

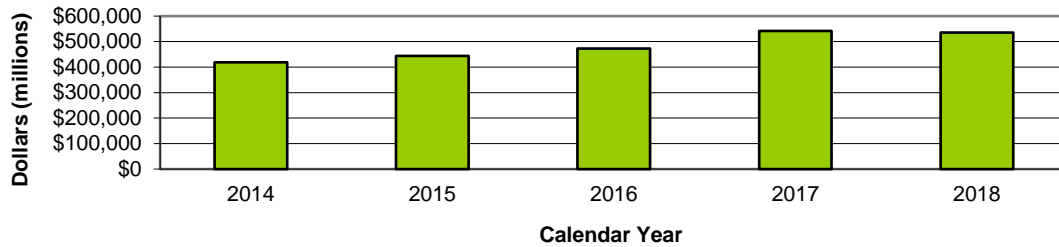
Thrift Savings Fund Statistics

July 2019

Highlights

The FERS participation rate has plateaued at 91% for the past few months, while the uniformed services participation rate increased to 64%, this marks a 12% increase since January 2019. Hardship Withdrawal numbers increased 12% in July as compared to June. Two Step Authentication numbers continue to climb with approximately 279,000 participants having opted-in since implementation.

Thrift Savings Fund Statistics



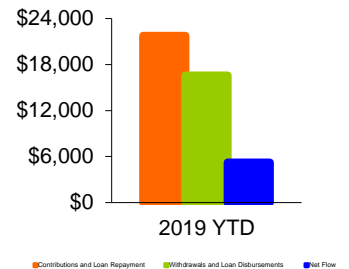
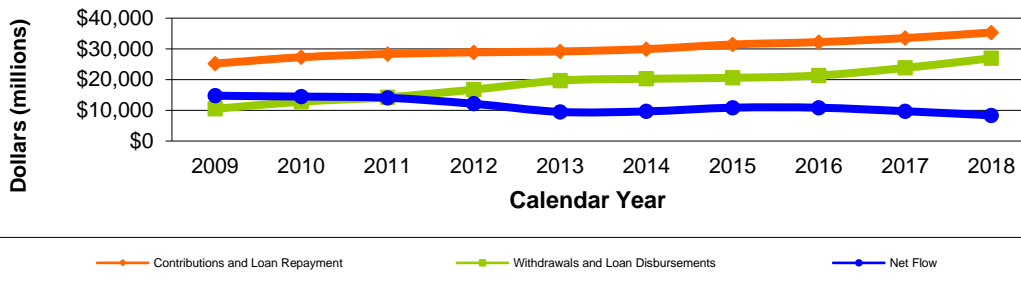
Plan Balance

Roth

Jul	\$599,583	\$15,521
Jun	\$594,985	\$15,413
May	\$572,370	\$14,451

(in millions)

