

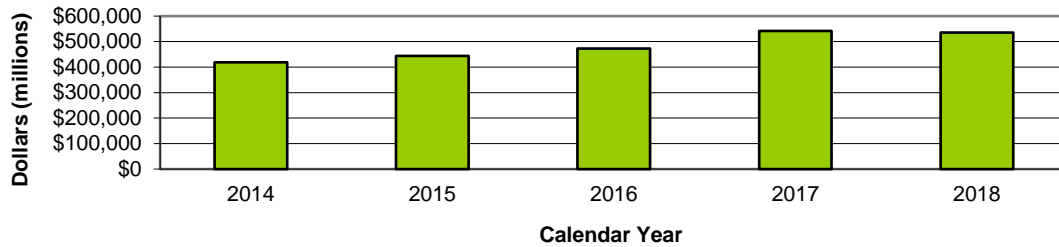
Thrift Savings Fund Statistics

March 2019

Highlights

Participants were very active in rolling money into the TSP. We processed 3,429 checks accounting for \$132 million which was \$30 million over the roll-ins received in March 2018. The volume of initial monthly payments is coming back to normal levels, after the traditional first quarter retirement surge. The plan has rolled out voluntary 2 step authentication for MyAccount on tsp.gov which provides a significant security benefit for the participants and beneficiaries.

Thrift Savings Fund Statistics



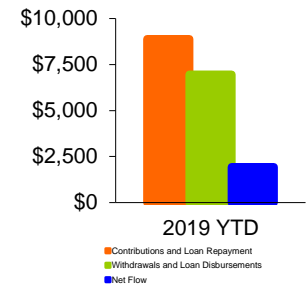
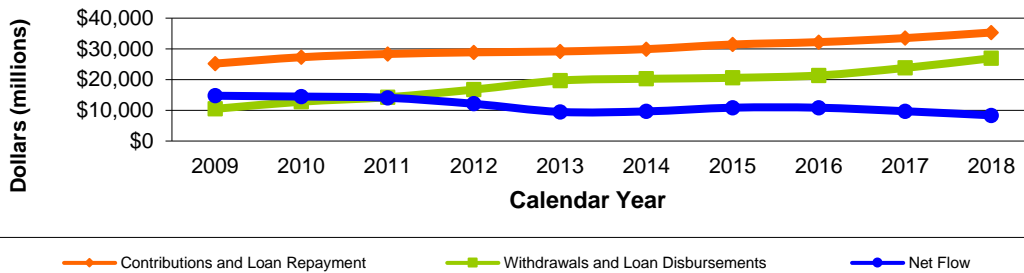
Plan Balance

Roth

Mar	\$577,771	\$14,027
Feb	\$572,853	\$13,622
Jan	\$561,299	\$13,006

(in millions)

