

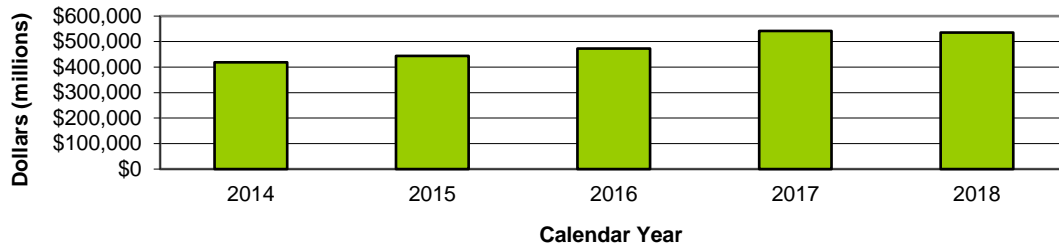
# Thrift Savings Fund Statistics

May 2019

## Highlights

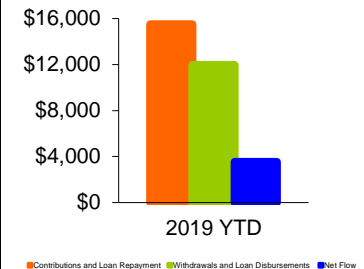
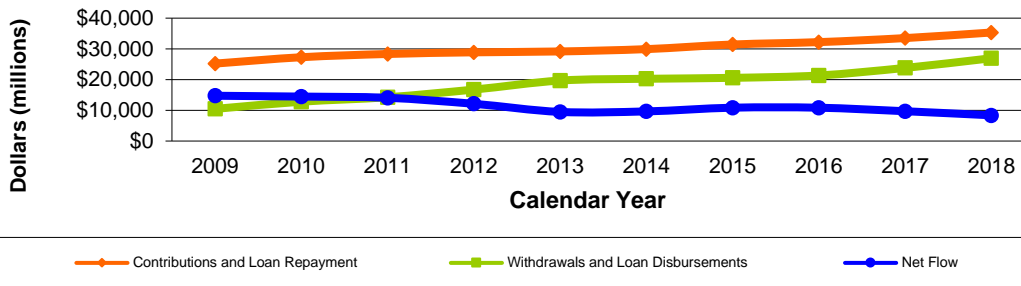
TSP participation rates continue to rise, with the FERS rate surpassing 91% for the first time and active duty members of the Uniformed Services over 62%. Post separation withdrawals this month are down an average of 15% compared to last month, however the run rate for 2019 is about 5% higher than 2019. Two Step Authentication numbers are climbing with approximately 170,000 participants having opted-in since implementation.

## Thrift Savings Fund Statistics



	Plan Balance	Roth
May	\$572,370	\$14,451
Apr	\$590,807	\$14,682
Mar	\$577,771	\$14,027
(in millions)		

