

Annual Board Report

Office of Enterprise Planning
May 18, 2015

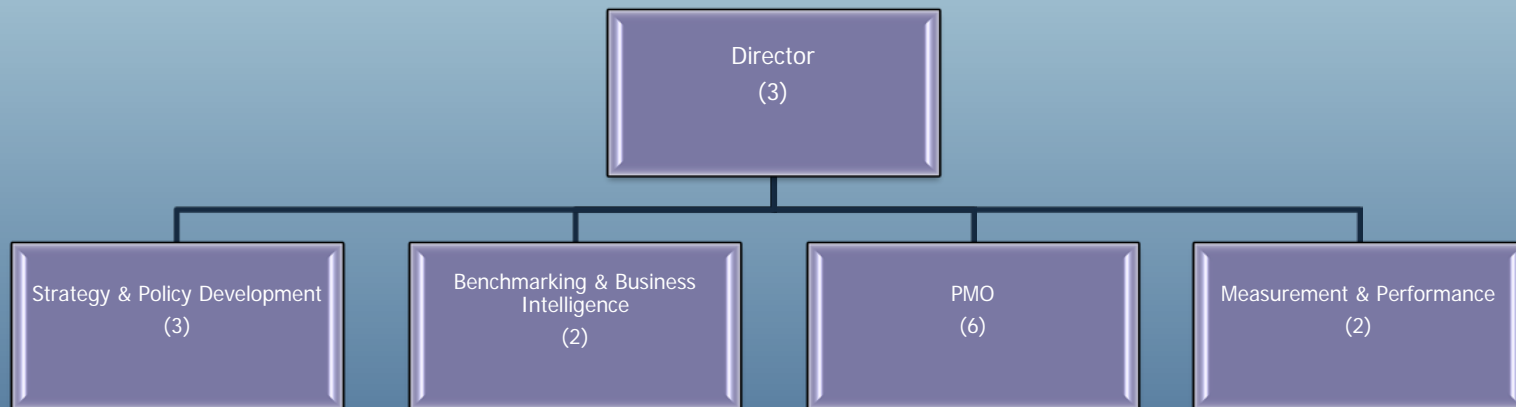
Renée Wilder

OEP Mission

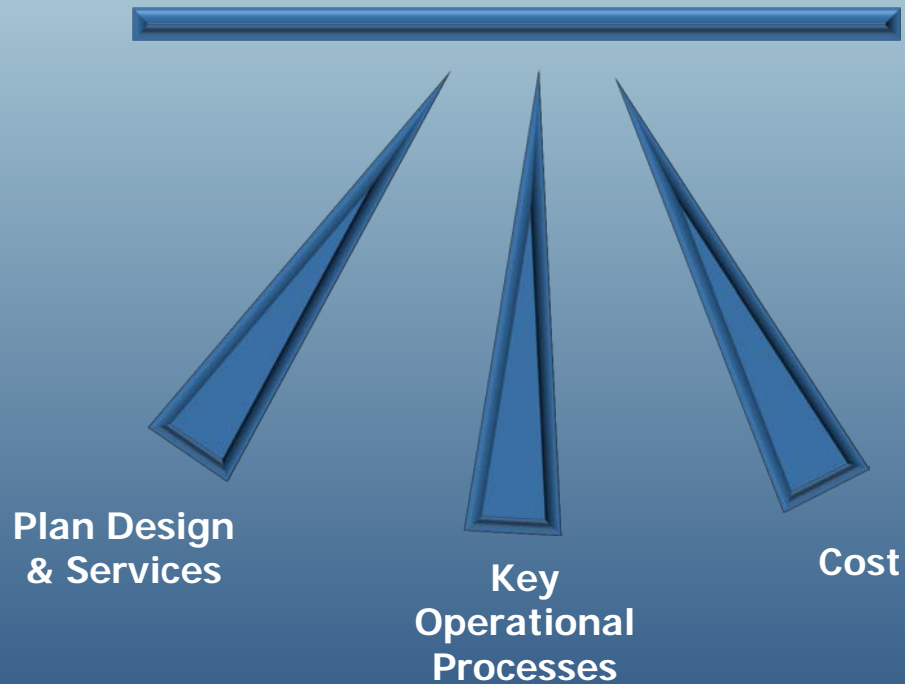
OEP supports the Agency's decision-making and planning efforts from visioning, research and analysis through implementation, measurement and continuous improvement