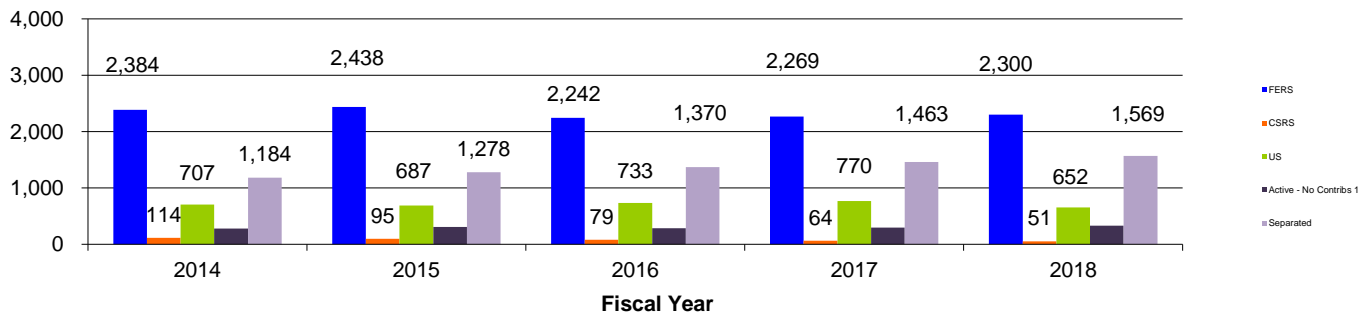
Cash Flow Attributes

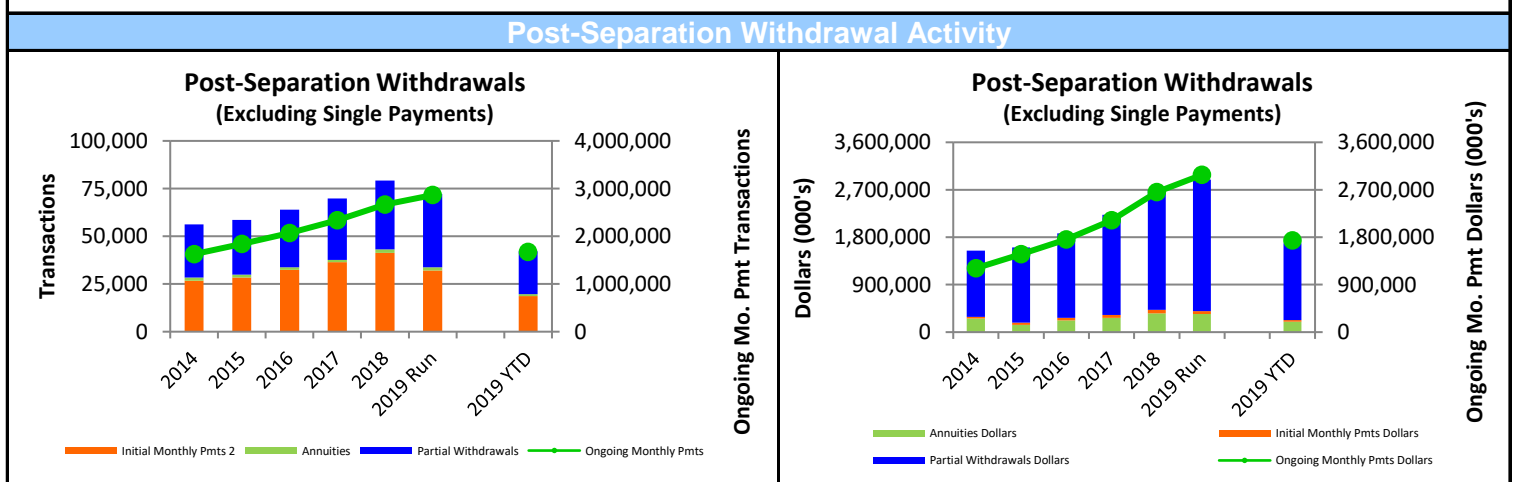
