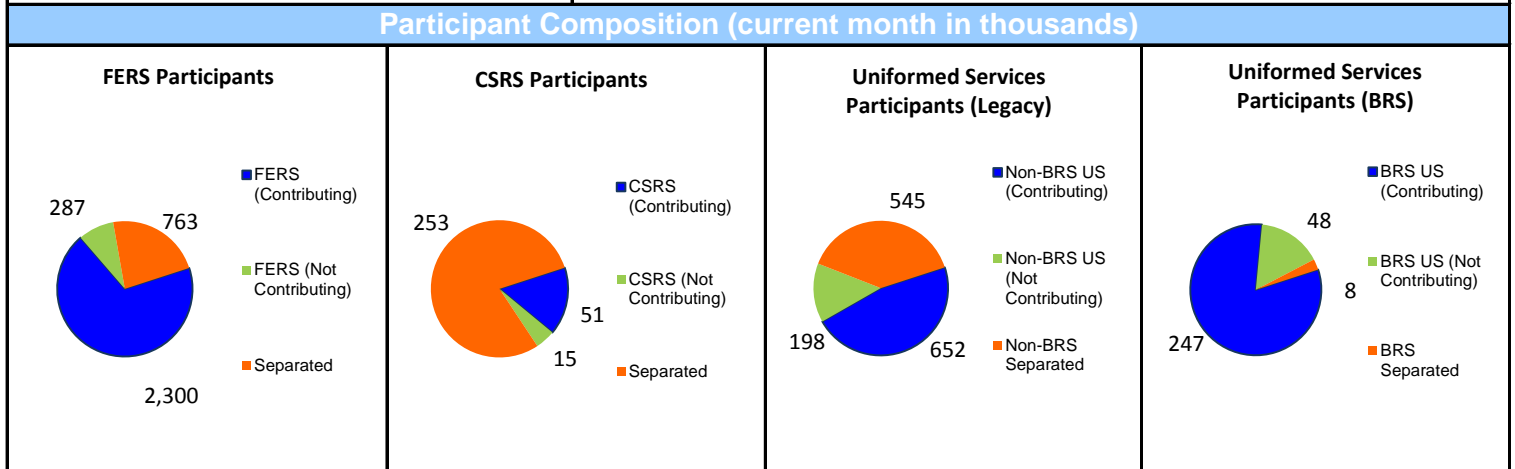
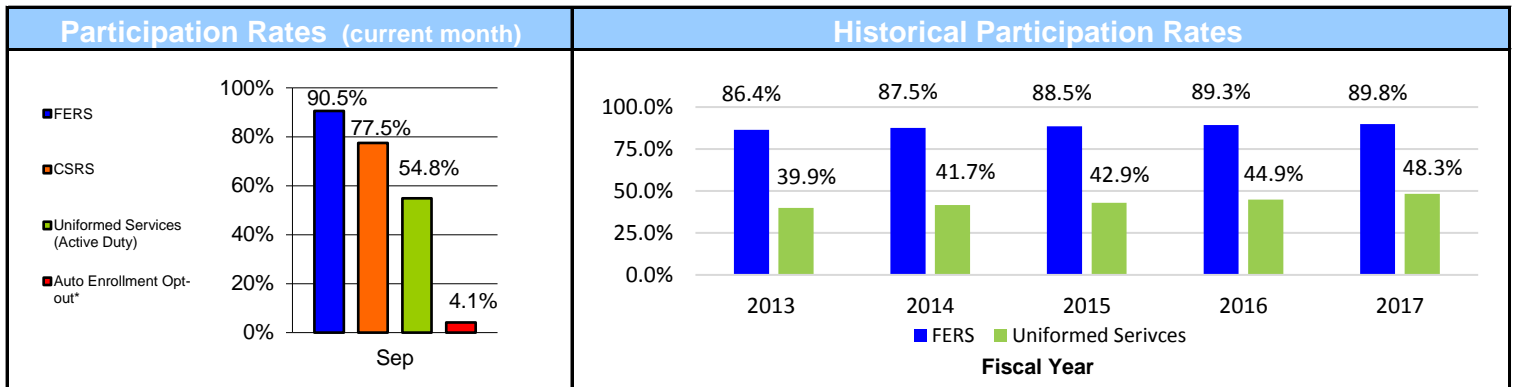


