

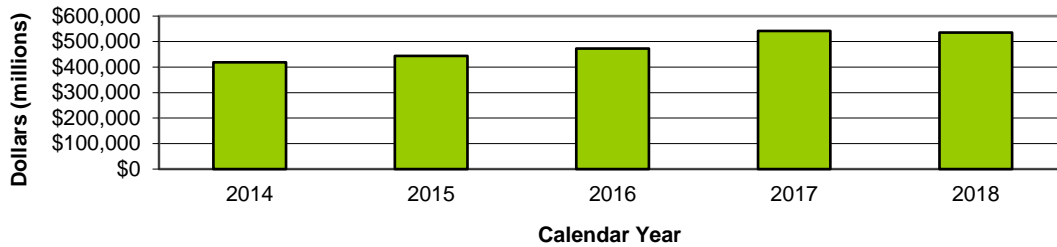
Thrift Savings Fund Statistics

February 2019

Highlights

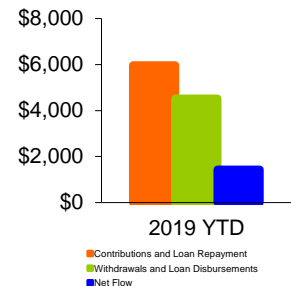
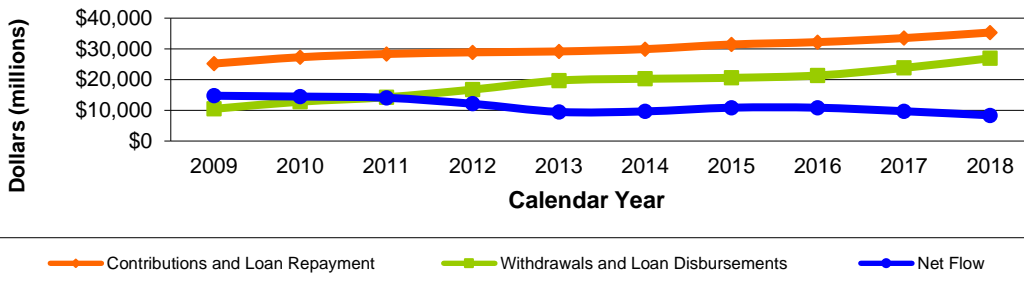
Hardship withdrawal volumes returned to normal levels with 7,282 hardships as compared to 12,936 last month, marking a decrease of 44%. The Uniformed Services active duty member participation rate is once again climbing and achieved a new high of 61.2%; the FERS participation rate was relatively flat. BRS opt-ins are now at 388,497 which aligns with totals reported by DOD in December at the conclusion of the opt-in period.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Feb	\$572,853	\$13,622
Jan	\$561,299	\$13,006
Dec	\$535,870	\$12,064
(in millions)		

