

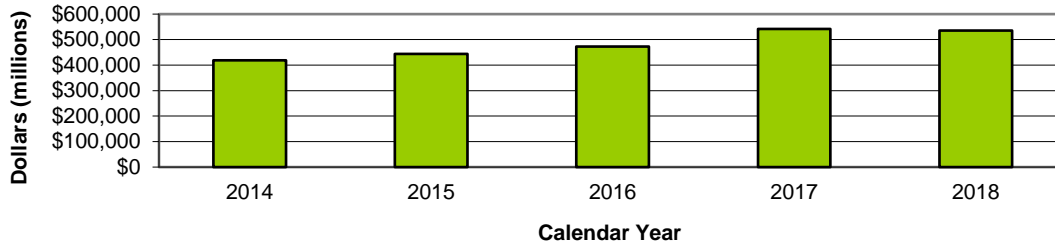
Thrift Savings Fund Statistics

January 2019

Highlights

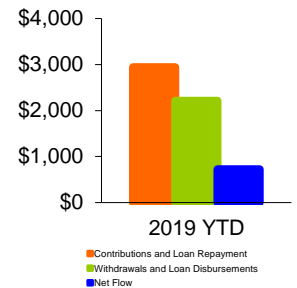
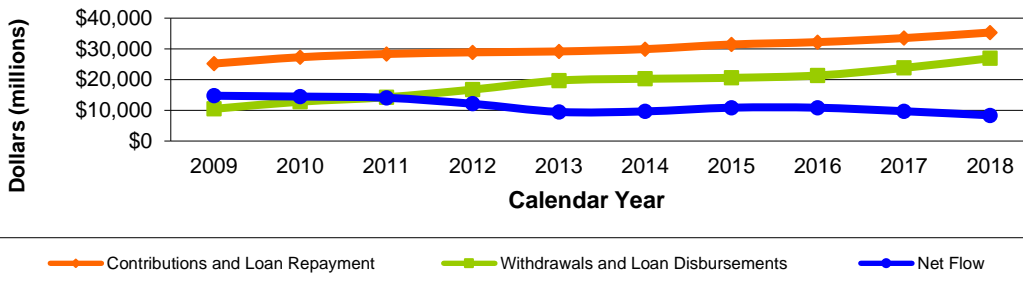
We did not experience the typical seasonal increase in the FERS participation rate in January. The FERS participation rate rose less than 1% to 90.3% which is attributed to missed contributions due to the furlough. The uniformed service active duty participation had a slight decrease to 56.1%. We experienced the typical seasonal increase in initial monthly payments, as retirements tend to aggregate in the last month of the past year and the first few months in the New Year. January hardship withdrawals experienced a 25% increase, most likely in response to the furlough, but new loan requests remained stable.

Historical Plan Balances (in millions)



	Plan Balance	Roth
Jan	\$561,299	\$13,006
Dec	\$535,870	\$12,064
Nov	\$561,389	\$12,506
(in millions)		