## Participants and Average Balance (current month)

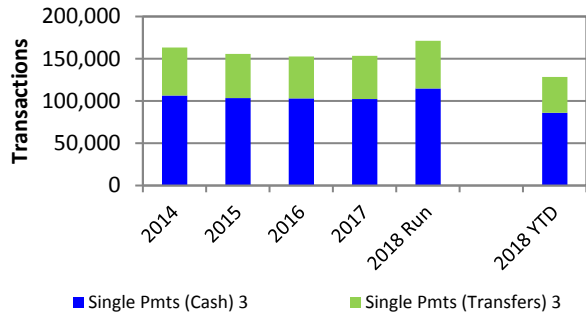
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,339,518	\$145,164	512,405	\$13,186
CSRS	320,640	\$151,171	9,948	\$20,284
Uniformed Services	1,406,257	\$25,683	547,409	\$8,117
BRS Participants	301,368	\$6,380	191,655	\$5,588
Bene Participants	24,338	\$112,148	794	\$8,561
Total	5,392,121	\$107,333	1,262,211	\$9,881

## Historical Participant Counts (in thousands)

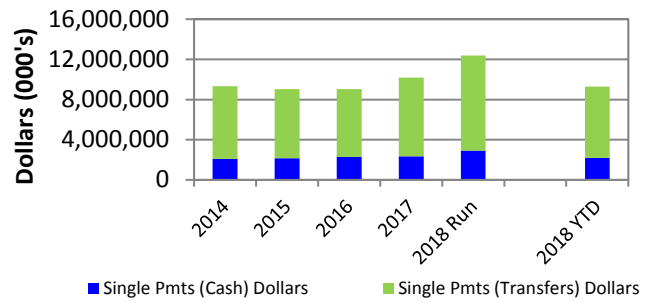




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

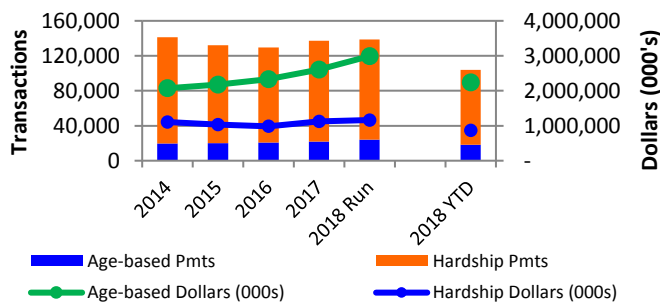


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

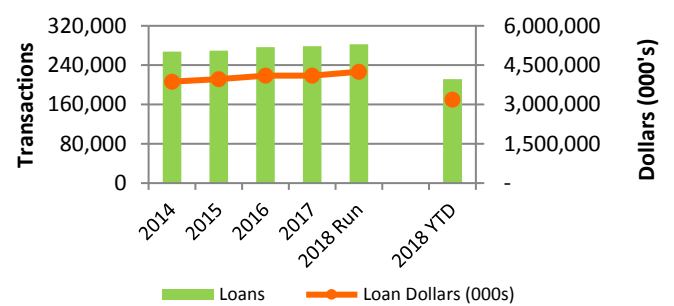


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

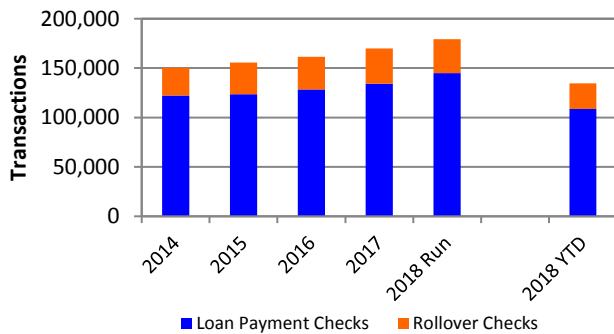


### Loans

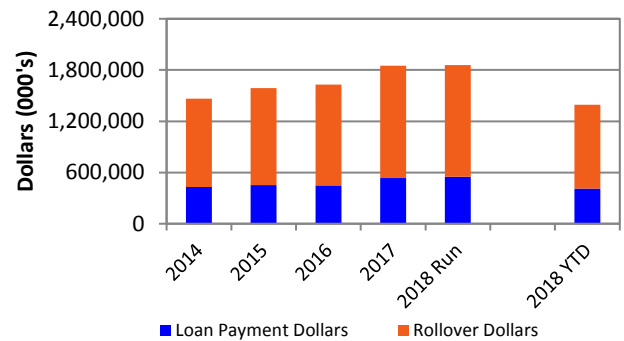


## Other Activity

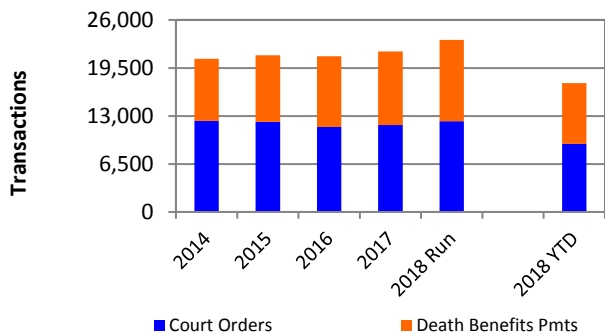
### Participant-Submitted Checks



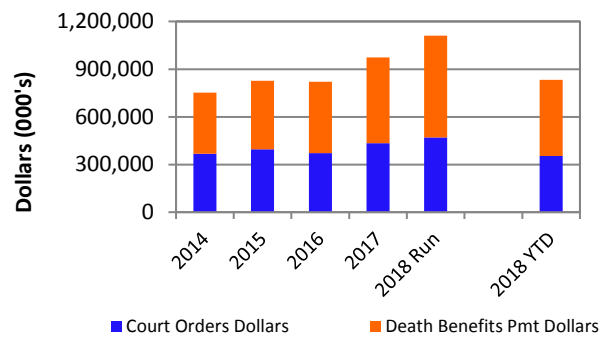
