

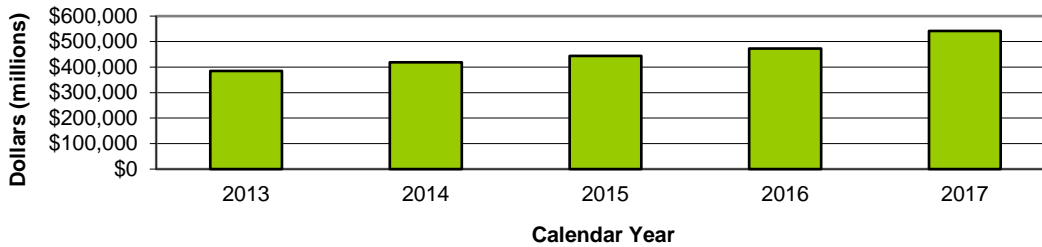
# Thrift Savings Fund Statistics

July 2018

## Highlights

The number of post separation withdrawals has been steadily rising and the totals projected for 2018 are currently about 12% higher than 2017. We find this to be consistent with the retirement report from OPM which indicates an increasing number of TSP participants reaching retirement age. The Contact Center continues to exceed our service levels; calls answered within 20 seconds (93.2%), E-messages answered in 2 business days (99.82%), written correspondence (96.7%), and abandonment rate (0.6%) are all on track for July.

## Historical Plan Balances (in millions)



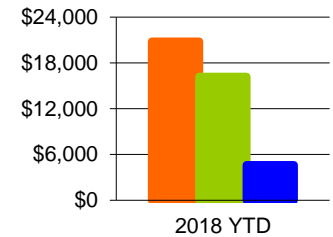
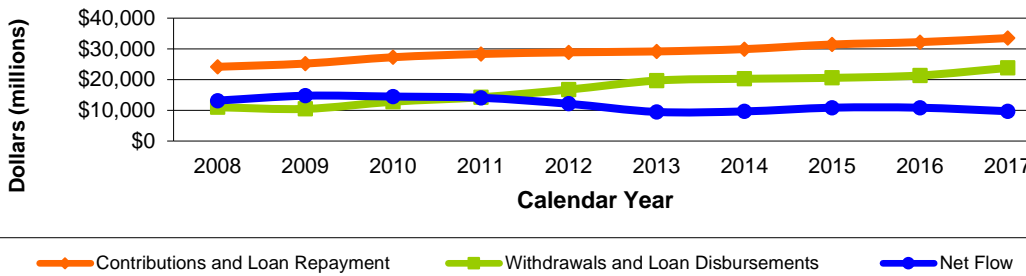
## Plan Balance

## Roth

Jul	\$567,595	\$11,748
Jun	\$556,674	\$11,259
May	\$553,837	\$10,963

(in millions)

