

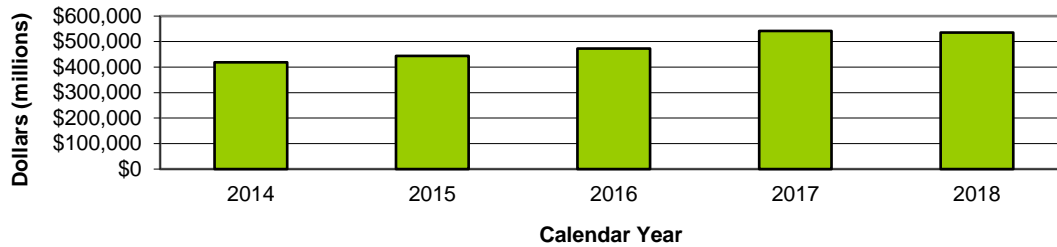
## Thrift Savings Fund Statistics

September 2019

### Highlights

Interesting statistics resulting from the deployment of the Additional Withdrawals Project (AWP): Single Payment Total-Account Transfers-Out of TSP decreased by 47%, Partial Withdrawals increased by 333% and Age-based Withdrawals increased by 254%. On the Monday after deployment, the contact center received more volume than any previous peak day resulting in a one-day blip in service levels across the board. The average number of calls per day increased by nearly 2,000 calls immediately following AWP.

### Thrift Savings Fund Statistics



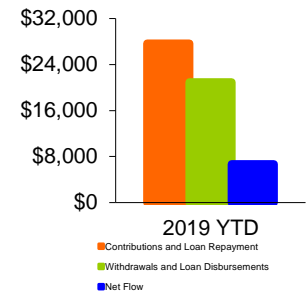
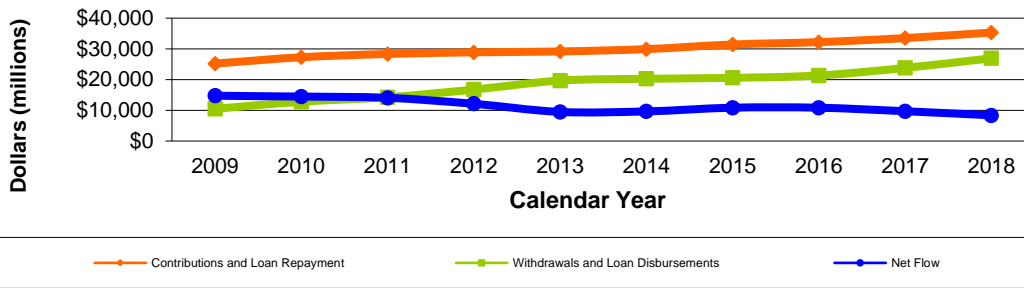
### Plan Balance

### Roth

Sep	\$601,030	\$16,421
Aug	\$593,726	\$15,924
Jul	\$599,583	\$15,521

(in millions)

