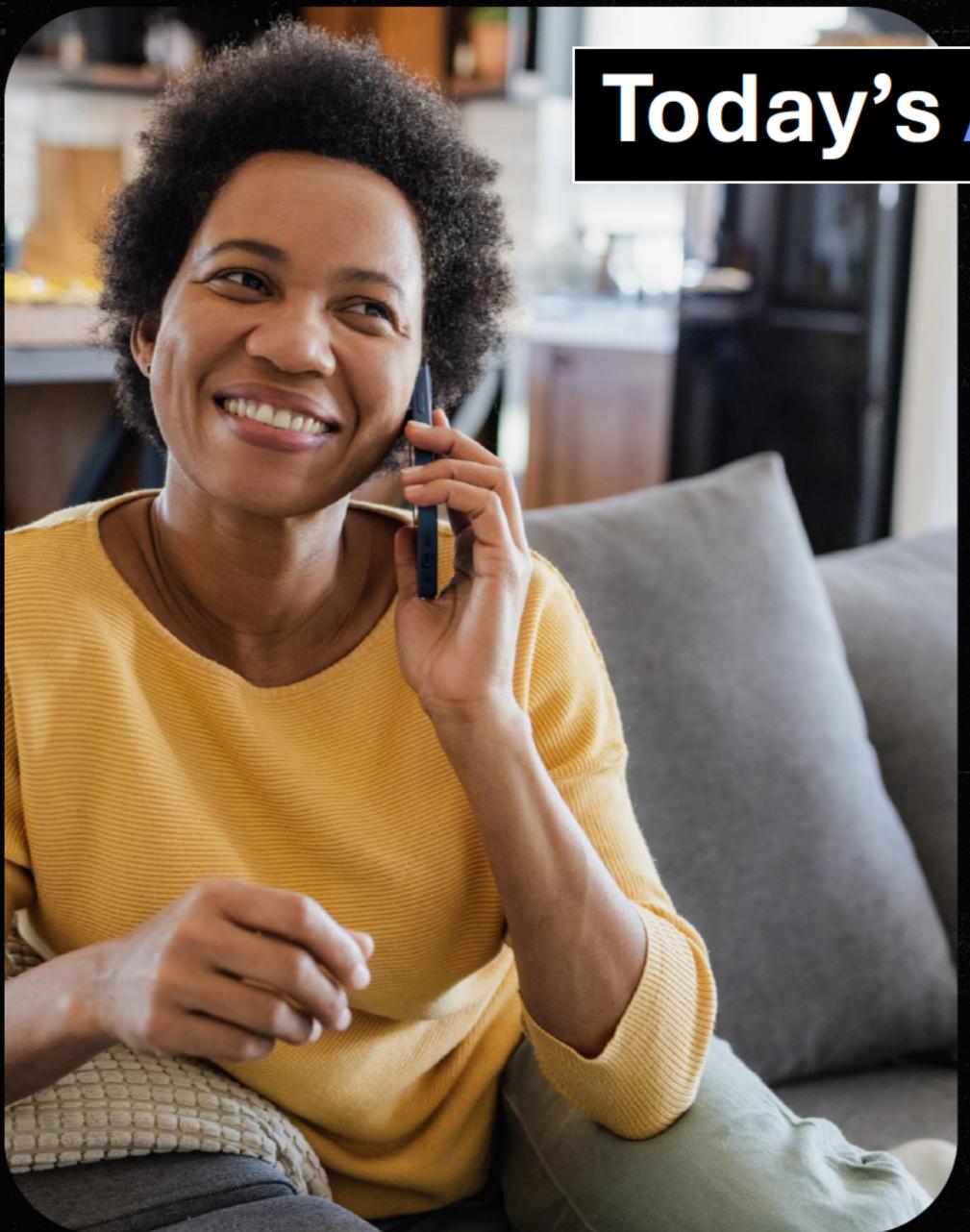


Converge Update

January 28th, 2025



Accenture Federal Services



Today's Agenda

Converge Program Performance

Helping FRTIB Deliver on its Strategic Plan

Program Highlights

Open Discussion



Converge Program Performance in 2024

We continue to see increased digital adoption, satisfaction, and account rollovers in processed, **indicating enhanced trust and perceived value in the TSP** by participants.



Participant satisfaction is up across all channels in calendar year 2024



Increase in participant interactions since 2023 was **largely through digital channels**



We are **processing more loans** at a faster pace and with greater accuracy



Volume and value of **account rollovers** increased in 2024





Helping FRTIB Deliver on its Strategic Plan

Goal A Improve participant outcomes



- Achieved highest satisfaction in 2024 for the ability to **manage and track TSP investments** in My Account and the mobile app
- Worked to **meet recalibrated service level requirements (SLR)** and **key performance indicators (KPI)** to better track and meet outcomes for participants
- Continued to enhance Retirement Income modeler

Goal C Function as a high-performing Agency



- Implemented AI generated case summaries and call transcripts, which is **reducing call length, improving first call resolution** and **enhancing interaction documentation**
- Received **5/5 FISMA** audit grading in most recent year
- Realized statistically significant increase in those “extremely satisfied” with the security of the TSP

Goal B



Provide top-tier defined contribution services to participants

- Achieved a **high of 93% in participant satisfaction** for vendor managed service compared to industry average (80%).
- Delivered all mandatory SECURE 2.0 provisions **successfully and on-time**
- Achieved 75%+ of survey results ratings with **5s “extremely satisfied”**

Goal D



Transition successfully to a managed services operating model

- **Exceeded the performance target** for all Timeliness and Accuracy SLRs consistently for every month in 2024



Program Highlights

Executing Secure 2.0, updating L fund options, and listening and responding to participant's and beneficiaries needs to **meet their service expectations** and help them **retire with dignity**.

What We Heard



Participants wanted ability to withdraw funds **sooner after their first withdrawal**

Some participants expressed a preference to not receive **paper mail**

Some participants **expressed interest** in Roth-in Plan conversion

What We Did



Removed **30-day wait** between withdrawals

Introduced **eDelivery** to deliver notices according to participant preferences set in My Account

What's Next



Building Roth-In Plan conversion and modeling capability for early 2026 implementation

Ongoing Efforts

Lifecycle funds need to be updated to align with participant retirement ages

SECURE 2.0 Section 603 is effective January 1st, 2026

Implementing a new L2075 fund and rolling L2025 fund into L Income as it reaches its maturity date

Continuing coordination and payroll agency collaboration efforts to **communicate and deliver SECURE 2.0 Section 603** on time