

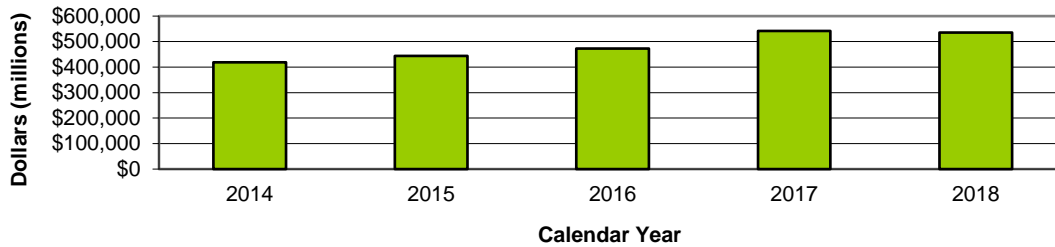
Thrift Savings Fund Statistics

December 2018

Highlights

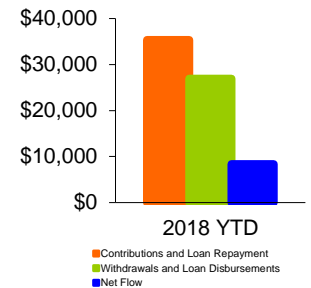
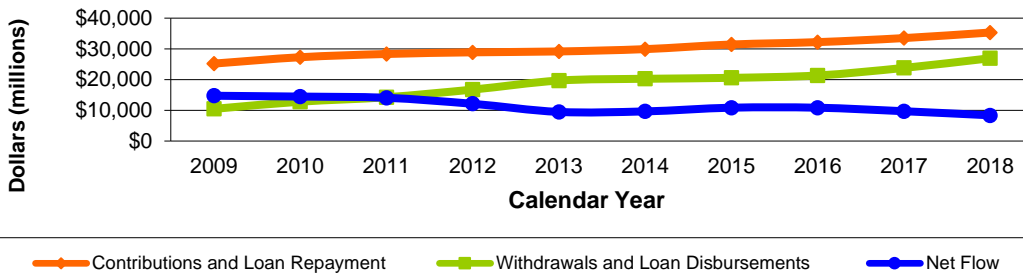
The opt in period for Blended Retirement has ended with TSP currently reporting a total of 307,478, which lags the reported DOD number of 392,618. We expect our February report based on DoD's payroll to reflect the higher number. The uniformed service active duty participation rate continued rising to a new high of 57.2%. Hardship withdrawal and Loan volumes ended the year 3% lower than 2017. Through the addition of a new site, additional staff, and proactive management, the contact centers have made significant improvements in all service level metrics, consistently exceeding requirements at the start of our traditional high season. The TSP is starting to see activity changes as a result of the partial shutdown. In comparison to last year's data, since December 26, loans have increased by 5% and hardship withdrawals have increased by 26%. In addition, some organizations affected by the shutdown have already begun notifying us that they will not be sending contributions files. The contact centers have experienced an approximate 5% increase in call volumes, e-messages, and written correspondence and approximately 50-80% of all contacts have had a question or reference pertaining to the shutdown.

Historical Plan Balances (in millions)



	Plan Balance	Roth
Dec	\$535,870	\$12,064
Nov	\$561,389	\$12,506
Oct	\$553,687	\$12,061
(in millions)		