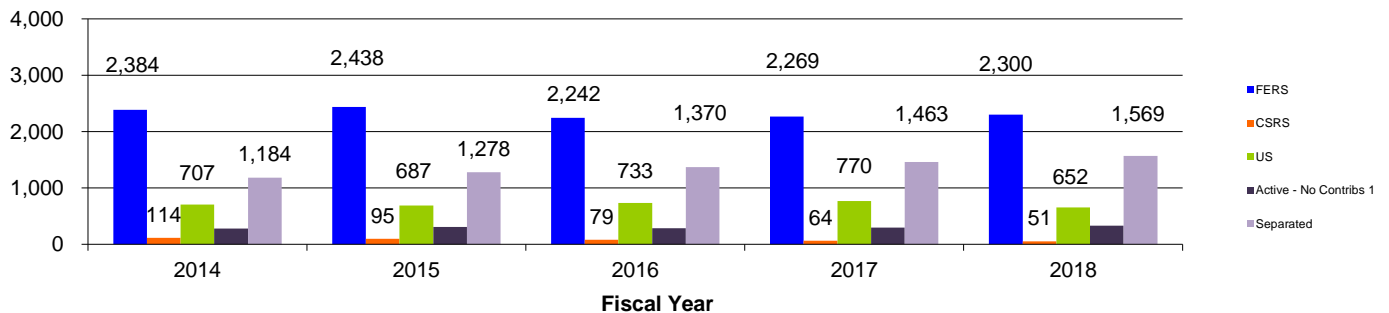
Cash Flow Attributes

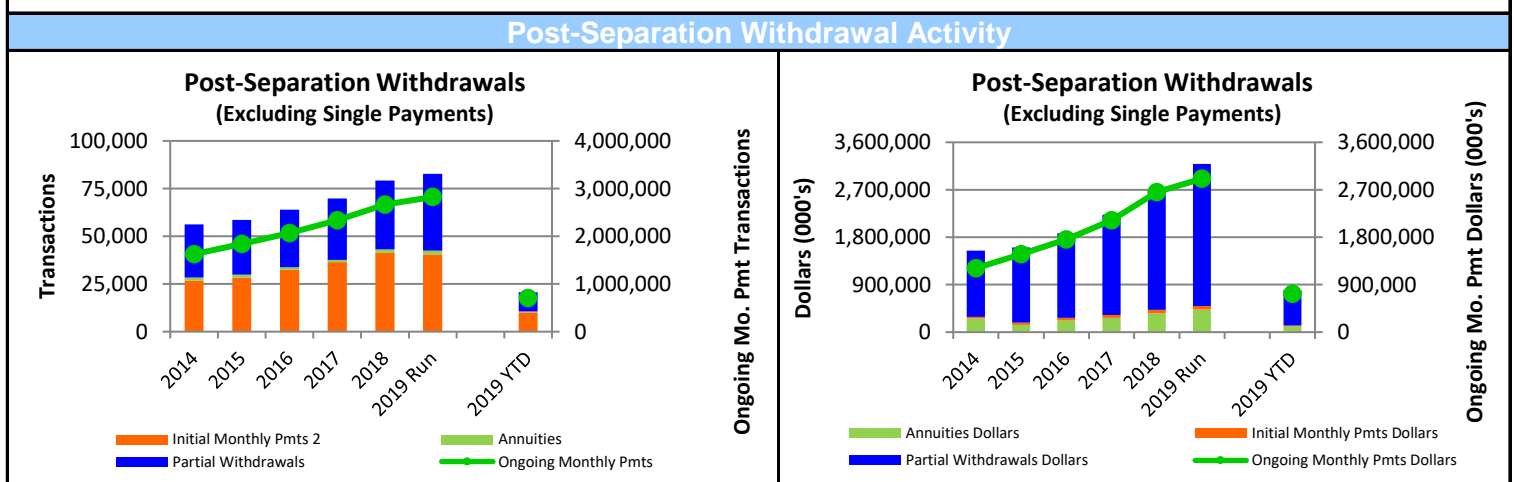