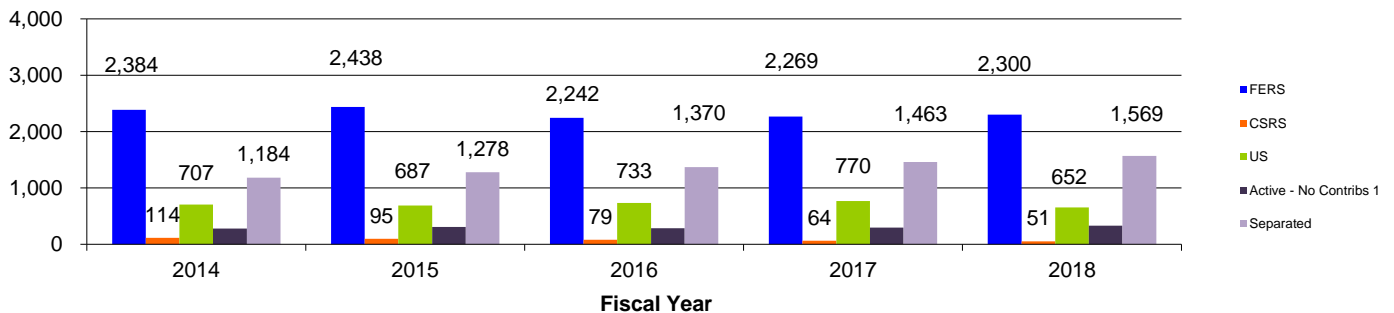
Cash Flow Attributes

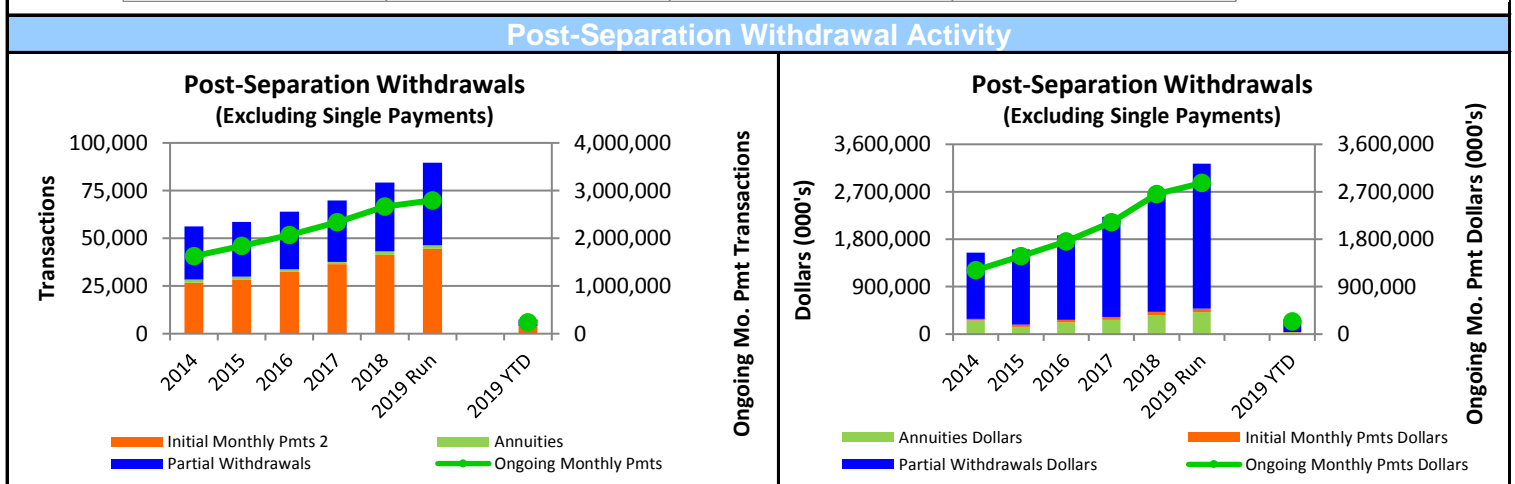