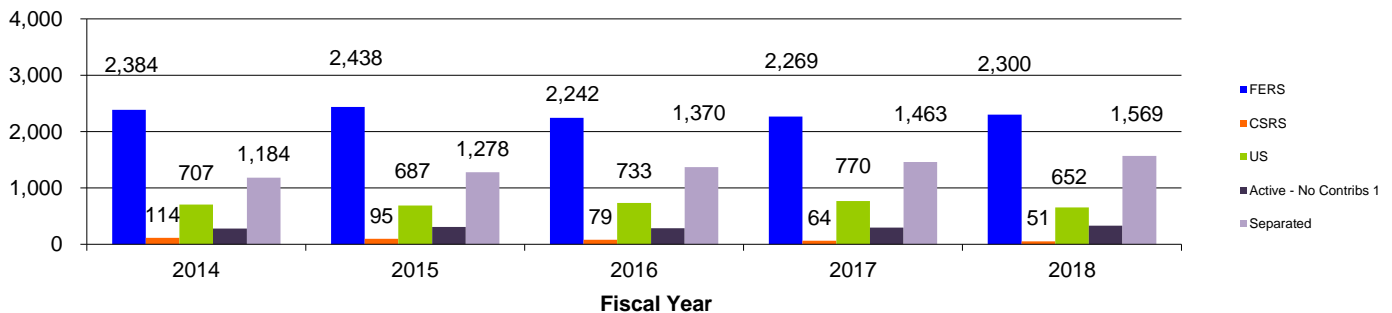
Cash Flow Attributes

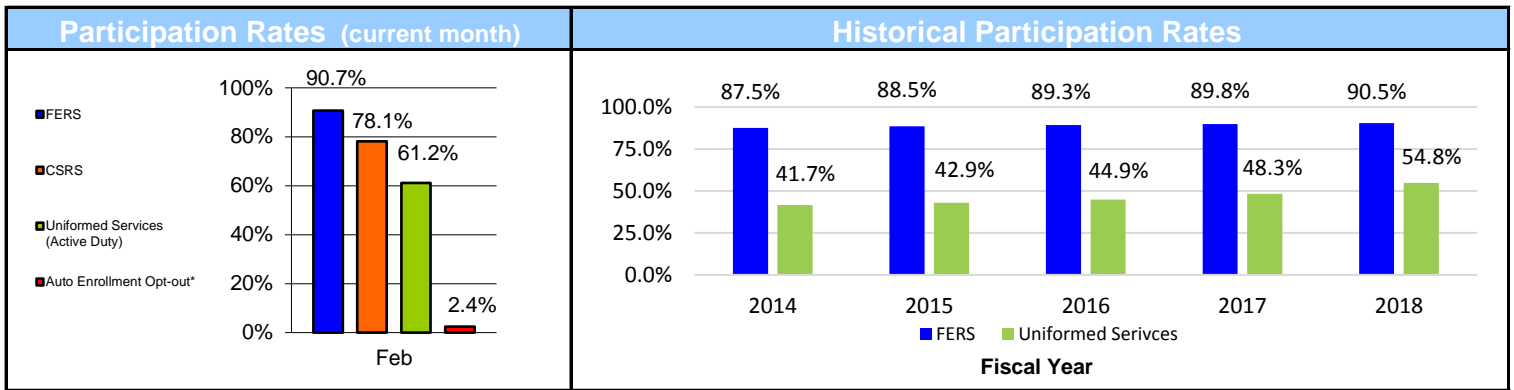


Participants and Average Balance (current month)

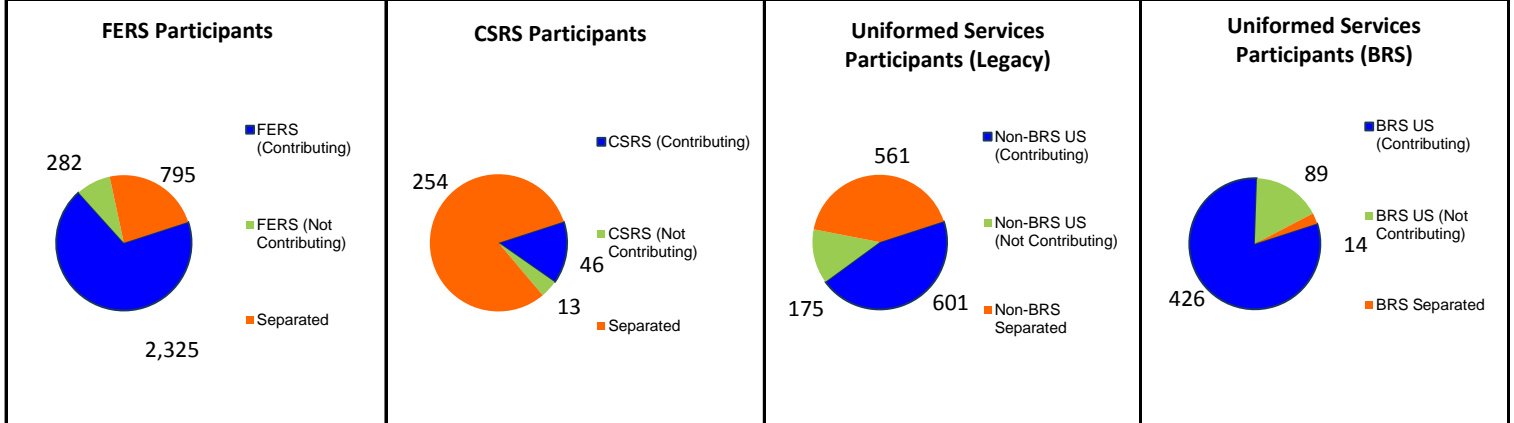
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,402,695	\$141,576	547,402	\$13,336
CSRS	312,520	\$149,233	10,068	\$20,483
Uniformed Services	1,336,814	\$26,408	516,614	\$8,848
BRS Participants	528,480	\$5,381	307,931	\$5,016
Bene Participants	25,677	\$111,511	936	\$8,672
Total	5,606,186	\$102,182	1,382,951	\$9,850