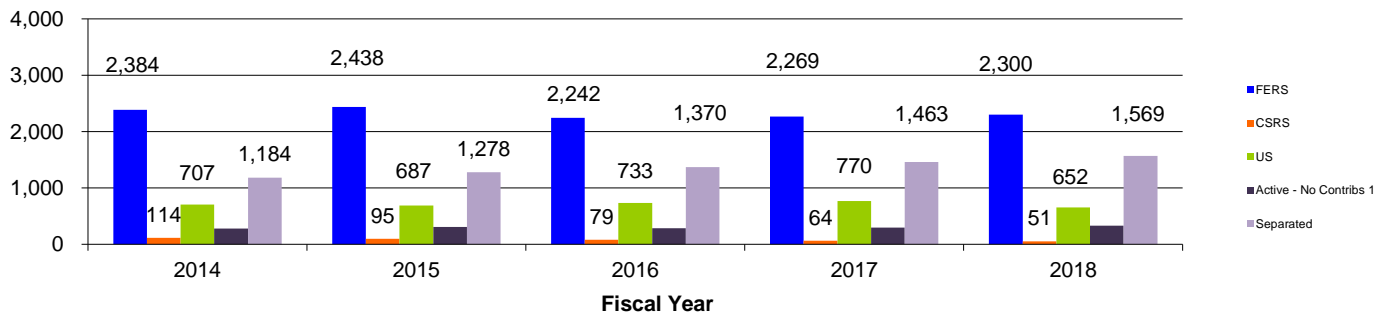
### Cash Flow Attributes