### Participant-Submitted Checks



### Legal Processing

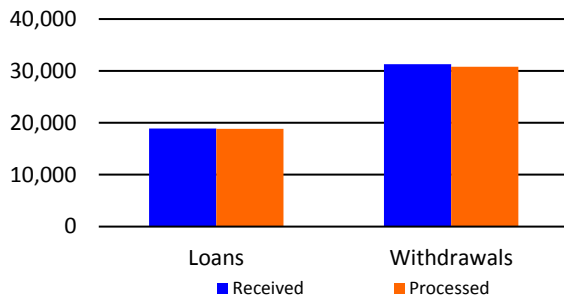


### Legal Processing

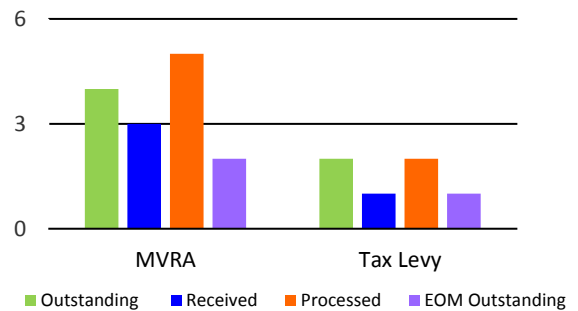


## Forms Processing (current month)

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



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



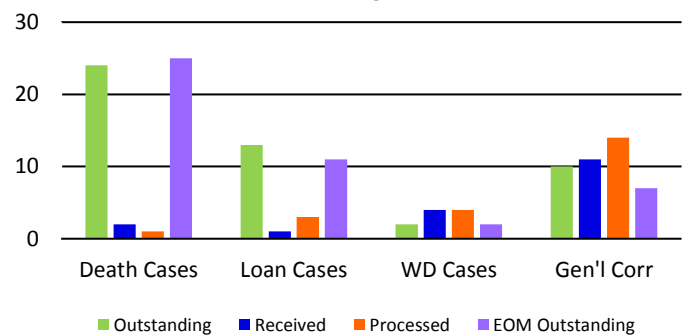
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	34,210	20.73%
2	Password reset vocally	16,294	9.88%
3	In-Service Withdrawal Program	13,871	8.41%
4	Other	12,813	7.77%
5	Loan Program	12,625	7.65%

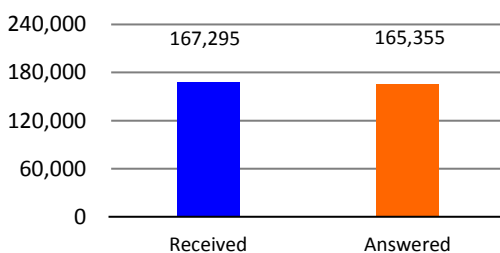
## OPS Casework (current month)

**Issue Management**

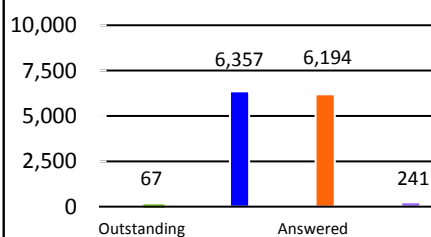


## Contact Center Activity (current month)

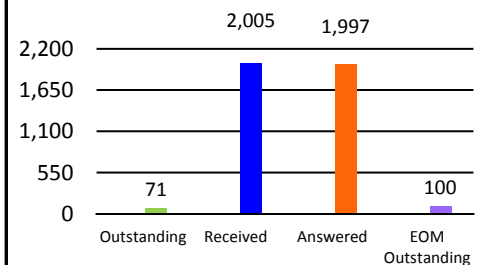
**Calls**



**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, 227,600 ongoing monthly payments were disbursed in September 2018.

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.