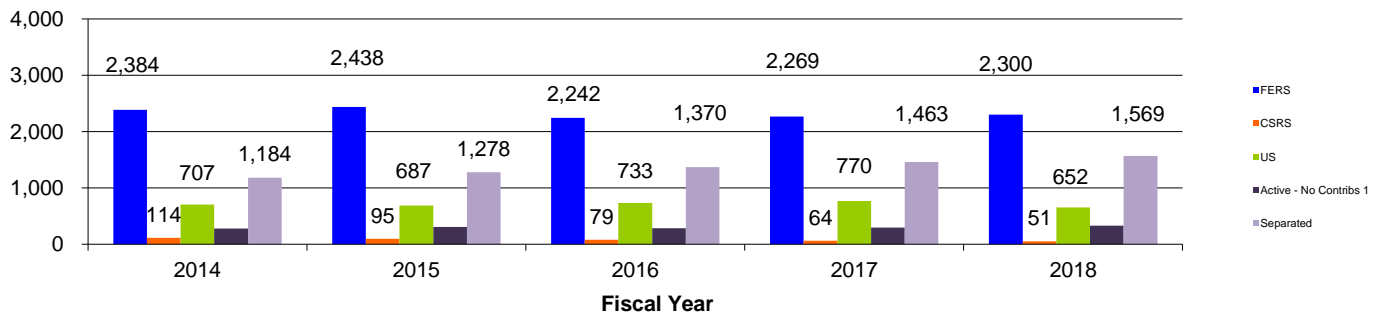
## Cash Flow Attributes