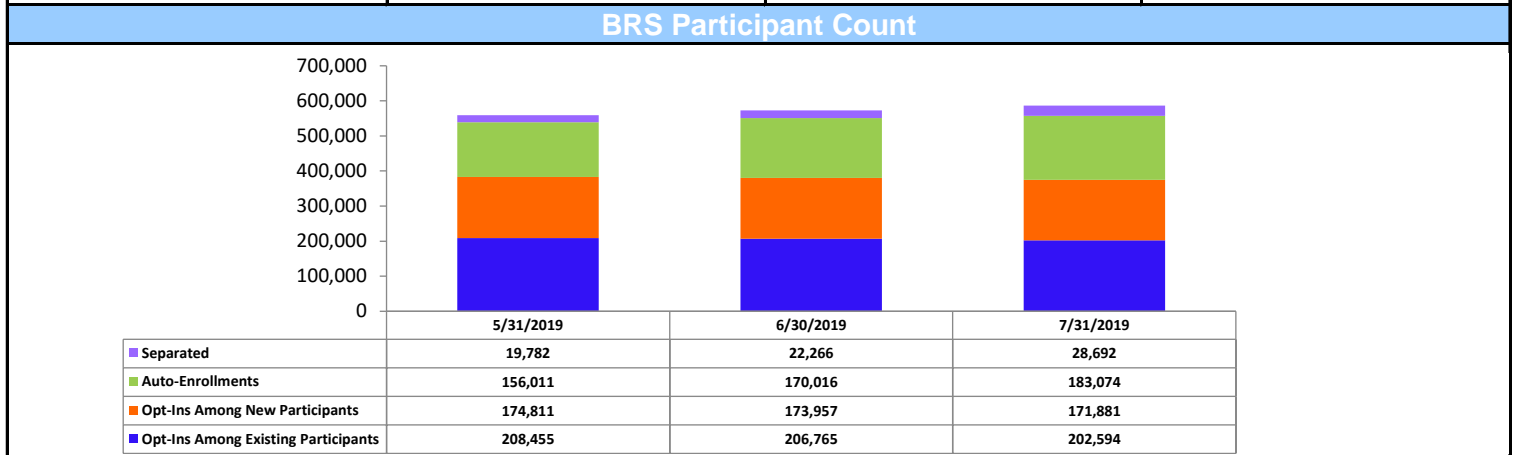
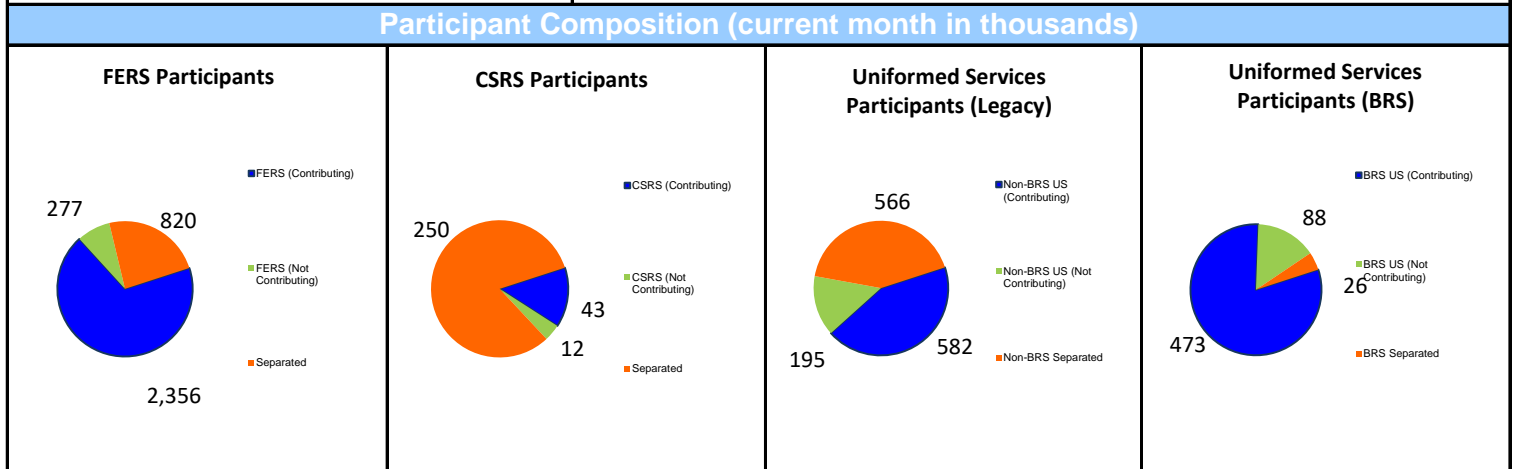
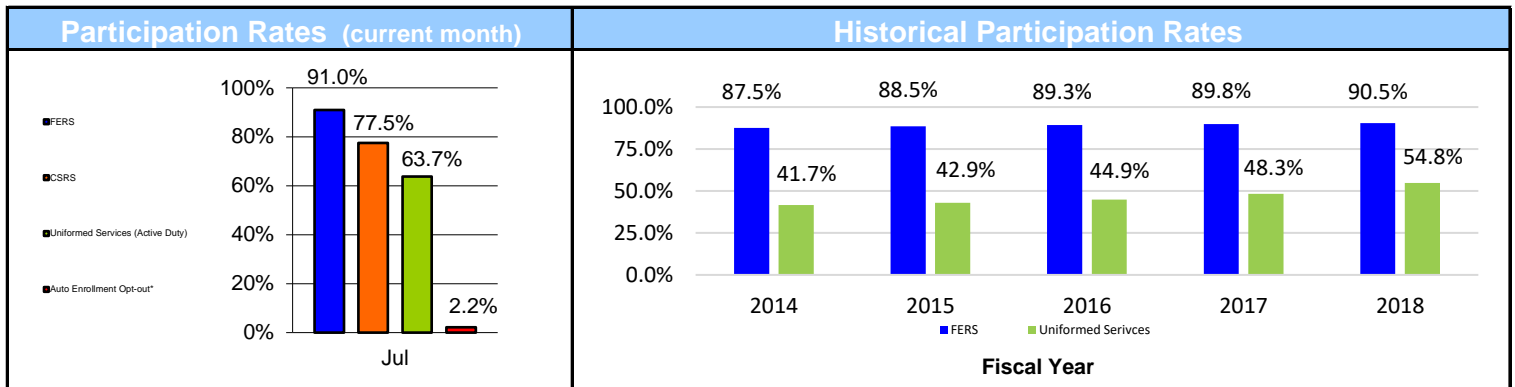


