

# Thrift Savings Fund Statistics Highlights

- The FERS Participation rate continues to climb, reaching 90.7% from approx. 83% when auto-enrollment started in 2010.
- The Plan experienced a spike in withdrawals and loans with a 13% increase in April.
- We continue to see significant improvements in our phone call service level with 83.7% calls answered in 20 seconds and have decreased our abandonment rate to 1.9% exceeding our service level of 2%. We are on our way to achieving a sustained period of meeting and exceeding the service level requirements in all contact center categories.