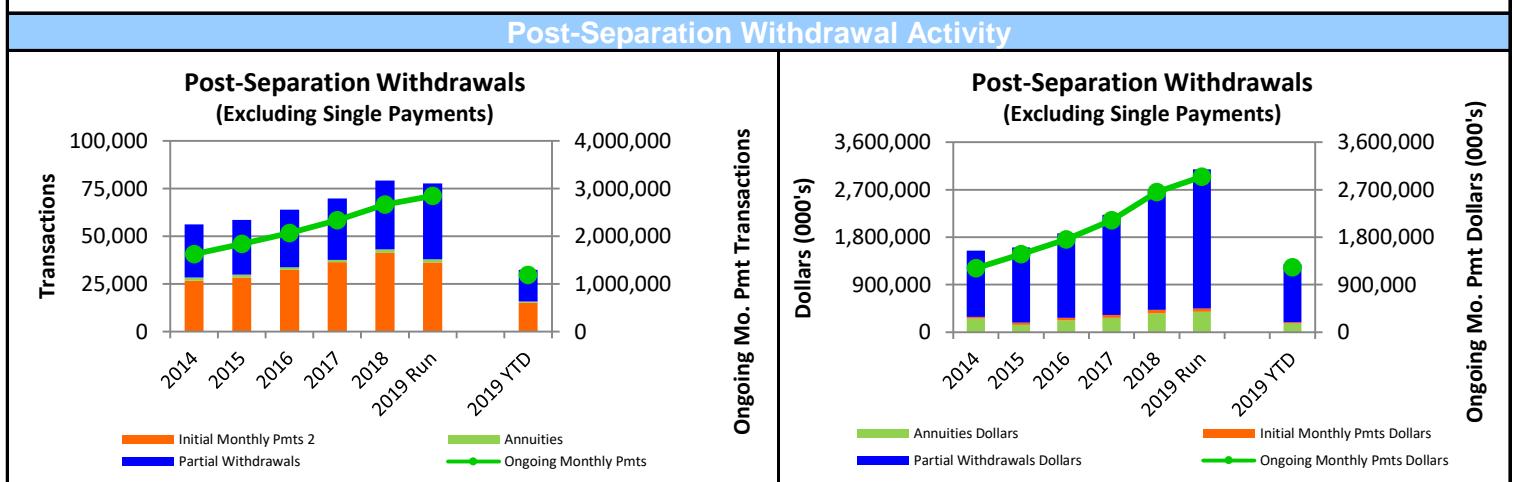
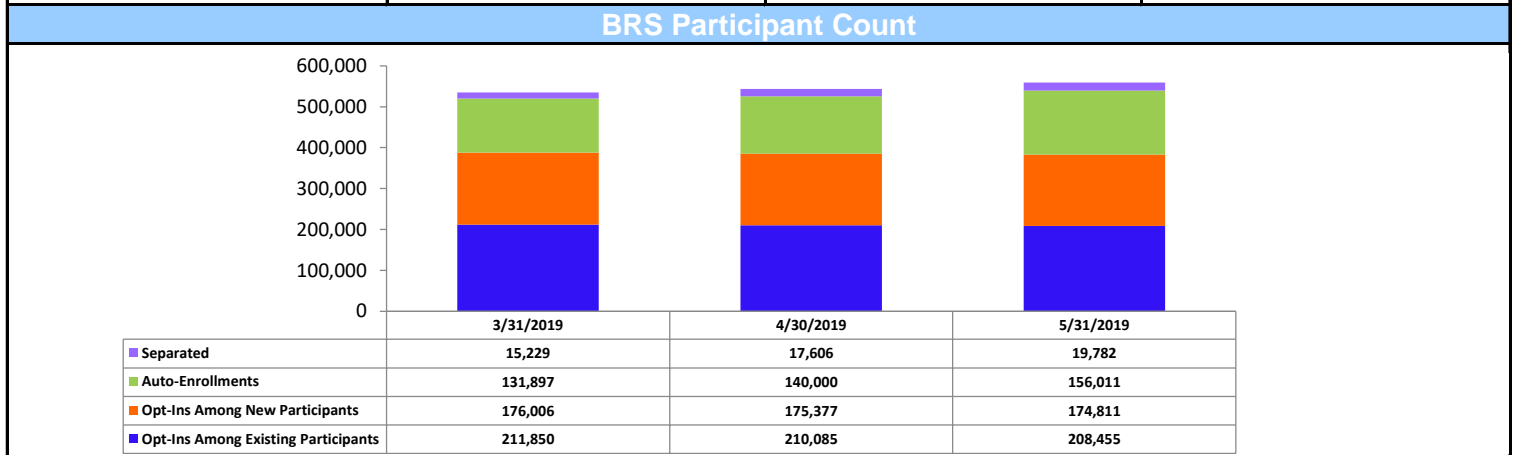