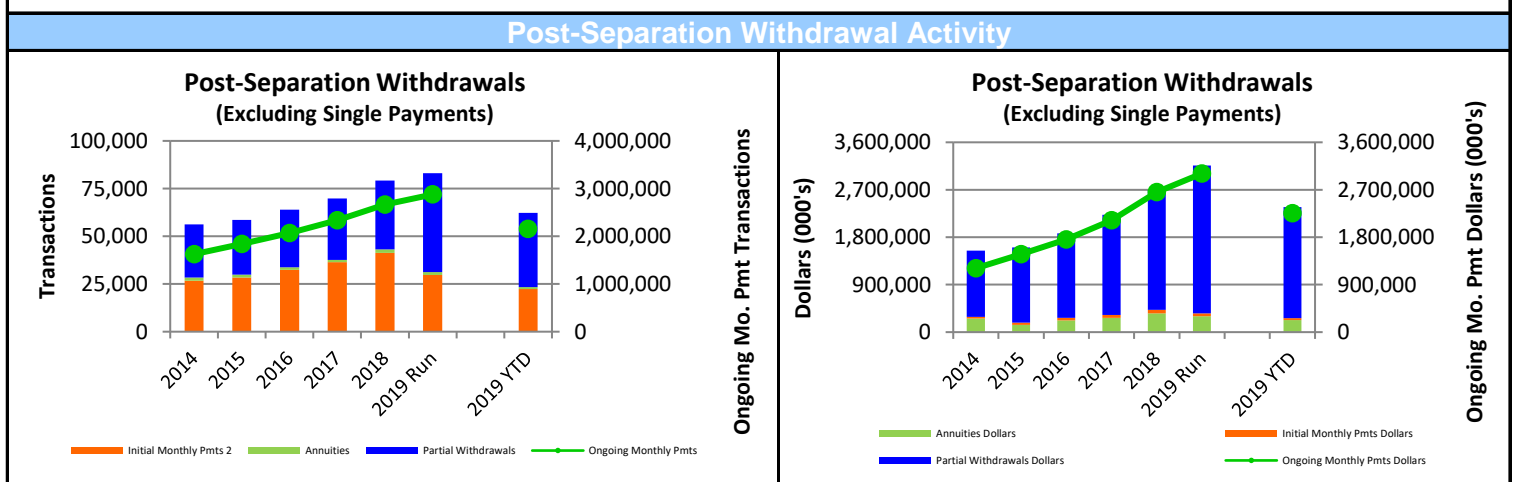
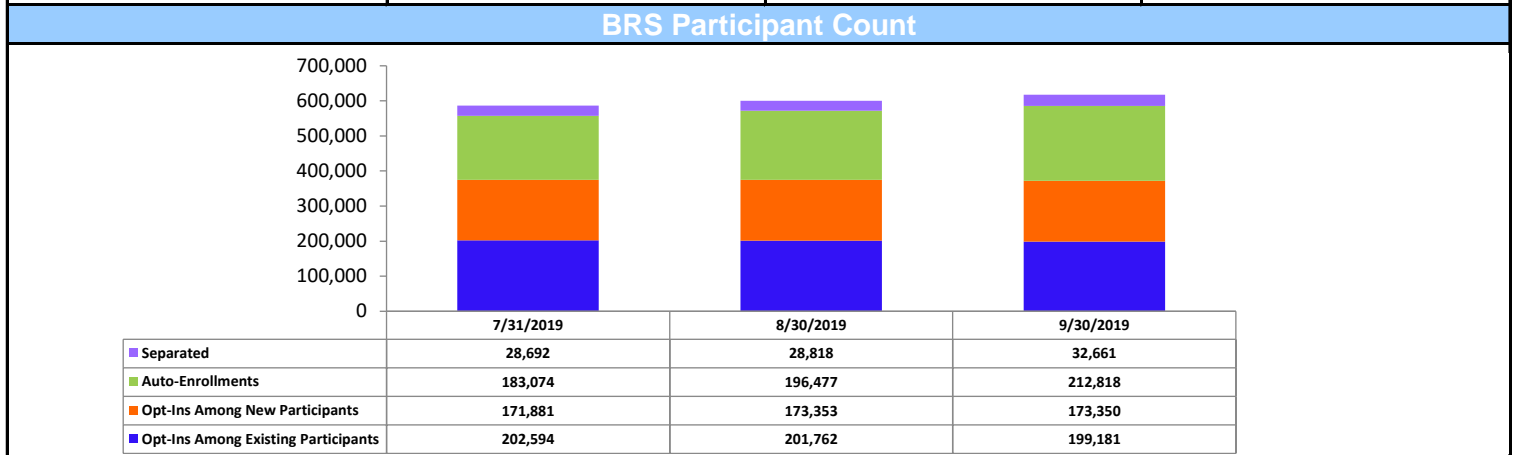