Historical Participant Counts (in thousands)

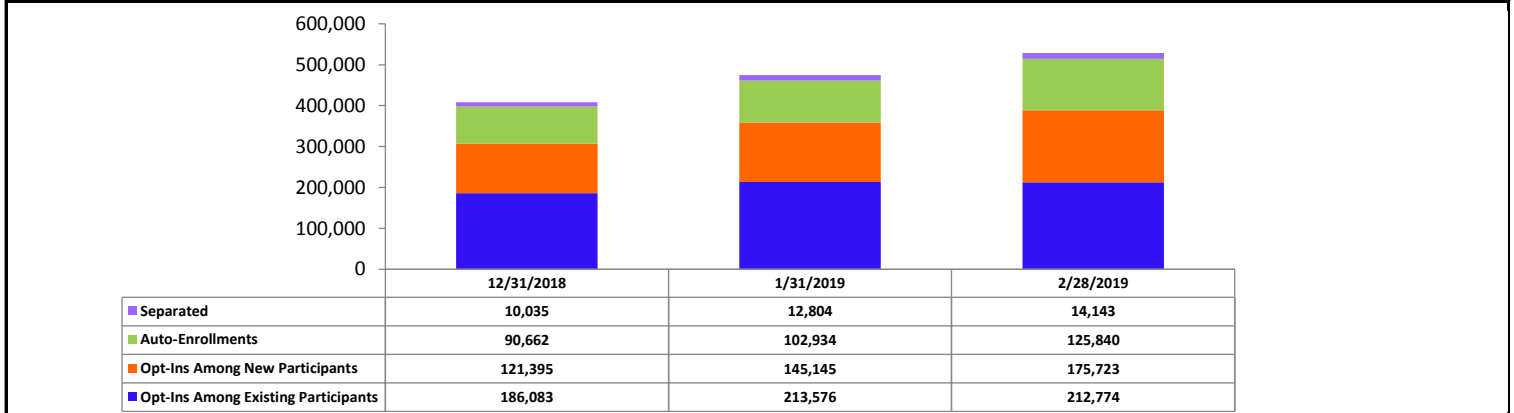




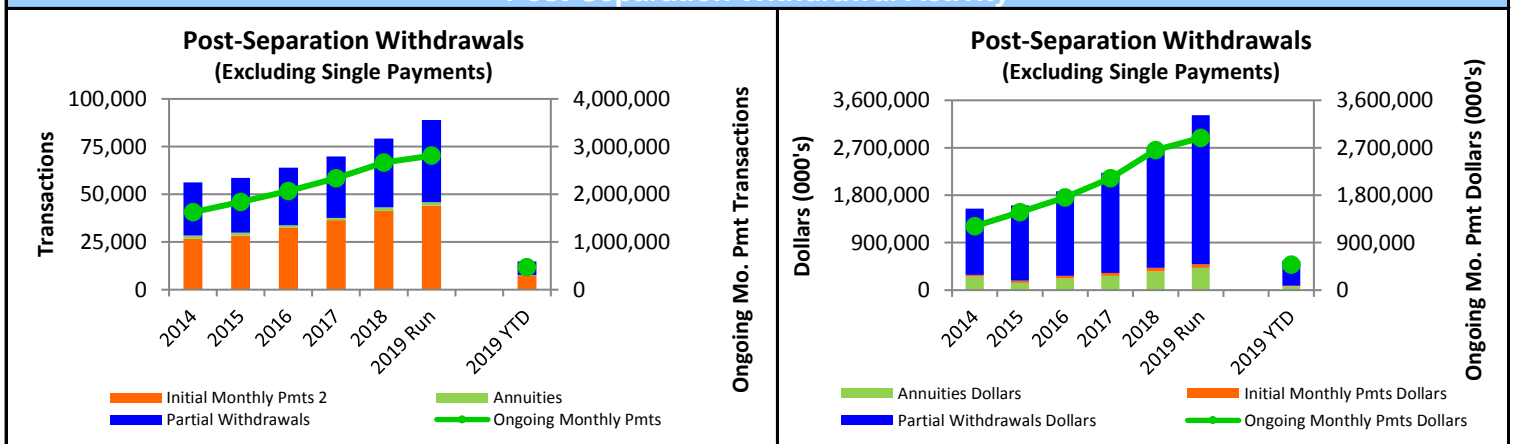
Participant Composition (current month in thousands)