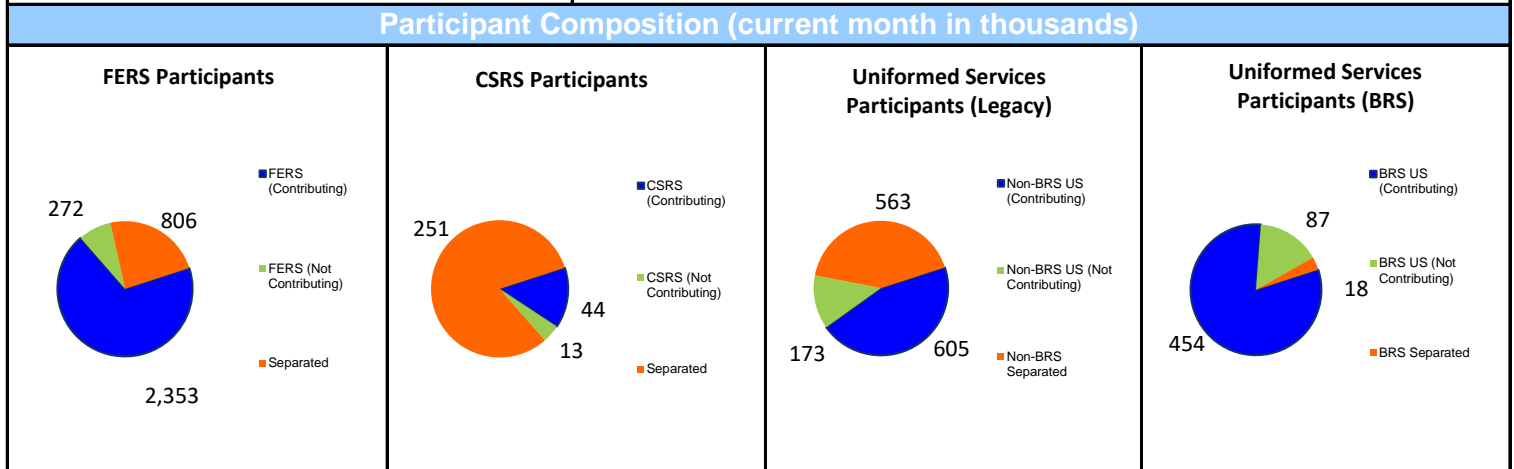
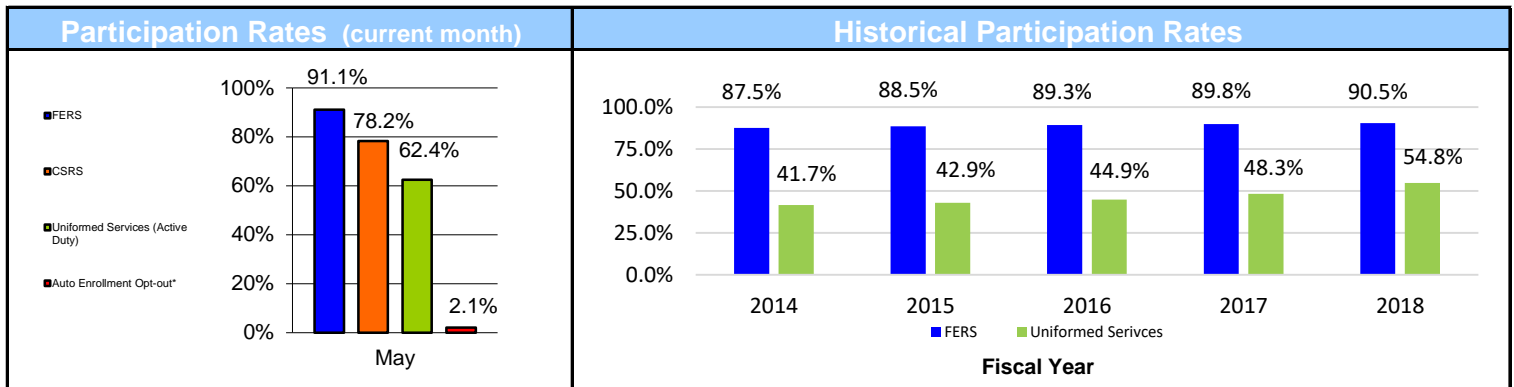