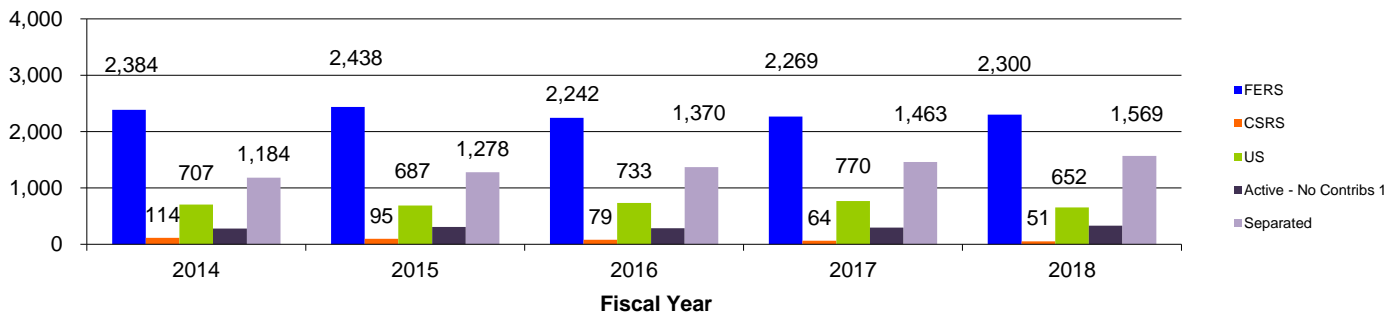
Cash Flow Attributes

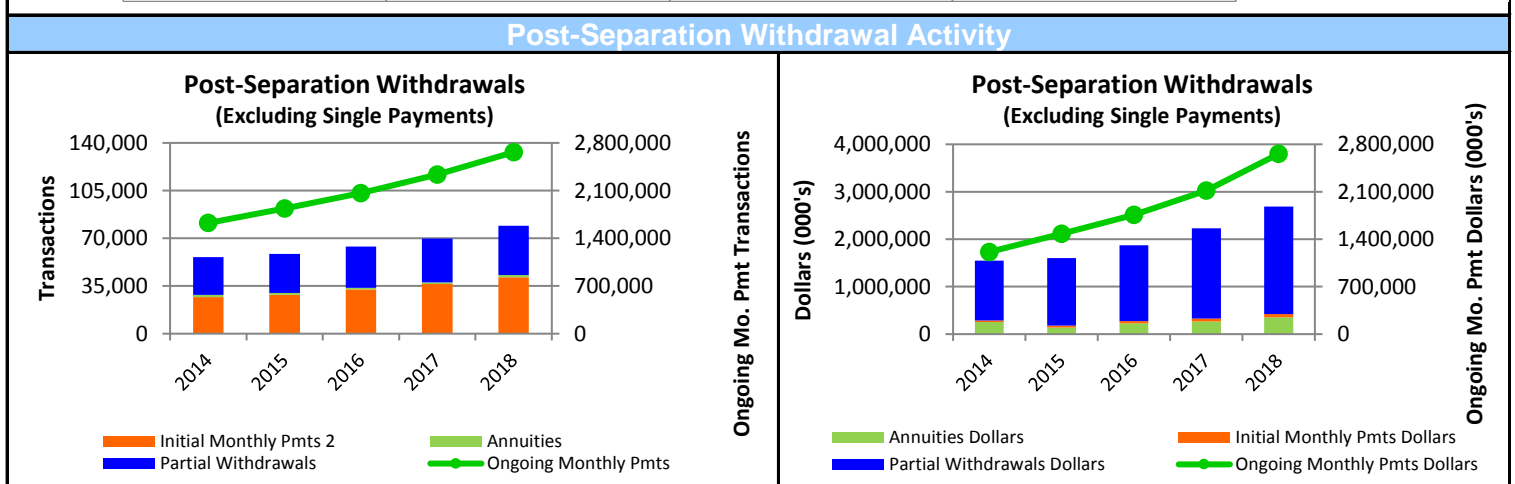