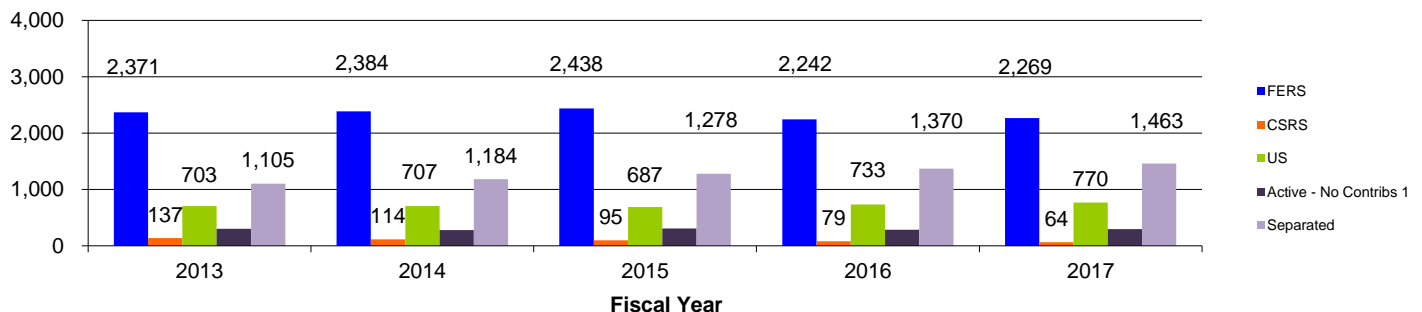
## Cash Flow Attributes

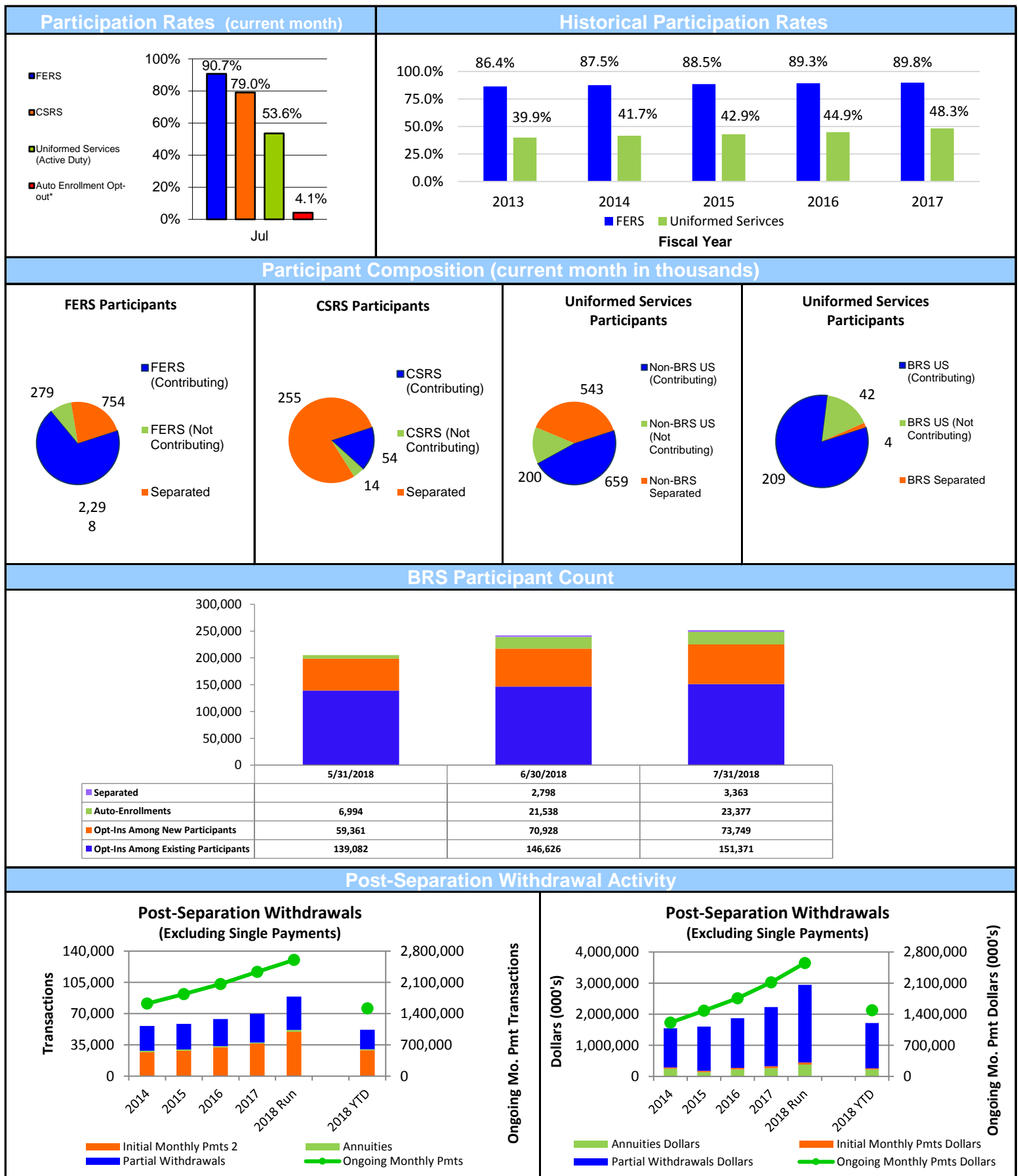


## Participants and Average Balance (current month)

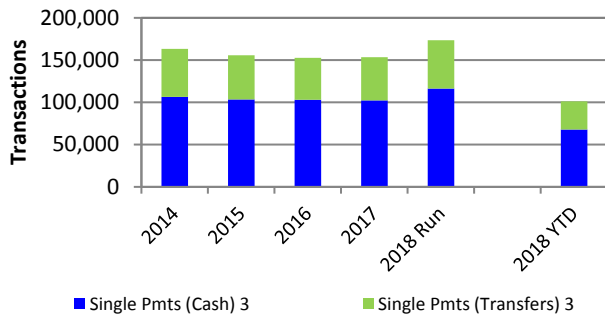
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,332,206	\$143,048	501,374	\$12,778
CSRS	323,032	\$148,247	9,937	\$19,679
Uniformed Services	1,402,304	\$25,021	544,991	\$7,730
BRS Participants	251,860	\$6,593	164,769	\$5,664
Bene Participants	23,787	\$110,389	N/A	N/A
Total	5,333,189	N/A	1,221,071	N/A