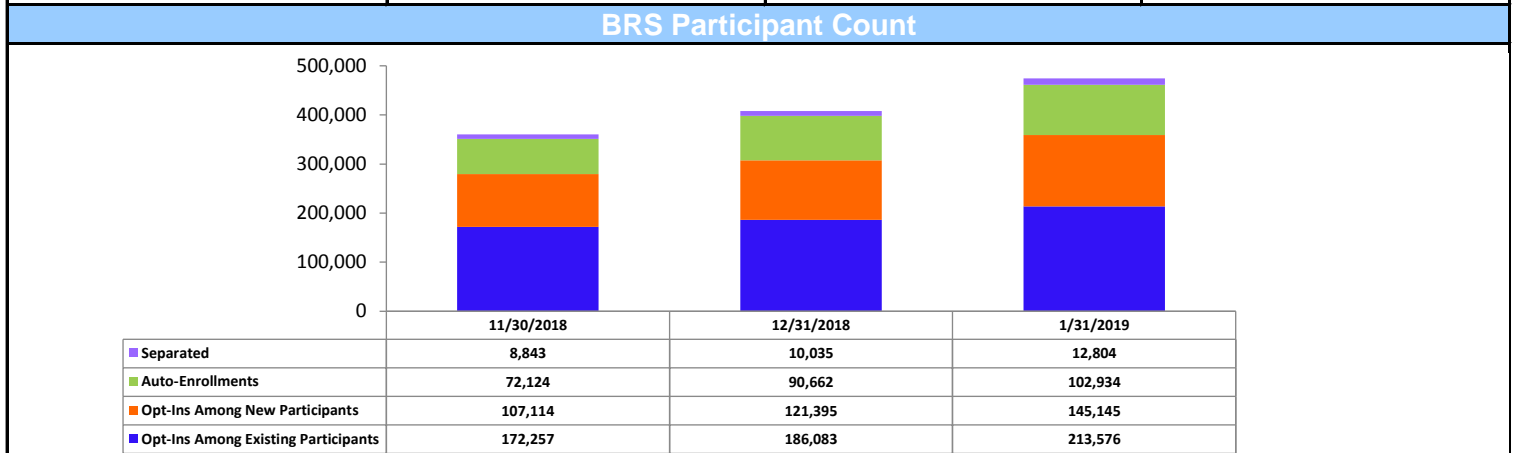
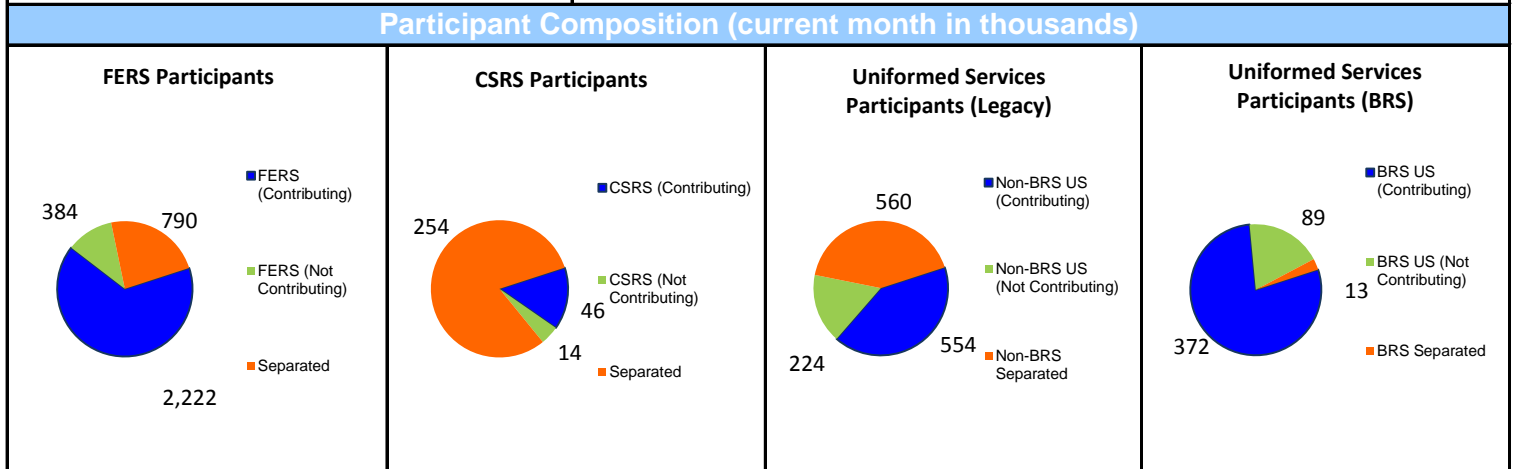
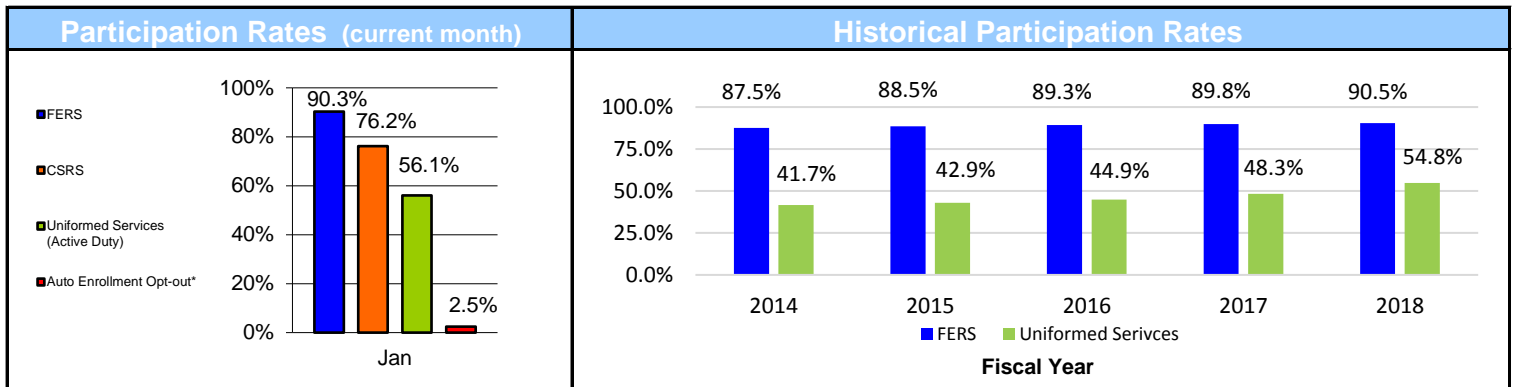