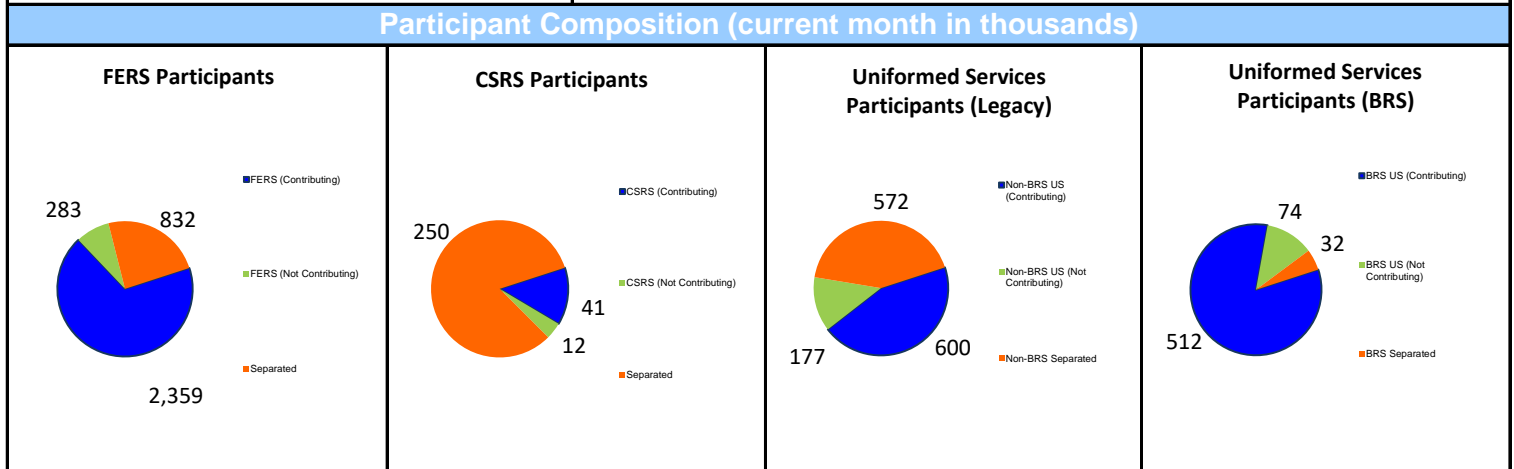
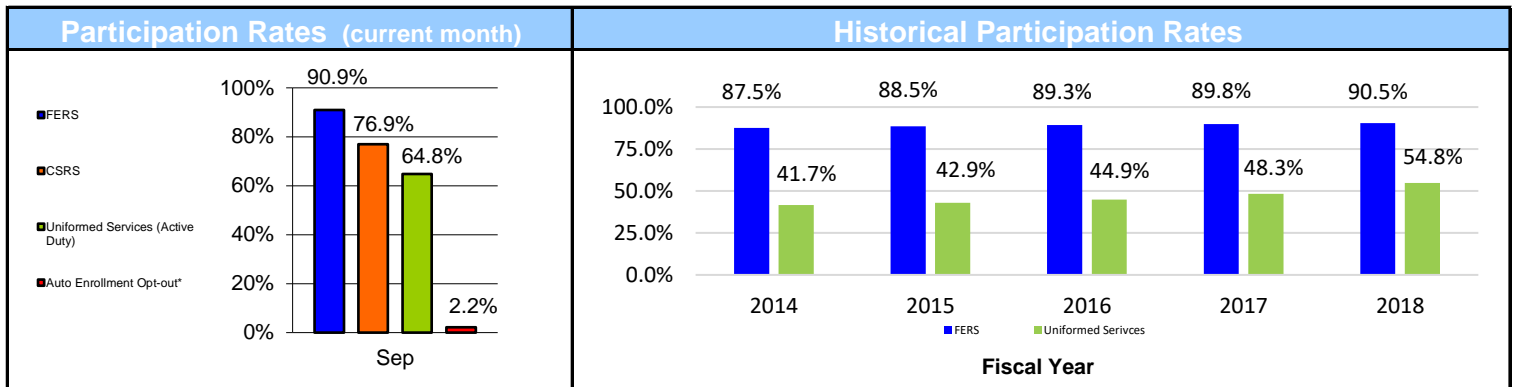