Participants and Average Balance (current month)

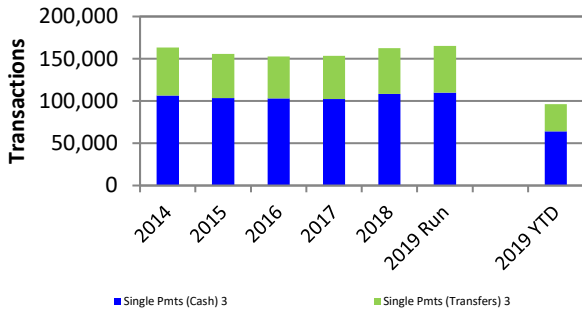
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,453,903	\$146,101	582,918	\$14,378
CSRS	305,241	\$155,099	10,115	\$22,126
Uniformed Services	1,343,666	\$27,752	538,113	\$9,779
BRS Participants	586,241	\$6,261	344,324	\$5,674
Bene Participants	26,833	\$115,156	1,064	\$9,475
Total	5,715,884	\$104,867	1,476,534	\$10,512

Historical Participant Counts (in thousands)

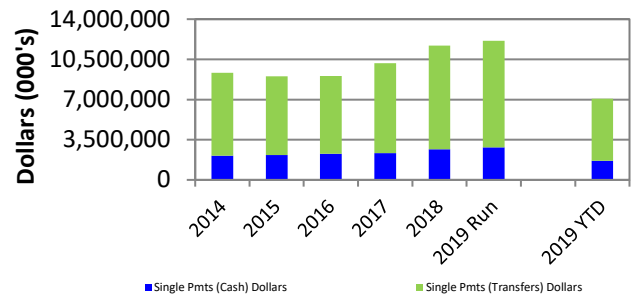




Post-Separation Withdrawals Single Payments (Cash & Transfers)