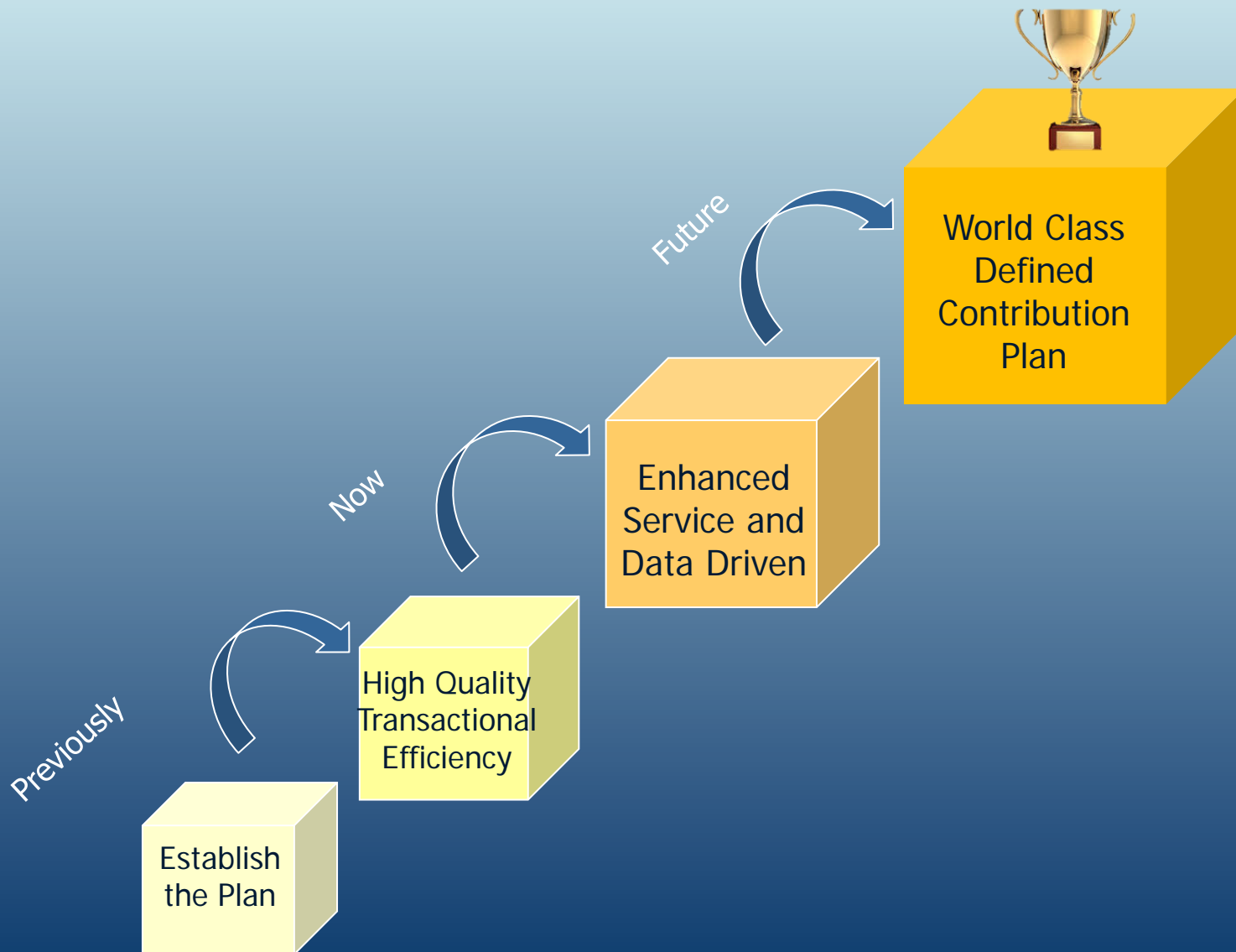
OEP Organization



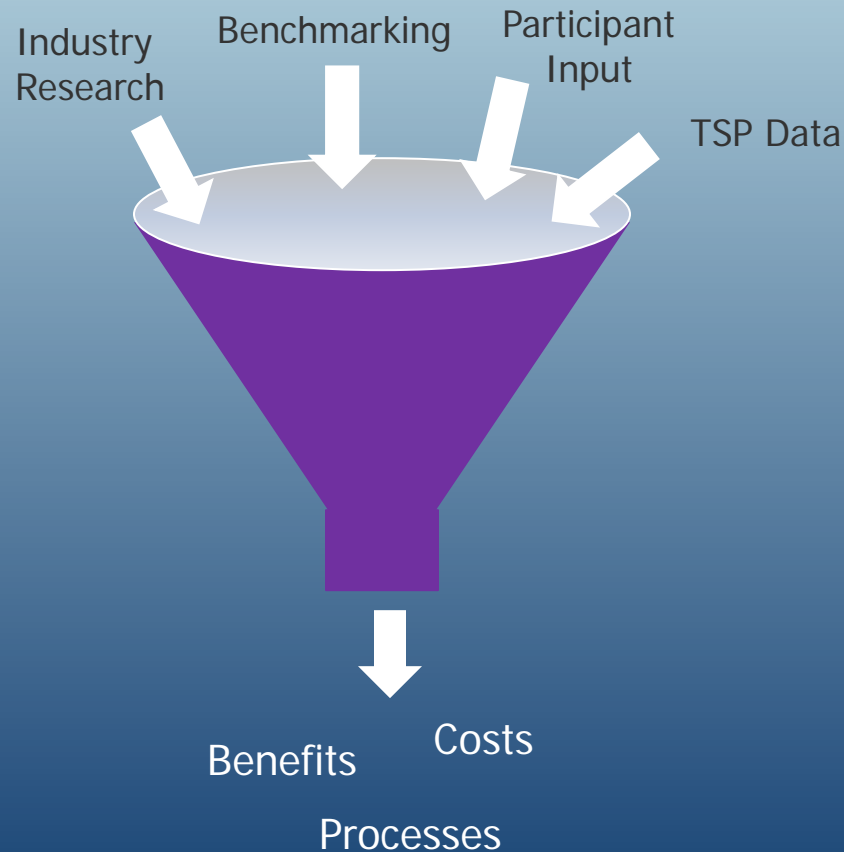
TSP Benchmarking Initiative



EVOLUTION OF TSP



Becoming a World Class DC Plan



Benchmarking Objectives

- Comparing Plan benefits, services, processes and costs to other defined contribution providers
- Identification of opportunities for improvements and cost reductions
- Model for future scenario testing

Bringing greater value to TSP participants

BENCHMARKING UNIVERSE

- Compared to approx. 30 plan sponsors in 7 industries:
 - 15 companies with plan assets > \$15B
 - 10 companies participants > 50,000
- Data sources included:
 - Deloitte Annual 401(k) Benchmarking Survey
 - Third party surveys and research
 - Deloitte's relationships with plan sponsors and providers

Annual Defined Contribution
Benchmarking Survey
Stronger economy provides the building
blocks for positive trends in DC plans



PLAN DESIGN RECOMMENDATIONS

- Targeted/personalized communications
- Auto escalation
- Greater investment diversity
- Withdrawal flexibility
- Hardship re-start
- Advice/individualized guidance

KEY OPERATIONAL PROCESS RECOMMENDATIONS

- Reduce manual processes for better quality controls
- Allow participants to make deferral changes and update addresses and other indicative data with the TSP
- Reduce dependence on paper forms
- Automate on-line password resets
- Consolidated view of civilian and uniformed services accounts
- Allow interfund transfers without making full re-allocation
- Online beneficiary designations
- On-line loan/withdrawal issuance

COST RECOMMENDATIONS

- Reduce manual processing and multiple levels of manual reviews
- Enhance automation
- Charge fees to offset specialized service costs
- E-delivery of notifications, storage of e-mail addresses
- Allow participants to choose communication preferences
- On-line completion of forms
- Minimize use of custom applications

✓ KEY TAKE-AWAYS

- ✓ Advice
- ✓ Personalized Communications
- ✓ Investment Flexibility
- ✓ Withdrawal Flexibility
- ✓ Self-service and straight-through processing
- ✓ Website capabilities and enhanced usability
- ✓ Automated processes and controls

QUESTIONS?