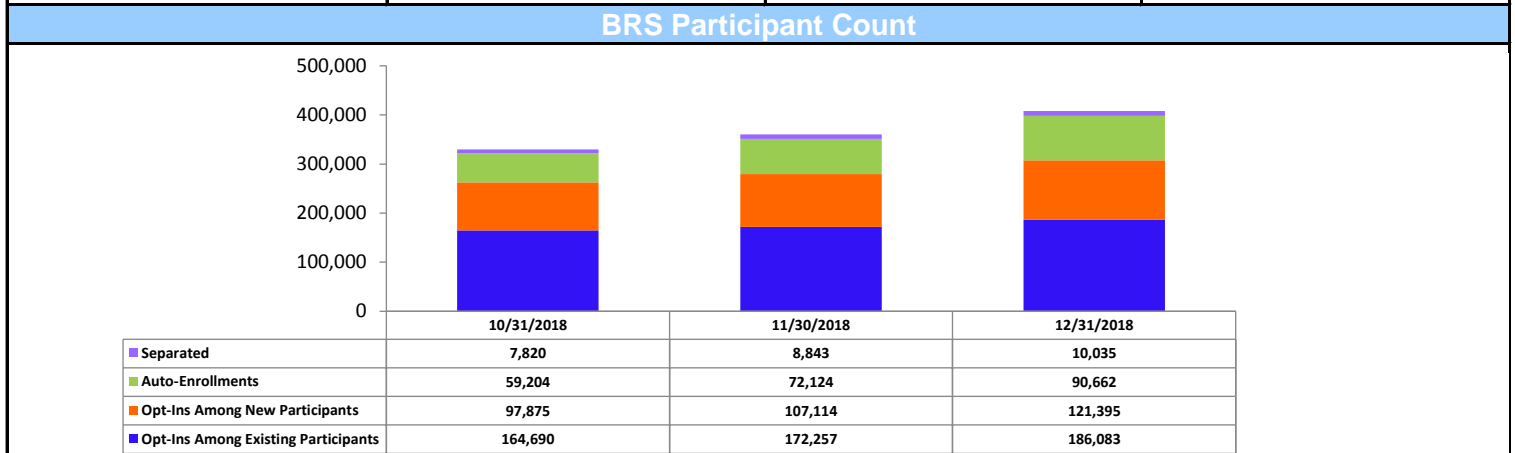
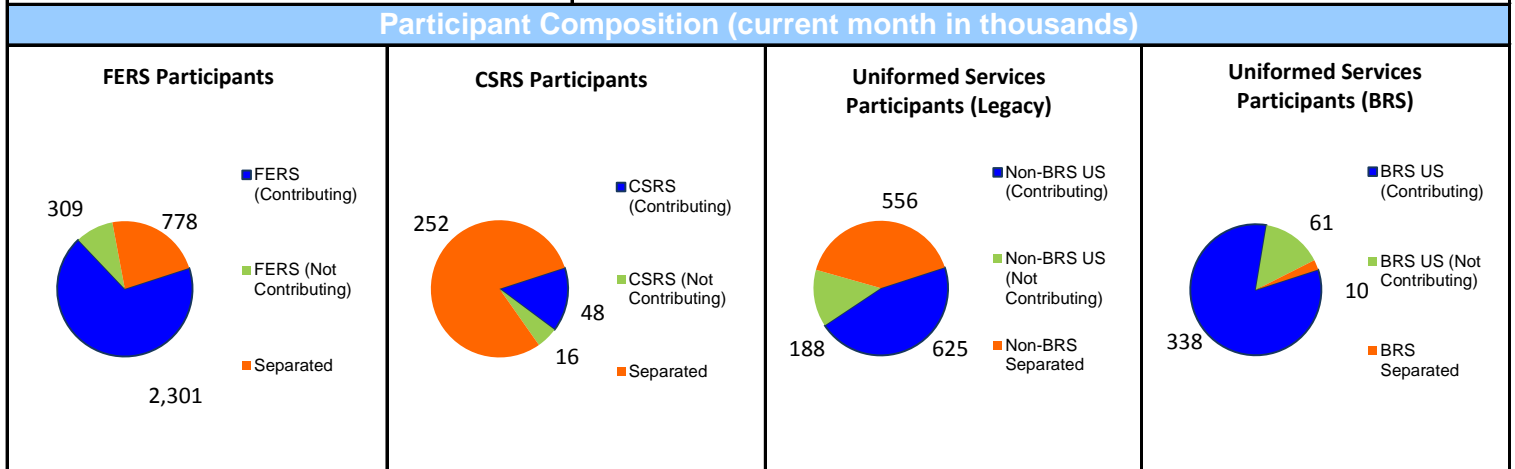
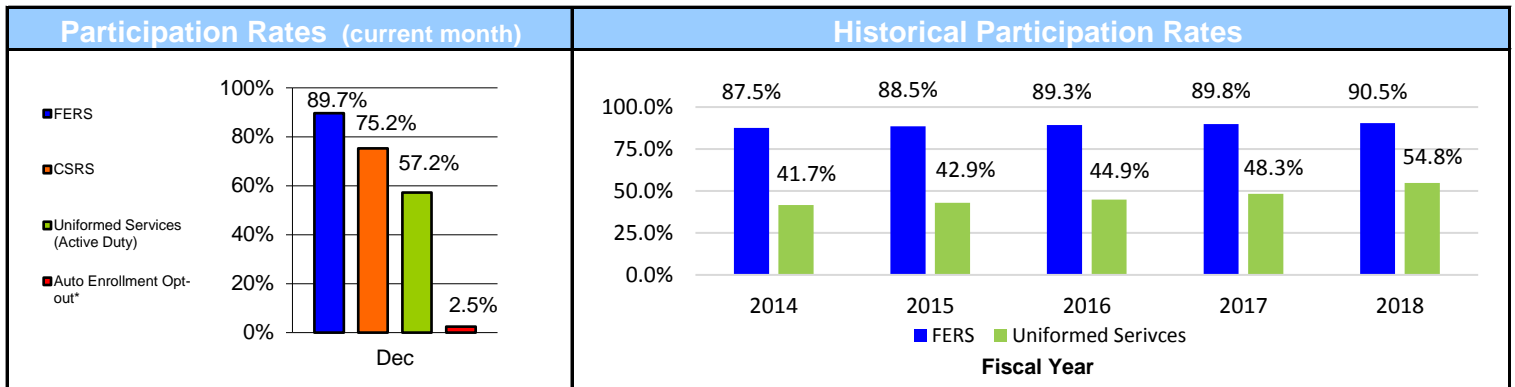