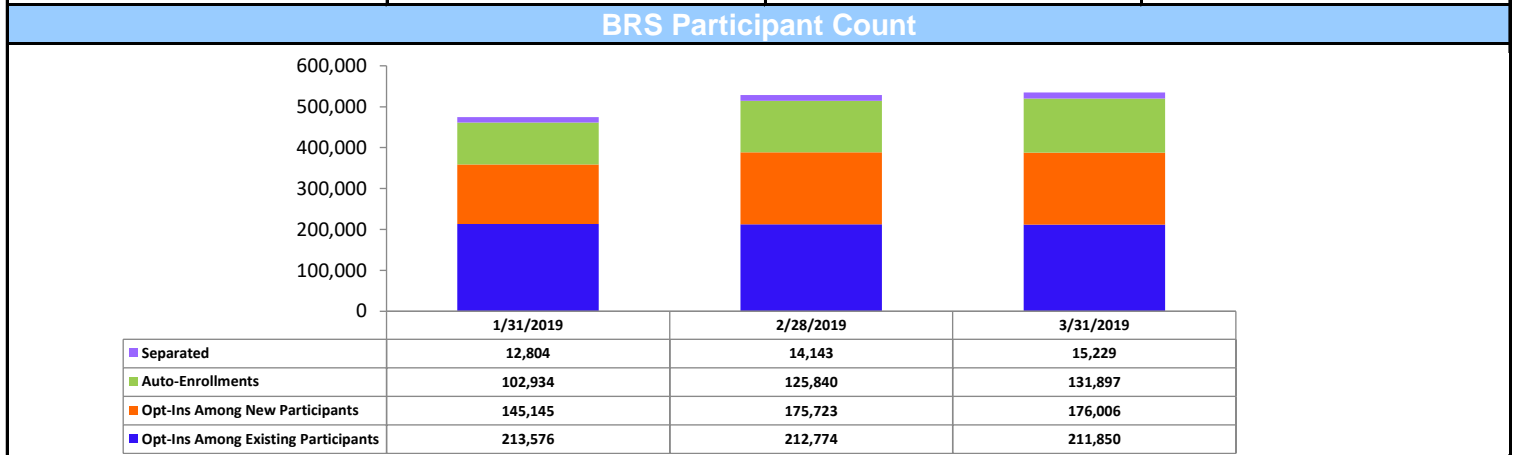
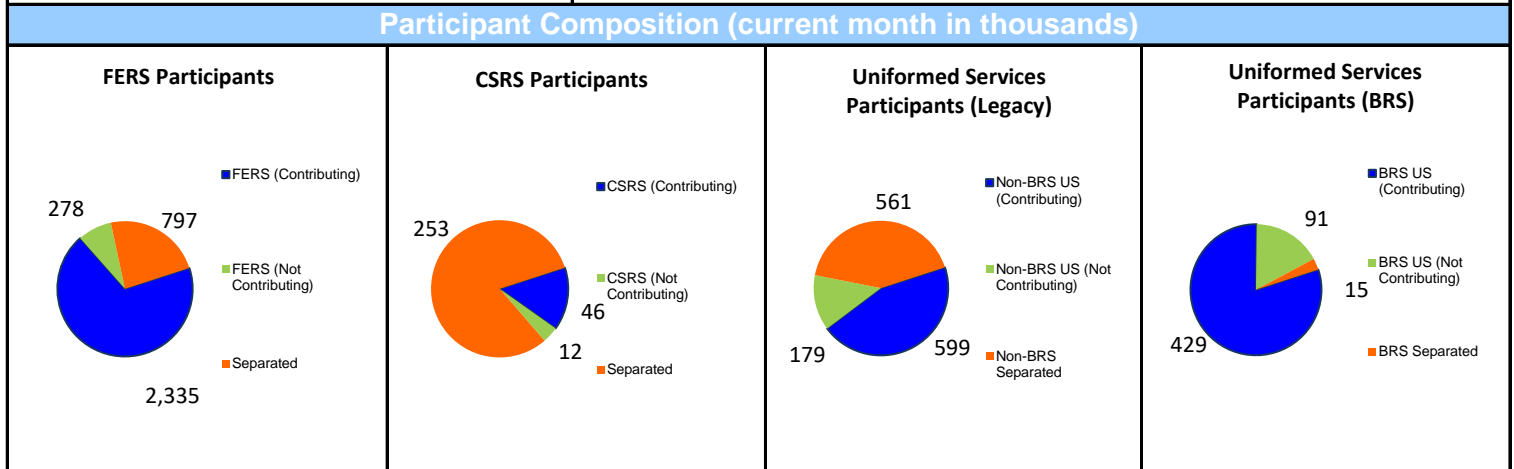
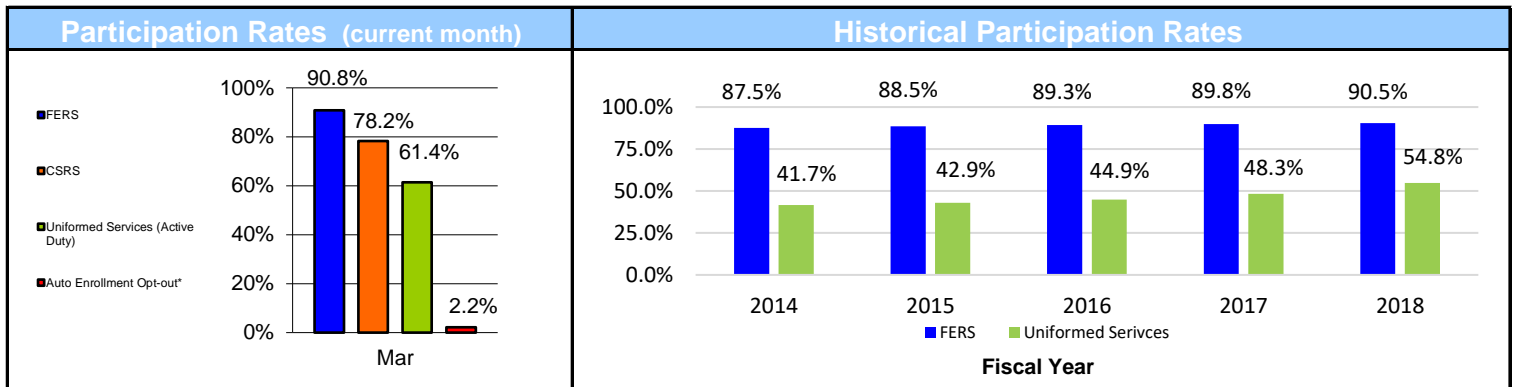