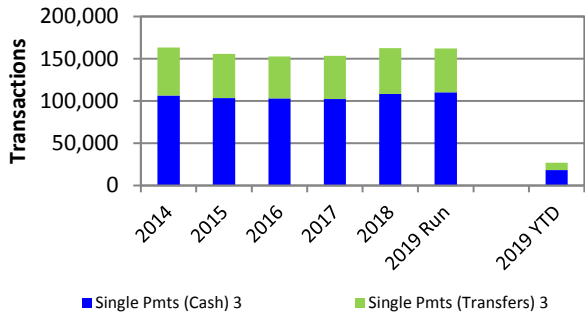
BRS Participant Count



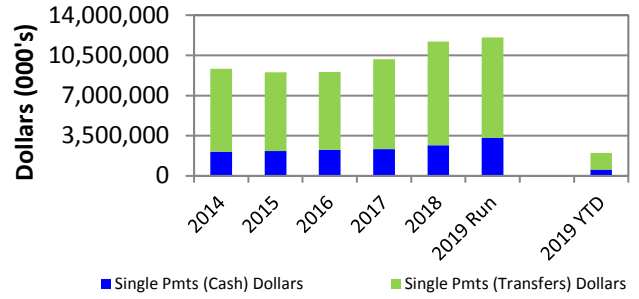
Post-Separation Withdrawal Activity



Post-Separation Withdrawals Single Payments (Cash & Transfers)

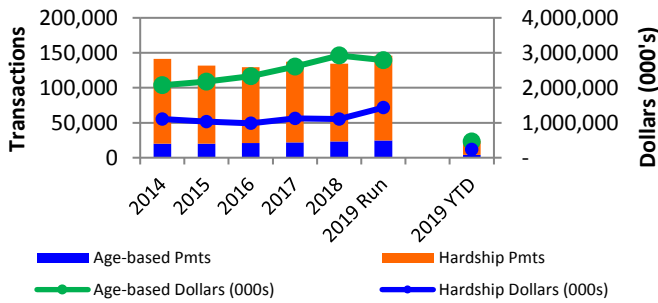


Post-Separation Withdrawals Single Payments (Cash & Transfers)