### Participants and Average Balance (current month)

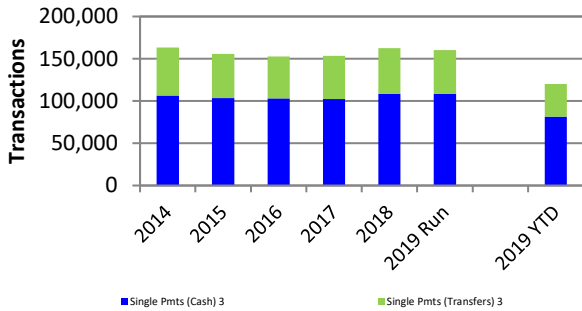
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,474,164	\$144,465	595,736	\$14,524
CSRS	302,883	\$155,119	10,111	\$22,340
Uniformed Services	1,349,406	\$27,790	546,994	\$9,968
BRS Participants	618,010	\$6,389	363,372	\$5,752
Bene Participants	27,246	\$116,391	1,122	\$9,752
Total	5,771,709	\$104,134	1,517,335	\$10,642

### Historical Participant Counts (in thousands)

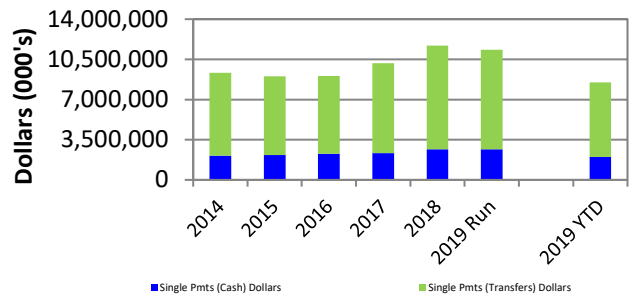




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

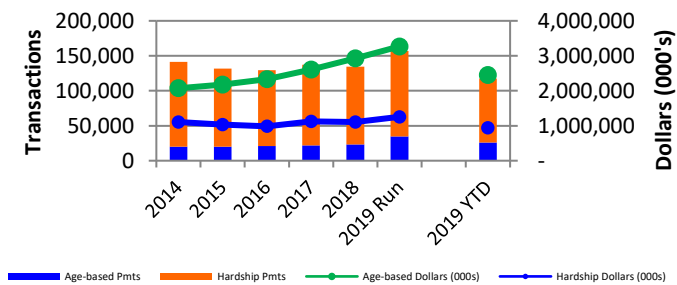


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

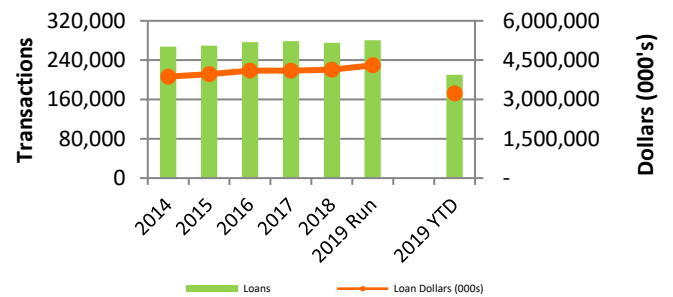


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

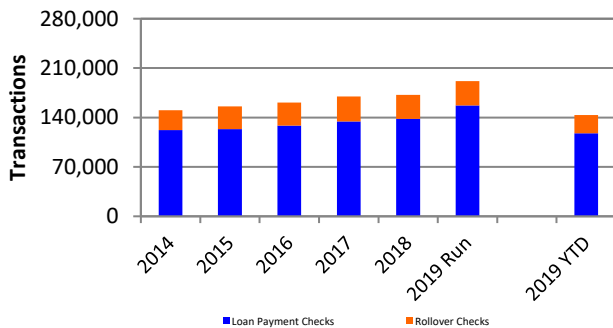


### Loans

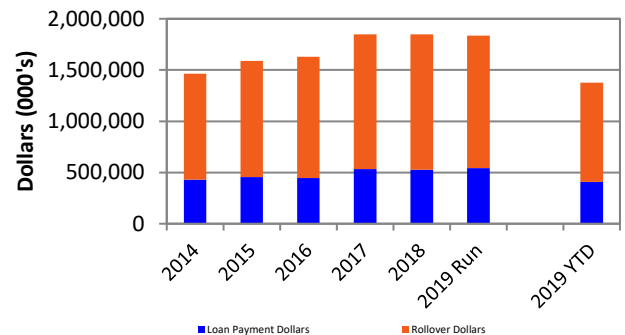


## Other Activity

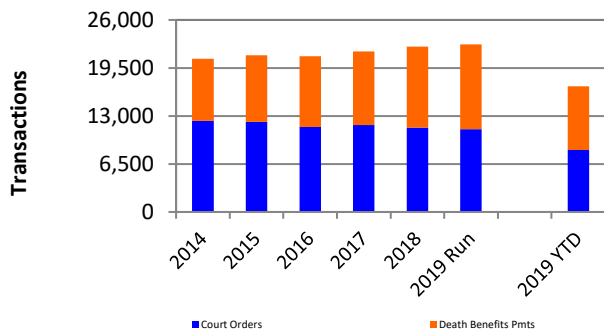
### Participant-Submitted Checks



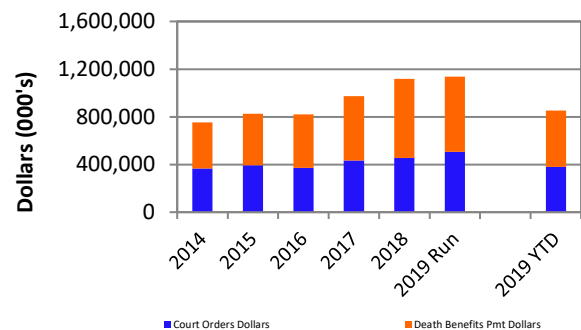