## Historical Participant Counts (in thousands)

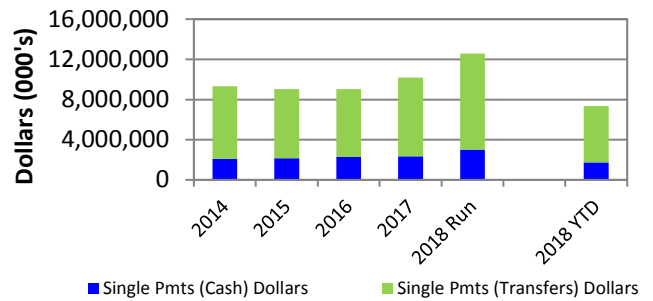




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

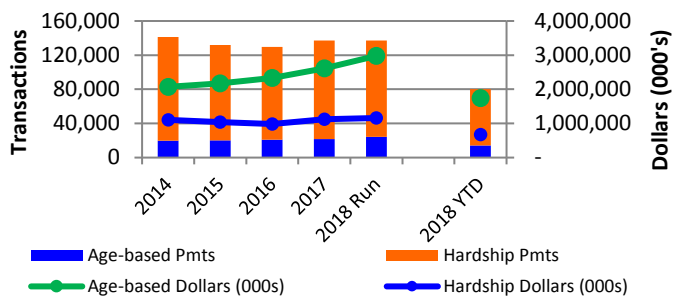


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

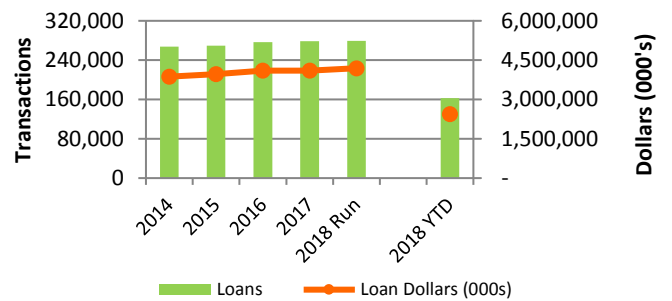


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

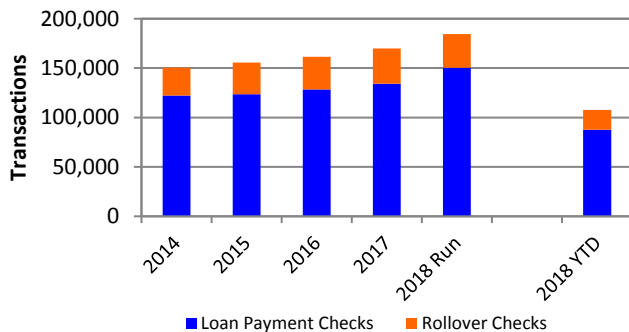


### Loans

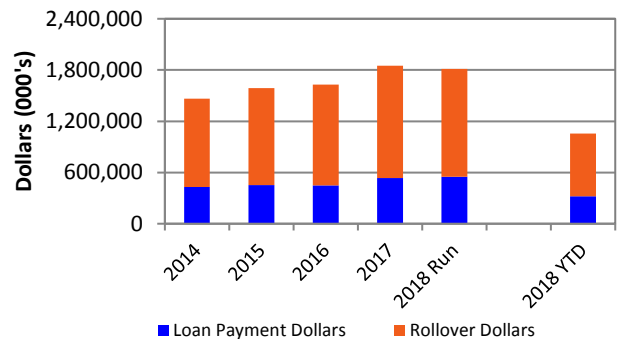


## Other Activity

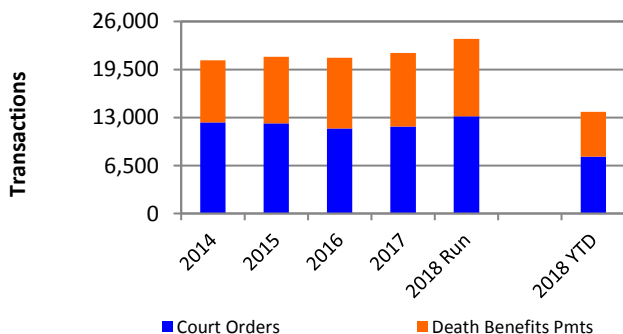
### Participant-Submitted Checks



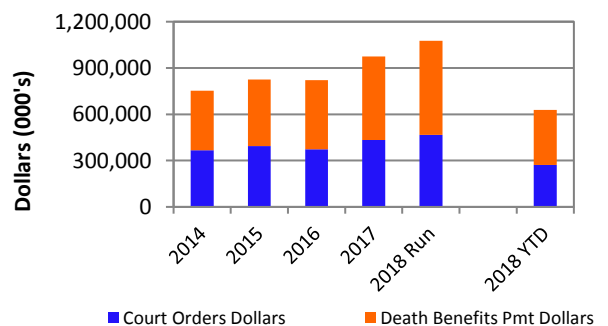
### Participant-Submitted Checks



### Legal Processing



### Legal Processing

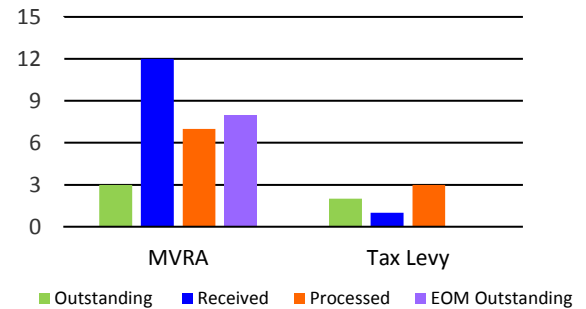


## Forms Processing (current month)

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