Participants and Average Balance (current month)

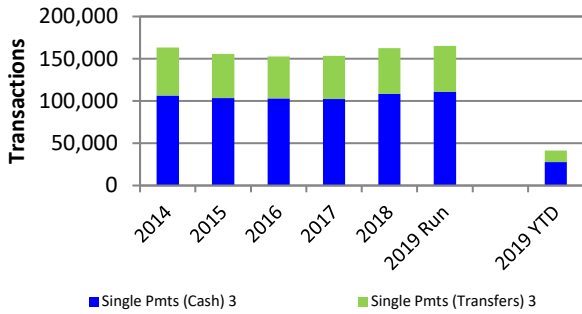
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,410,554	\$142,512	554,242	\$13,517
CSRS	310,810	\$150,467	10,068	\$20,778
Uniformed Services	1,338,946	\$26,630	522,294	\$9,005
BRS Participants	534,982	\$5,662	317,536	\$5,111
Bene Participants	25,962	\$112,242	967	\$8,955
Total	5,621,254	\$102,783	1,405,107	\$9,983

Historical Participant Counts (in thousands)

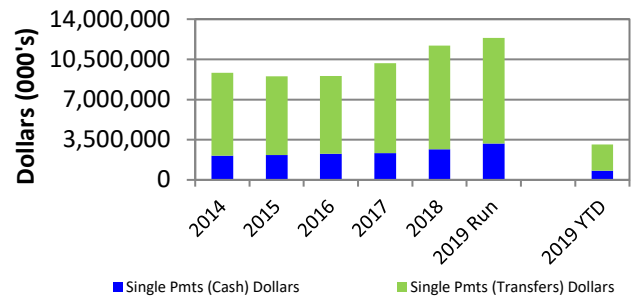




Post-Separation Withdrawals Single Payments (Cash & Transfers)

