



# Converge Update

Year 1 Review and Year 2 Outlook

**Accenture Federal Services**



# Agenda

**01**

**Welcome & Introductions**

**02**

**Year 1 In Review**

Participant Services & Recordkeeping Volumes

**03**

**Year 2 Outlook**

Future Improvements & Enhancements

**04**

**Open Discussion**

Questions & Closing



# 3.72M+

Online Accounts  
Established

# 49.5M+

My Account  
Log Ins

# 3.17M+

ThriftLine Calls  
Answered

## Year 1 In Review

Over the past year, we have managed record-breaking volumes as participants continue to take advantage of new TSP features.



813K+ Mobile  
App  
Downloads



1.5M AVA  
Chats &  
Live Chat  
Sessions



11K+  
Concierge  
Rollover Ins



1.02M+  
eSignatures



3.36M+  
Electronic  
Payments



160K+ 2nd  
General  
Purpose  
Loans  
processed



In May, the average ThriftLine wait time was 9s & the average call duration was 9m 33s.

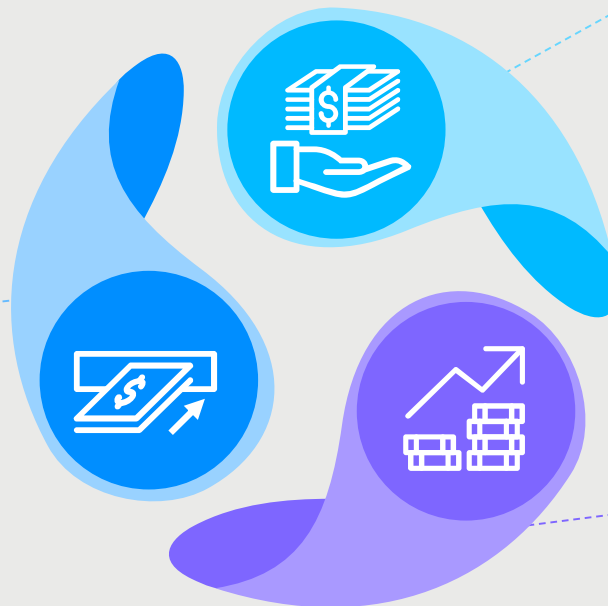


# Plan administration activities continue to demonstrate strong participant engagement and plan health.

## Money In

**~124M Contributions processed totalling \$41.6B**

**~30,000 Rollovers In processed totalling \$1.51B**



## Money Out

**~3.86M Withdrawals and Installments processed totalling \$33.8B**

**~432K Loans processed totalling \$4.55B**

## Money Managed

**1.46M+ Fund Transfers & Reallocations**

**~3,300 MFW Accounts established with transfers totalling \$199M**



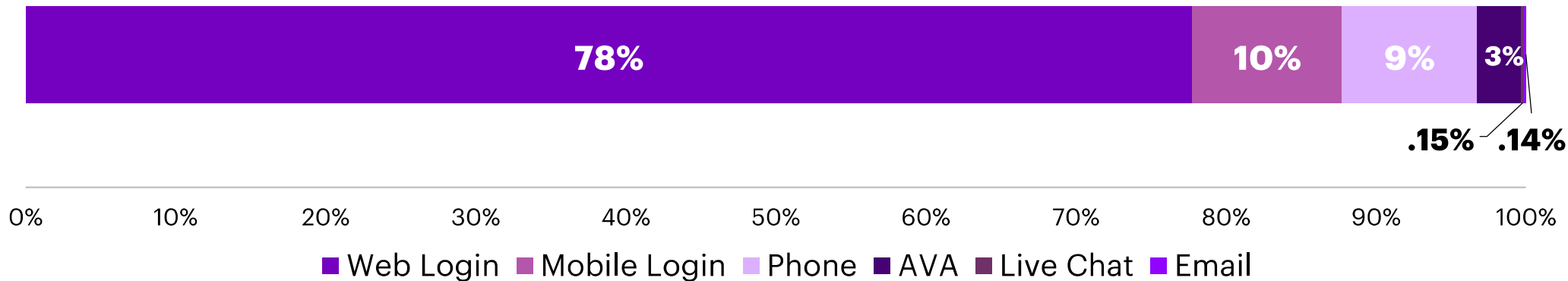


# Year 1 Participant Satisfaction and Interactions

**Participant satisfaction scores have steadily increased over Year 1 across all channels.**

- Overall satisfaction – currently at 89%, up from 82% in February\* – exceeds industry standards.
- Phone satisfaction has improved from 89% in February\* to 92% today.

## 90% digital interactions online



\*Information reported in February, based on January 2023 results.



# We are now focused on the following as we move into Year 2 ...



Continuing to monitor, measure, and identify ways to improve **participant satisfaction**



Identifying opportunities for **operations excellence** and operational efficiency

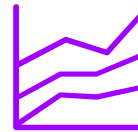


Introducing **innovation** to improve participant outcomes

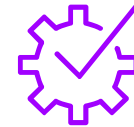


# Participant Satisfaction

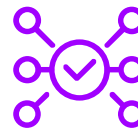
In Year 2, we will continue to build on the progress made in Year 1 by taking a data-driven approach to improve participant experience across all channels and functions.



**Performance by Channel**



**Open-Text Participant Feedback**



**Interaction Reason & Purpose**



**Contact Center Agent & Partner Feedback**

**We continuously review and analyze this data to ...**

1. Identify participant and operational pain points
2. Identify opportunities for improvement
3. Better enable our agents

# Evaluating Participant Satisfaction

By evaluating participant satisfaction and agent feedback across channels, we have been able to make specific improvements.



## My Account

We redesigned the My Account homepage to improve access to key account information

## IVR Authentication

We made it easier to securely access account information via ThriftLine

## Manage Installments

We turned on the ability to start and stop installment payments in My Account

## Loan Information

We made more information regarding loans available to ThriftLine PSRs





# Operational Excellence

In Year 2 we will continue to use a comprehensive participant-centric approach – including discovery sessions – to identify, prioritize, and implement enhancements and improvements.

## Participant Experience Enhancements

Introduce a status tracker (pizza tracker) in My Account, allowing participants to access real-time status updates for pending transactions.

## Technology Upgrades

Deploy enhanced bank account verification tools to shorten the waiting period for certain money-out transactions.

## Operational Performance Improvements

Introduce procedural improvements for specific transactions and participant requests, such as Legal and Death Claims.

# Innovation

We will continue to explore emerging technologies and analyze industry trends to identify opportunities to bring innovation to the TSP and improve participant outcomes.

## Innovation LaunchPad

The Innovation LaunchPad continuously seeks, assesses, recommends, tests and implements relevant innovations that increase the security of the TSP, improve the participant experience, and improve the value delivered to TSP participants.

LaunchPad delivers new features across My Account, the Mobile App, Virtual Agent, and other participant-facing and internally-focused tools.

thank you