Participants and Average Balance (current month)

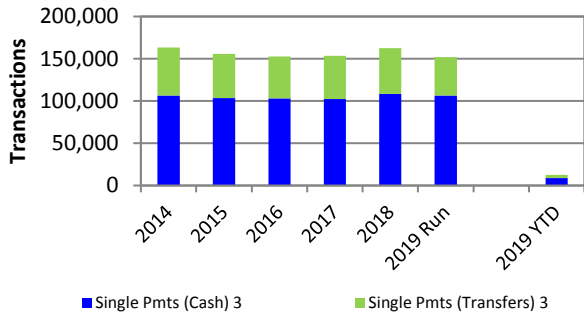
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,396,291	\$138,933	531,665	\$12,952
CSRS	314,193	\$146,642	9,982	\$19,905
Uniformed Services	1,334,581	\$25,602	534,192	\$8,487
BRS Participants	474,459	\$5,516	252,176	\$4,948
Bene Participants	25,464	\$110,600	858	\$8,556
Total	5,544,988	\$101,226	1,328,873	\$9,787

Historical Participant Counts (in thousands)

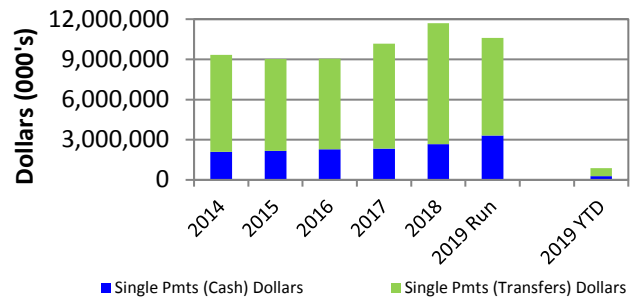




Post-Separation Withdrawals Single Payments (Cash & Transfers)