Participants and Average Balance (current month)

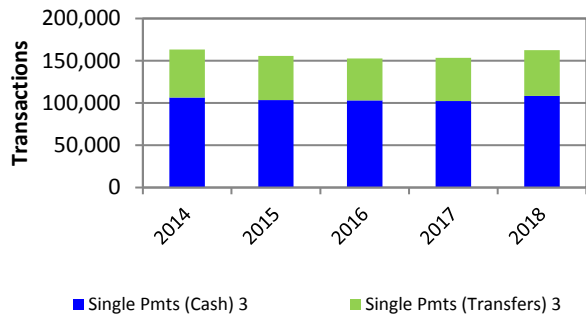
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,389,322	\$132,874	531,665	\$12,209
CSRS	315,647	\$141,094	9,982	\$18,991
Uniformed Services	1,369,646	\$23,981	534,192	\$7,852
BRS Participants	408,175	\$5,298	252,176	\$4,716
Bene Participants	25,127	\$107,555	858	\$8,056
Total	5,507,917	\$97	1,328,873	\$9,078

Historical Participant Counts (in thousands)

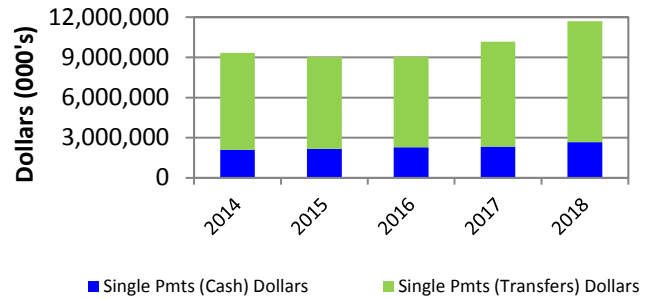




Post-Separation Withdrawals Single Payments (Cash & Transfers)