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



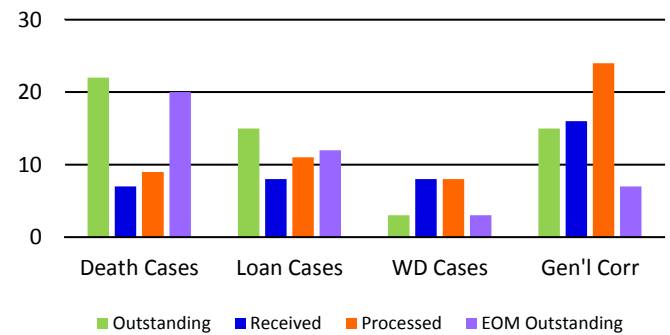
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	41,225	20.87%
2	Password reset vocally	19,989	10.12%
3	In-Service Withdrawal Program	18,961	9.60%
4	Loan Program	16,476	8.34%
5	Loan Application / Loan Agreement	14,771	7.48%

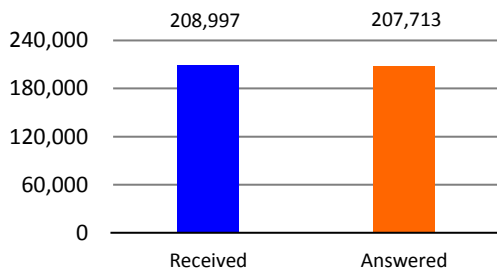
## OPS Casework (current month)

**Issue Management**

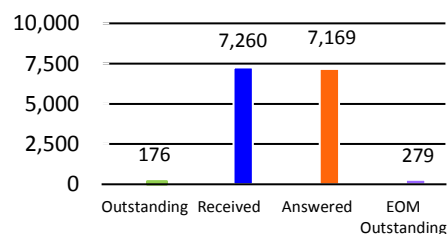


## Contact Center Activity (current month)

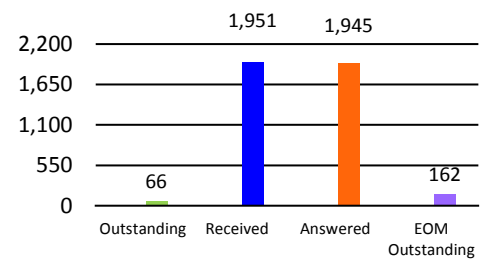
**Calls**



**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, 224,433 ongoing monthly payments were disbursed in July 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.