



FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
77K Street, NE Washington, DC 20002

June 26, 2017

Employee Benefits Security Administration Performance Audit of the Thrift Savings Plan
Participant Support Operations dated May 4, 2017

Audit Scope Period:

January 1, 2016 through December 31, 2016

Audit Objectives:

- Determine whether the Agency implemented certain procedures to (1) provide timely and accurate information to participants concerning the TSP, including their statement of account activity; (2) prepare quarterly statements for participants that reflected the activity for the period; (3) prepare annual statements for participants that summarized all transactions made during the previous calendar year by transaction type; (4) respond to participants' and Congressional inquiries in an accurate and timely manner; (5) process confirmation and reject notices accurately, and distribute them in a timely manner; (6) enforce physical and logical access controls at the call centers; (7) enforce caller authentication and privacy controls at the call centers; and (8) monitor the call centers' contractors to ensure they are in compliance with the terms of the contracts;
- Test compliance of the TSP participant support process with 5 USC 8439(c) and 5 CFR 1630.7(b), 1630.7(c), and 1640 (hereinafter referred to as Agency Regulations); and
- Determine the status of the prior EBSA TSP open recommendations reported in the *Performance Audit of the Thrift Savings Plan Participant Support Operations, June 15, 2016*.

Audit Results:

EBSA concluded that for the period January 1, 2016 through December 31, 2016, the Agency implemented certain procedures to (1) provide timely and accurate information to participants concerning the TSP, including their statement of account activity; (2) prepare quarterly statements for participants that reflected the activity for the period; (3) prepare annual statements for participants that summarized all transactions made during the previous calendar year by transaction type; (4) respond to participants' and Congressional inquiries in an accurate and timely manner; (5) process confirmation and reject notices accurately, and distribute them in a timely manner; (6) enforce physical and logical access controls at the call centers; (7) enforce

caller authentication and privacy controls at the call centers; and (8) monitor the call centers' contractors to ensure they are in compliance with the terms of the contracts.

EBSA presented six new recommendations related to controls over the participant support operations process related to strengthening logical and physical controls at the Call Centers:

EBSA also reviewed twenty-two prior EBSA recommendation related to the TSP participant support operations process to determine their current status. In summary, five recommendations have been implemented and closed, three recommendations have not been implemented or have been partially implemented but are closed, nine recommendations have been partially implemented and remain open, and five recommendations have not been implemented and remain open.

As a result of EBSA's compliance testing, EBSA did not identify any instances of noncompliance with 5 USC 8439(c) or Agency Regulations.