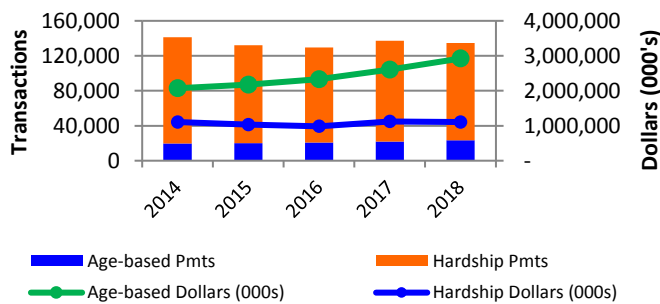


Post-Separation Withdrawals Single Payments (Cash & Transfers)

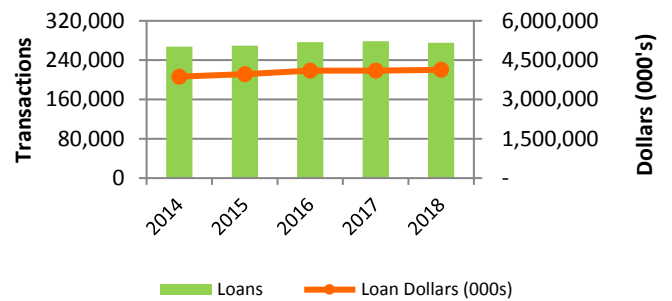


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

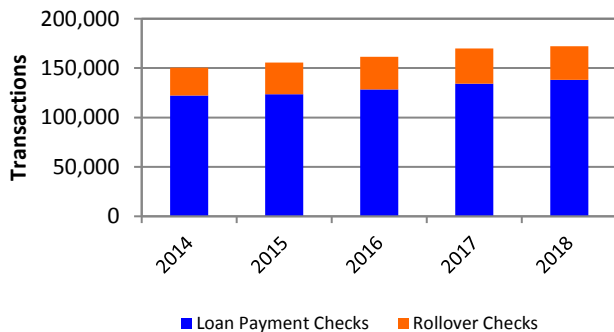


Loans

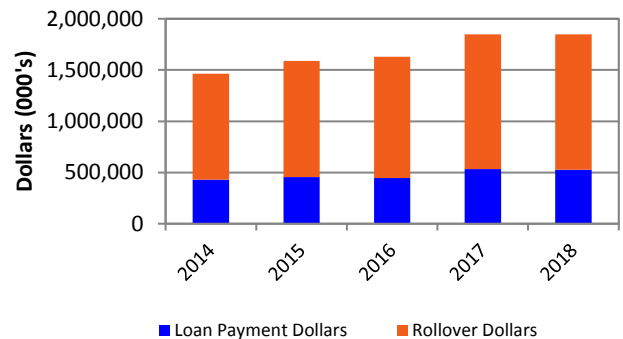


Other Activity

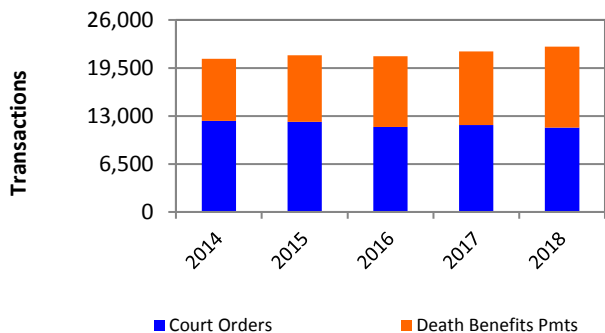
Participant-Submitted Checks



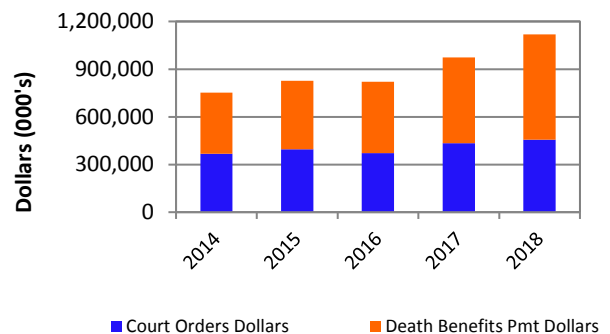
Participant-Submitted Checks



Legal Processing

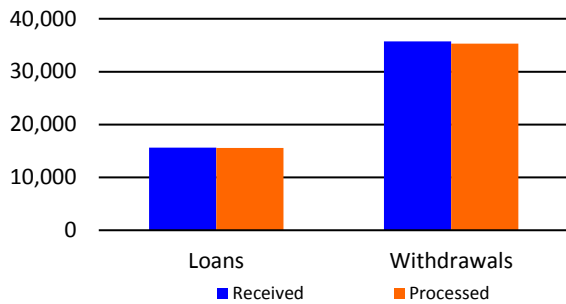


Legal Processing

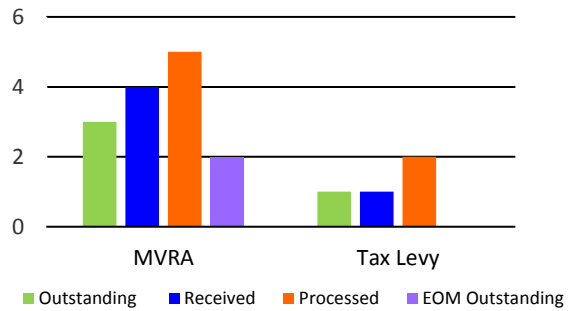


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