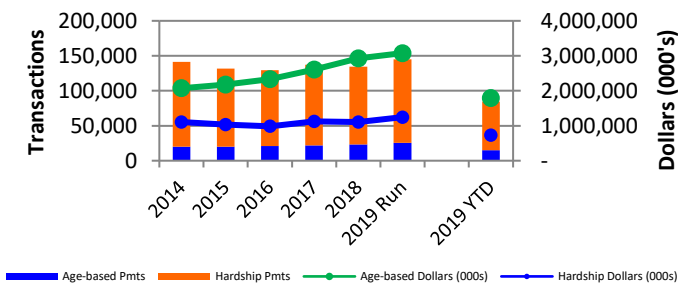


Post-Separation Withdrawals Single Payments (Cash & Transfers)

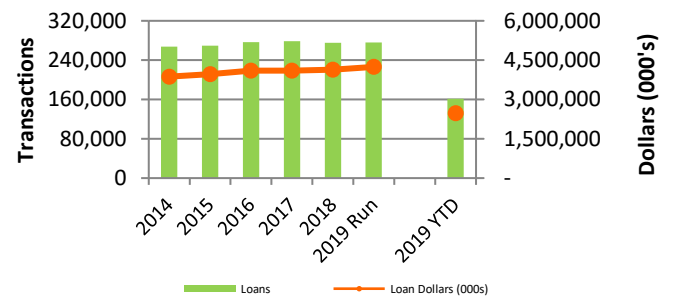


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

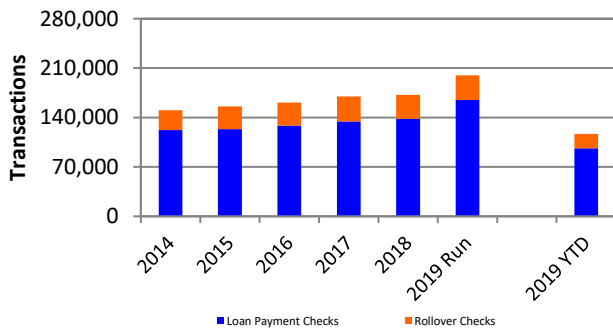


Loans

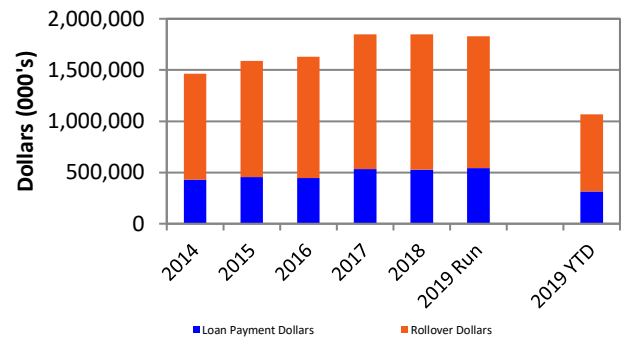


Other Activity

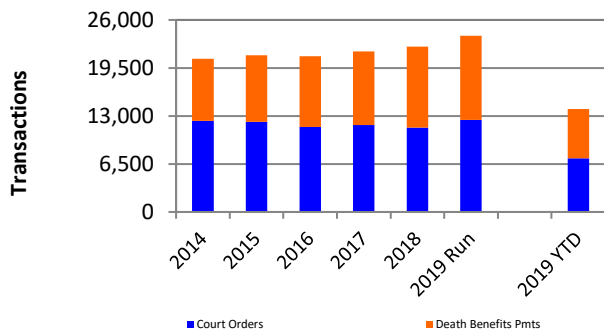
Participant-Submitted Checks



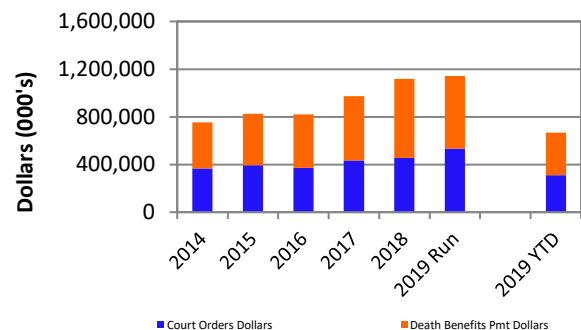
Participant-Submitted Checks



Legal Processing

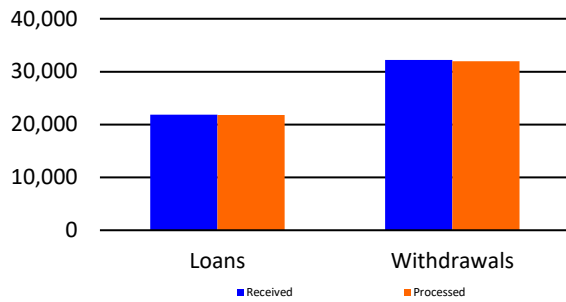


Legal Processing

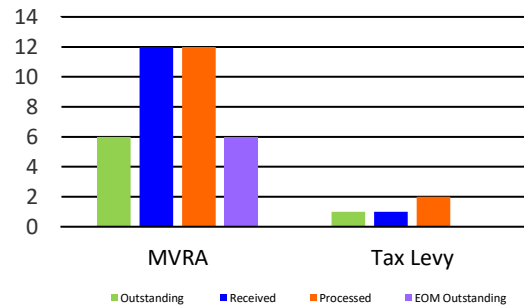


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