## Participants and Average Balance (current month)

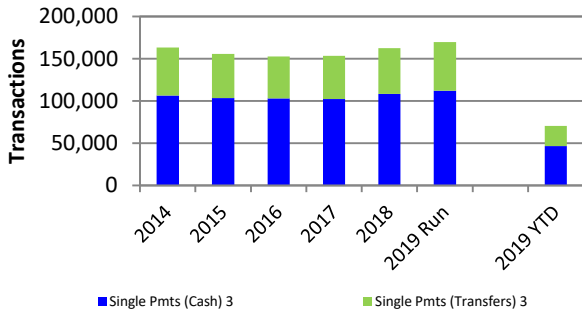
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,431,672	\$140,350	570,013	\$13,486
CSRS	307,775	\$149,145	10,128	\$20,834
Uniformed Services	1,342,098	\$26,383	530,442	\$9,103
BRS Participants	559,059	\$5,755	332,383	\$5,489
Bene Participants	26,290	\$112,095	1,005	\$9,350
Total	5,666,894	\$101,002	1,443,971	\$10,008

## Historical Participant Counts (in thousands)

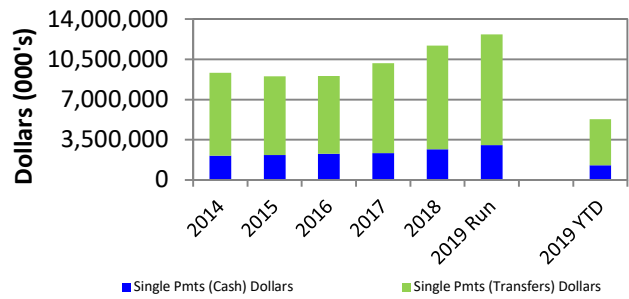




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

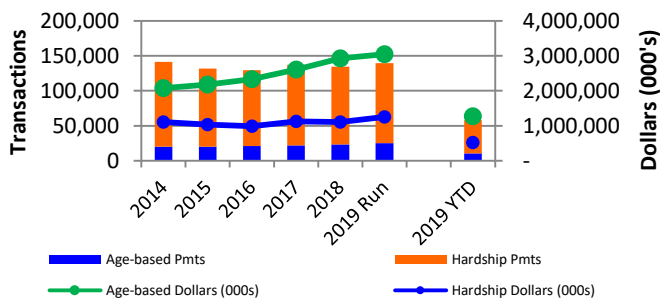


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

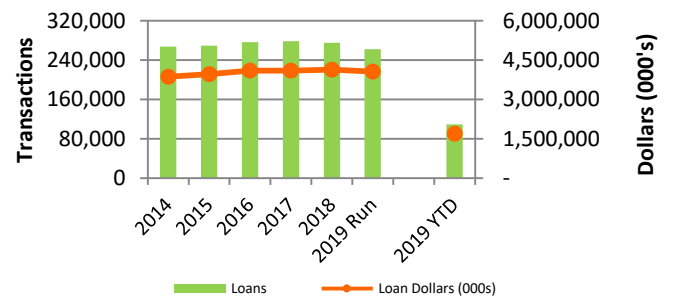


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

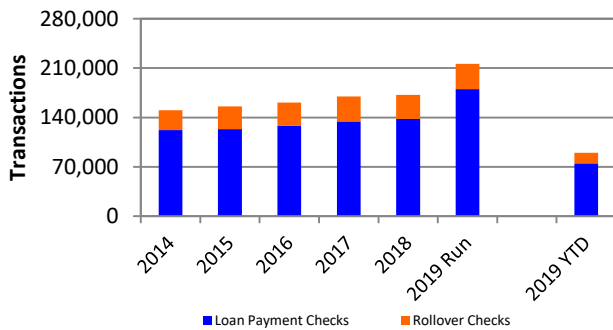


### Loans

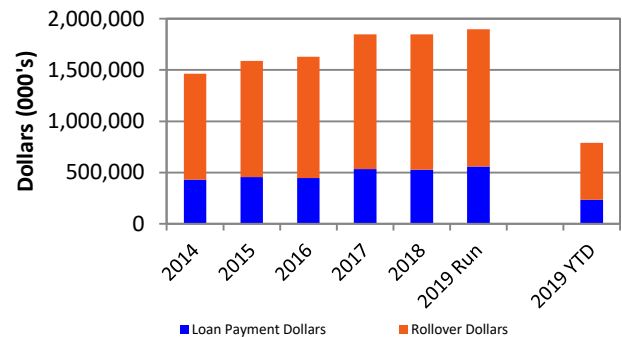


## Other Activity

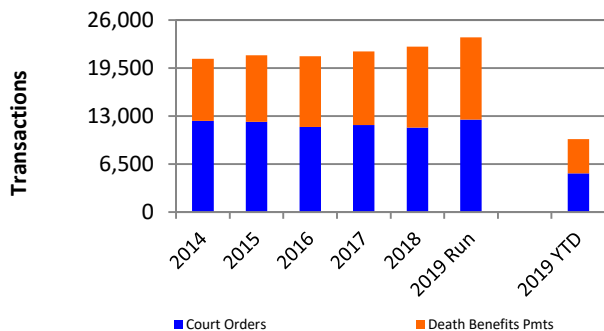
### Participant-Submitted Checks



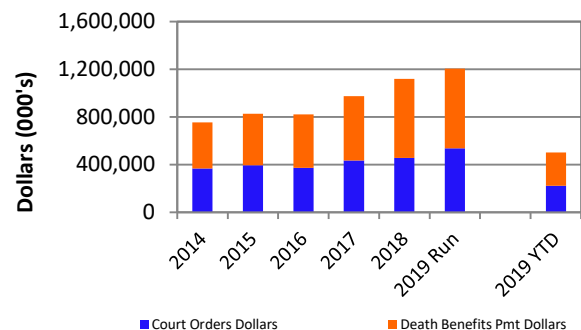