### Participant-Submitted Checks



### Legal Processing

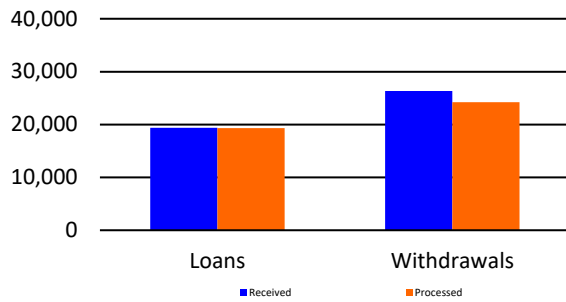


### Legal Processing

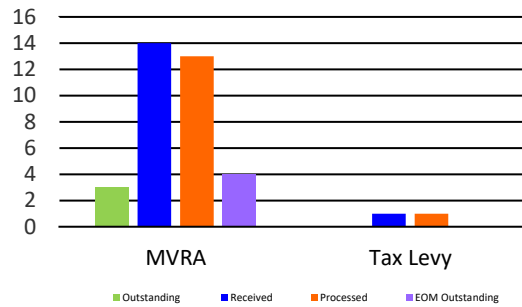


## Forms Processing (current month)

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



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



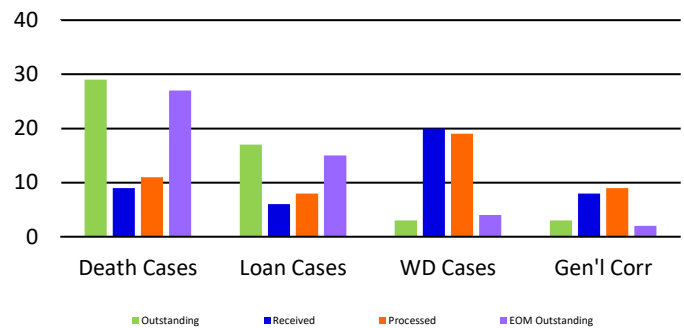
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	36,337	20.52%
2	In-Service Withdrawal Program	19,890	11.23%
3	Password reset vocally	16,706	9.43%
4	Other	15,879	8.97%
5	Loan Program	13,700	7.74%

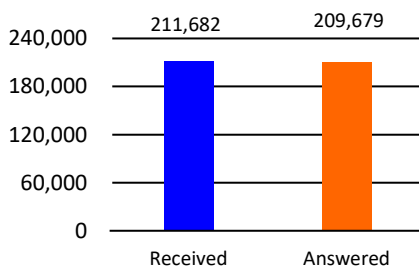
## OPS Casework (current month)

**Issue Management**

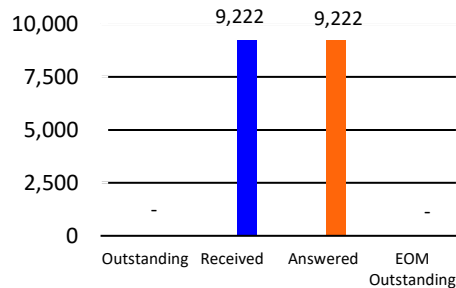


## Contact Center Activity (current month)

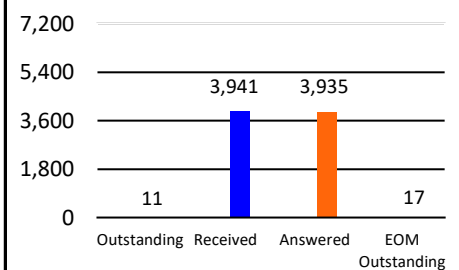
**Calls**



**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, 243,209 ongoing monthly payments were disbursed in September 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.