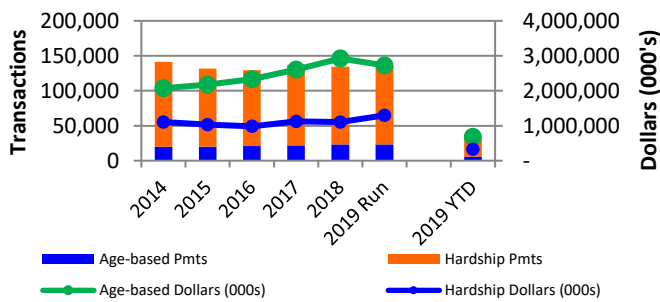


Post-Separation Withdrawals Single Payments (Cash & Transfers)

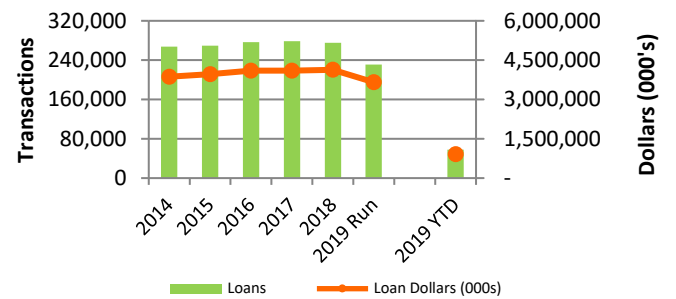


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

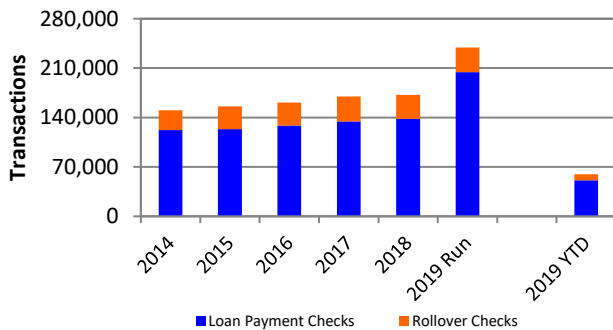


Loans

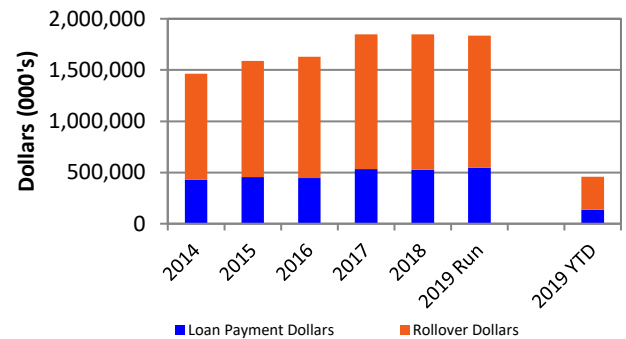


Other Activity

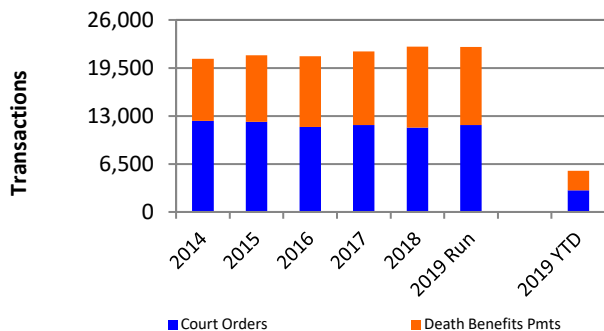
Participant-Submitted Checks



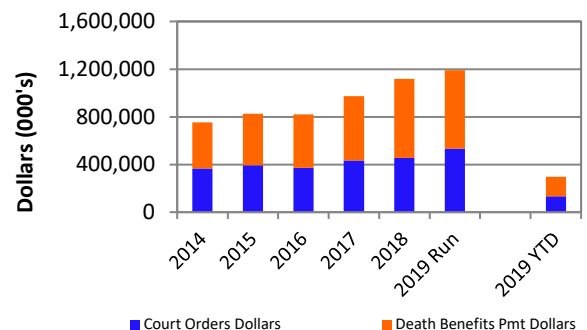
Participant-Submitted Checks



Legal Processing

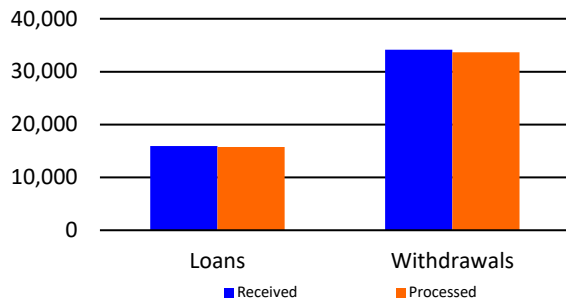


Legal Processing

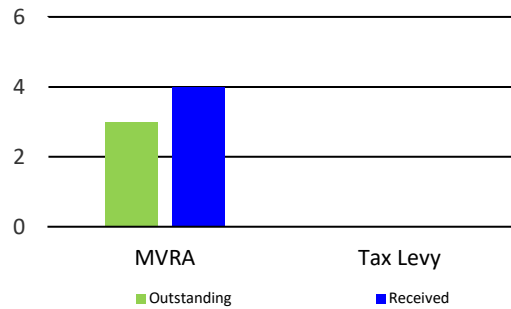


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