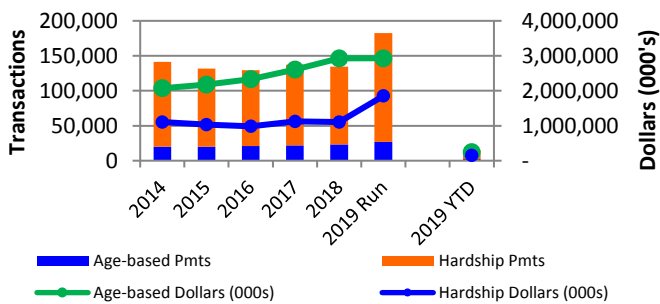


Post-Separation Withdrawals Single Payments (Cash & Transfers)

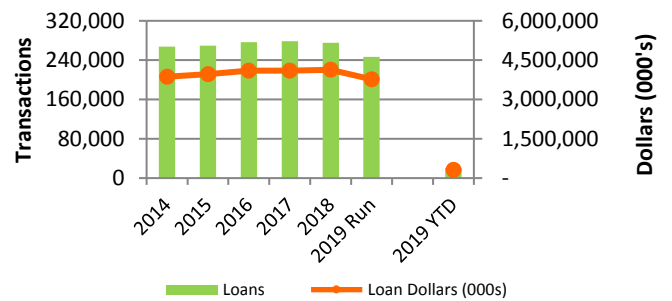


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

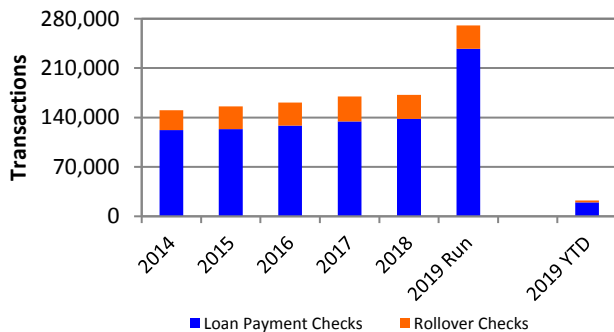


Loans

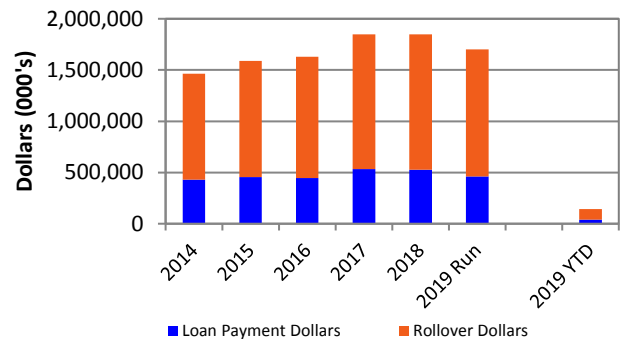


Other Activity

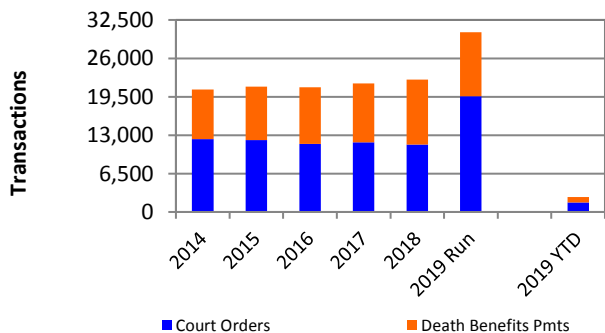
Participant-Submitted Checks



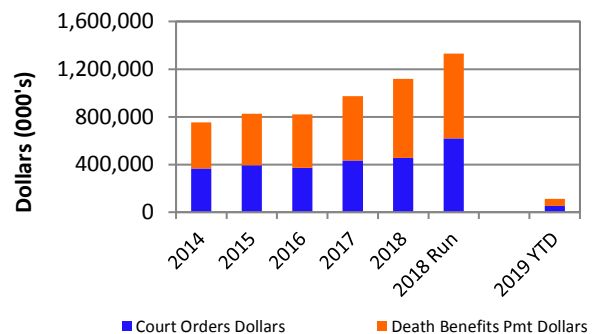
Participant-Submitted Checks



Legal Processing

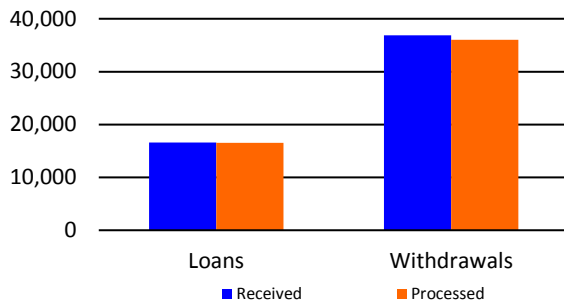


Legal Processing

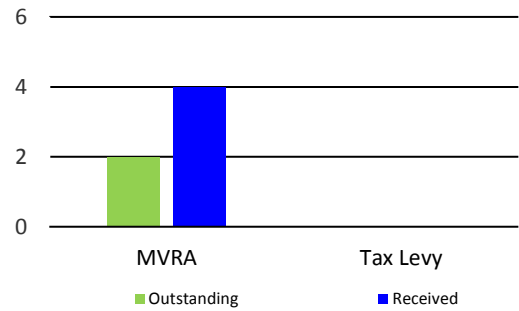


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