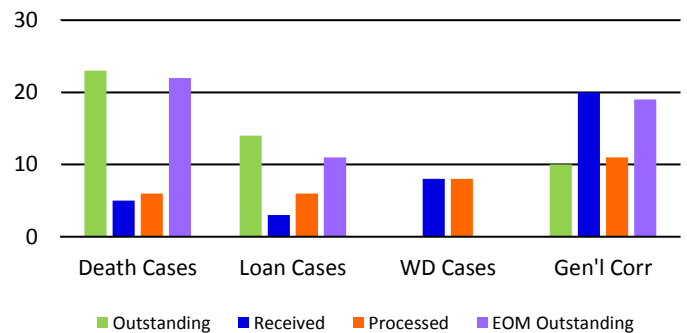
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	35,923	21.16%
2	Other	19,384	11.42%
3	Password reset vocally	14,743	8.69%
4	Loan Program	13,015	7.67%
5	In-Service Withdrawal Program	12,840	7.56%

OPS Casework (current month)

Issue Management

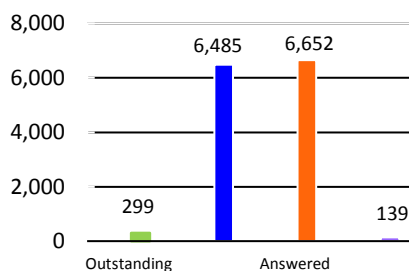


Contact Center Activity (current month)

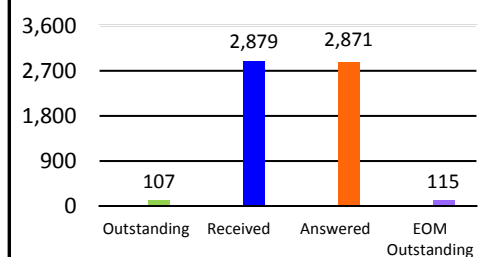
Calls



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, 232,192 ongoing monthly payments were disbursed in December 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.