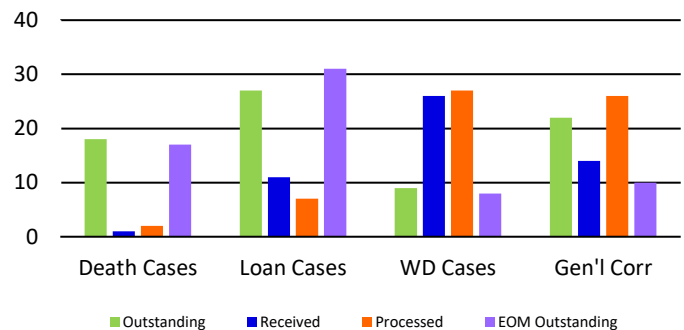
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	48,884	21.55%
2	Other	25,410	11.20%
3	Password reset vocally	19,616	8.65%
4	Loan Program	17,809	7.85%
5	In-Service Withdrawal Program	15,643	6.90%

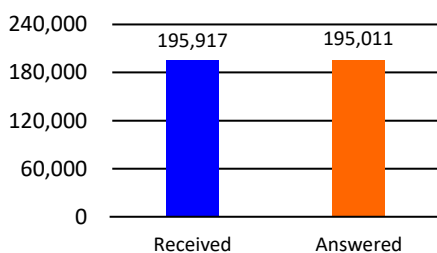
OPS Casework (current month)

Issue Management

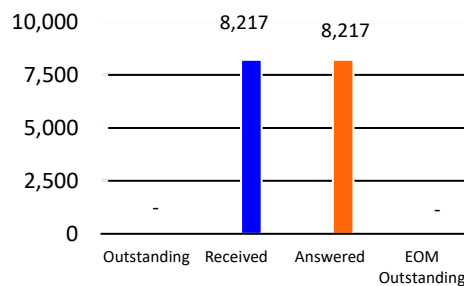


Contact Center Activity (current month)

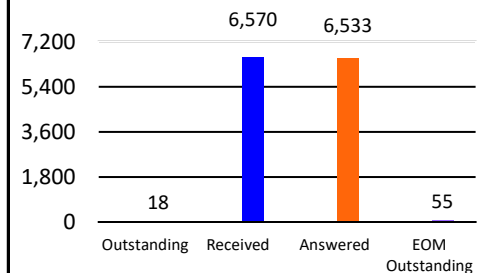
Calls



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, 237,761 ongoing monthly payments were disbursed in March 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.