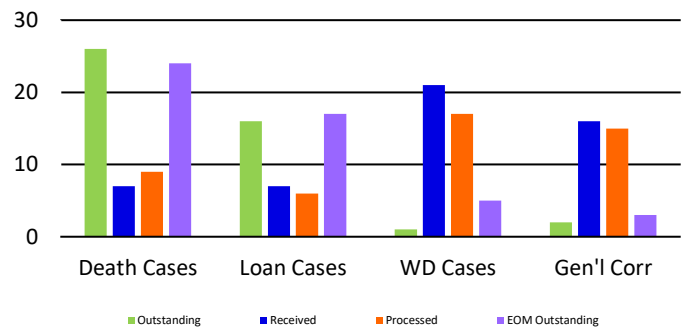
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	32,204	17.30%
2	Other	20,873	11.21%
3	Password reset vocally	18,385	9.87%
4	Loan Program	16,462	8.84%
5	In-Service Withdrawal Program	15,464	8.31%

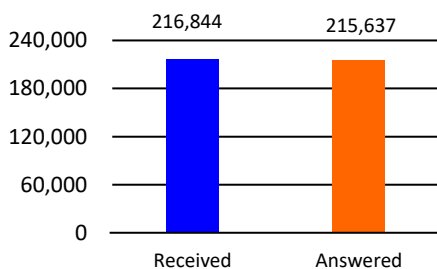
OPS Casework (current month)

Issue Management

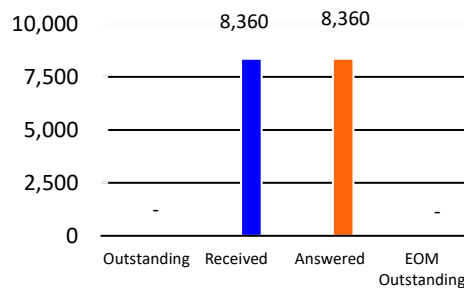


Contact Center Activity (current month)

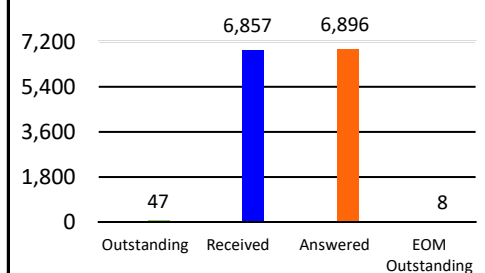
Calls



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, 242,791 ongoing monthly payments were disbursed in July 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.