### Participant-Submitted Checks



### Legal Processing

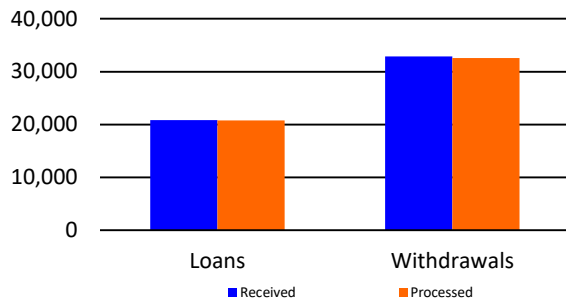


### Legal Processing

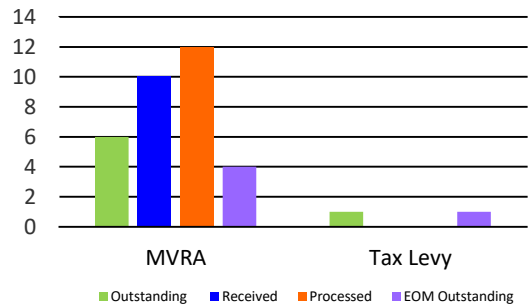


## Forms Processing (current month)

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



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



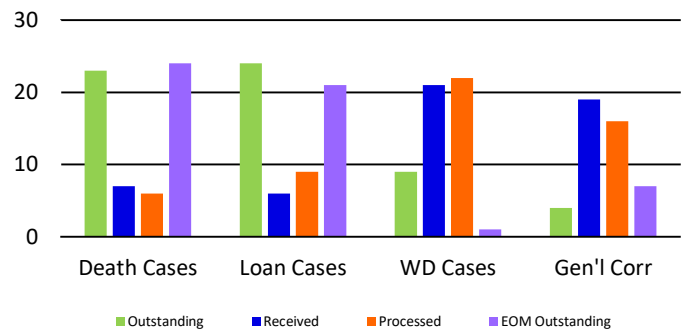
## Inquiries (current month)

**Top 5 Inquiry Reasons**

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	33,038	19.09%
2	Password reset vocally	16,183	9.35%
3	Loan Program	17,067	9.86%
4	In-Service Withdrawal Program	13,220	7.64%
5	Loan Application/Loan Agreement	6,867	3.97%

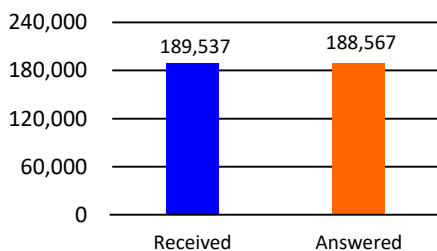
## OPS Casework (current month)

**Issue Management**

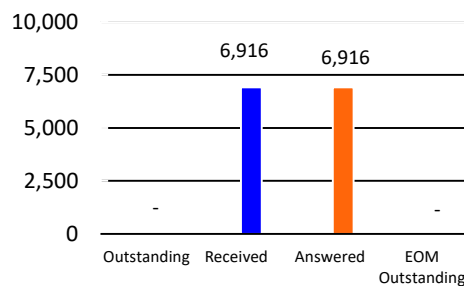


## Contact Center Activity (current month)

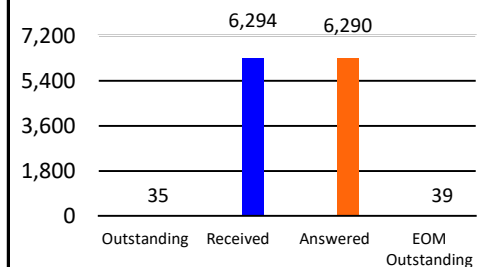
**Calls**



**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, 240,850 ongoing monthly payments were disbursed in May 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.