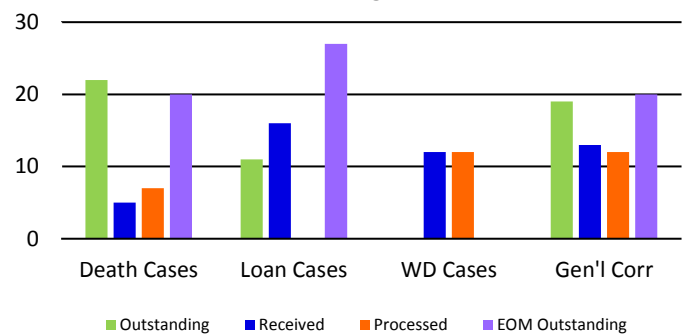
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	46,230	19.36%
2	Other	23,484	9.83%
3	Password reset vocally	20,505	8.59%
4	In-Service Withdrawal Program	20,262	8.48%
5	Loan Program	18,421	7.71%

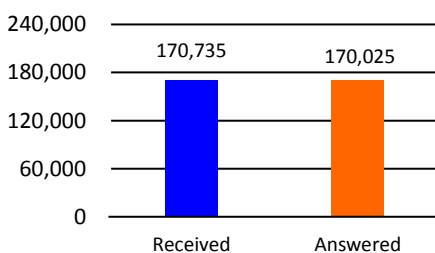
OPS Casework (current month)

Issue Management

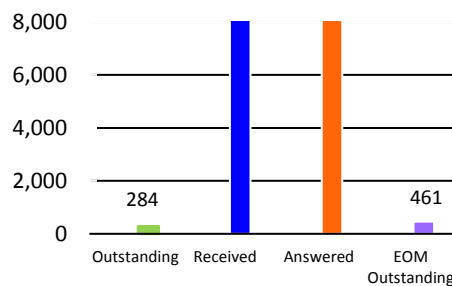


Contact Center Activity (current month)

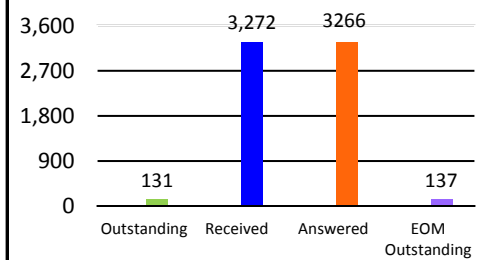
Calls



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, 232,913 ongoing monthly payments were disbursed in January 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.