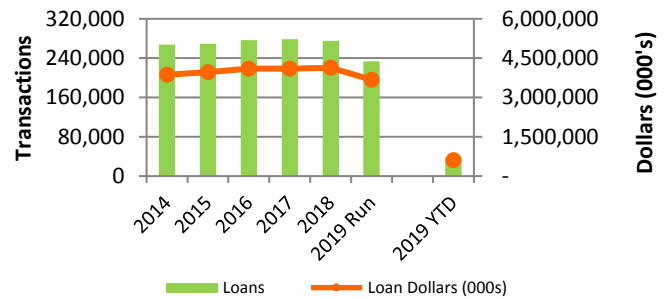


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

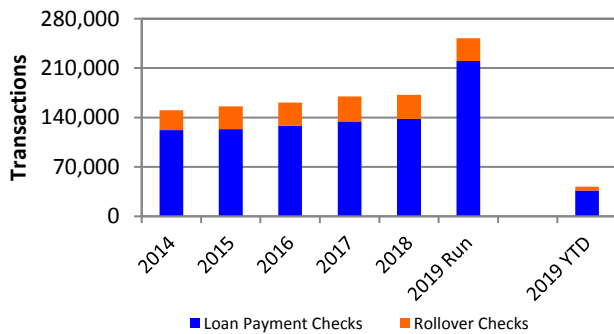


Loans

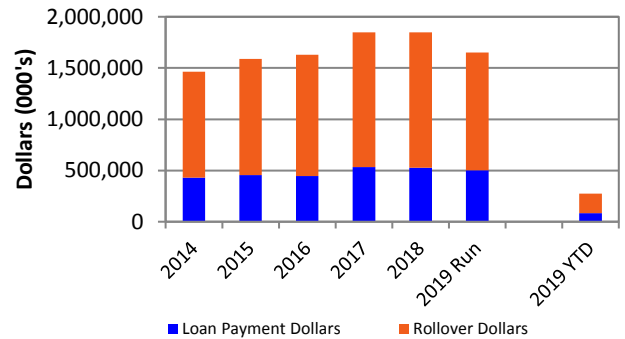


Other Activity

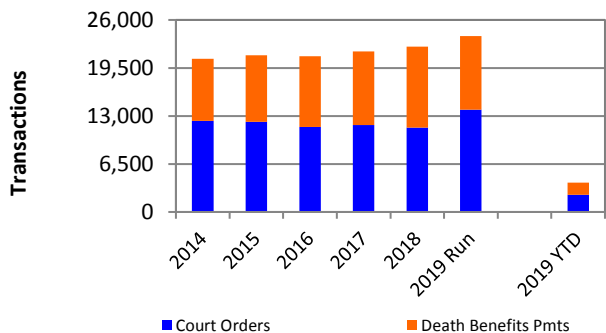
Participant-Submitted Checks



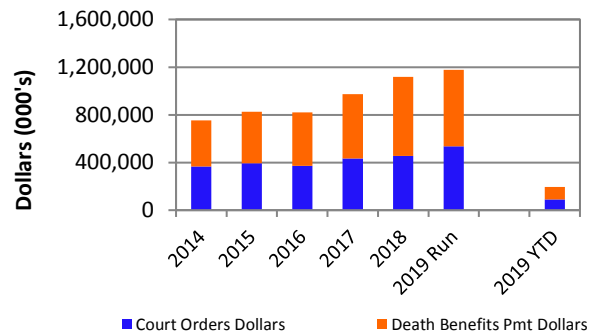
Participant-Submitted Checks



Legal Processing

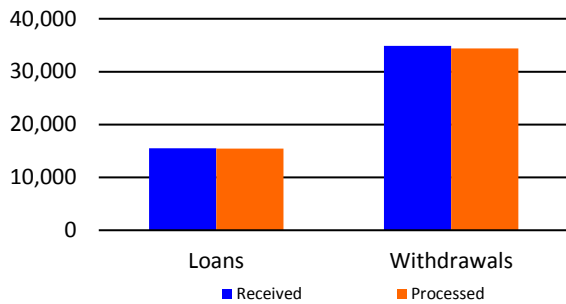


Legal Processing

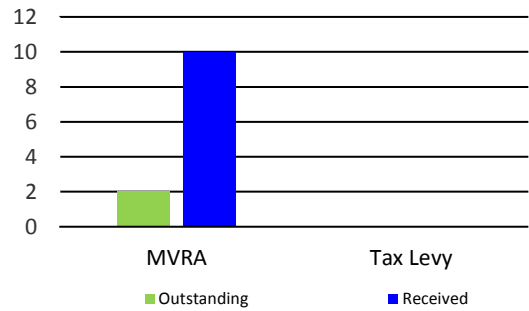


Forms Processing (current month)

Service Bureau Activity 4



MVRA & Tax Levy 5



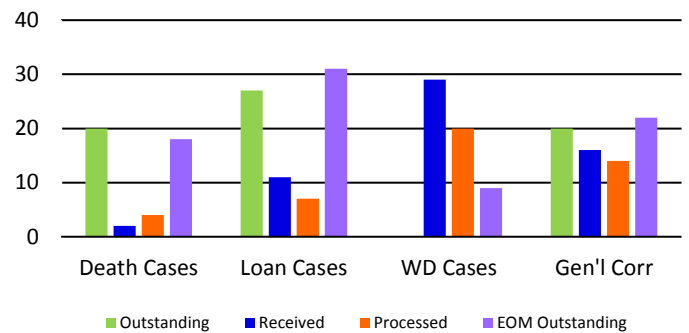
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	43,784	21.40%
2	Password reset vocally	20,823	10.18%
3	In-Service Withdrawal Program	11,841	5.79%
4	Loan Program	13,188	6.45%
5	Loan Application / Loan Agreement	6,090	2.98%

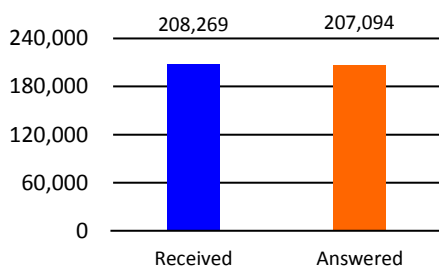
OPS Casework (current month)

Issue Management

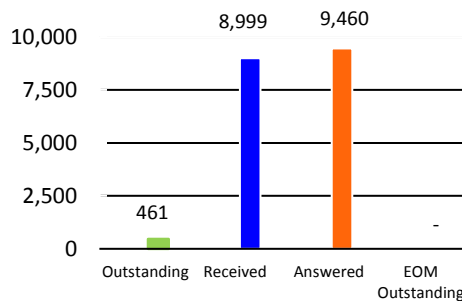


Contact Center Activity (current month)

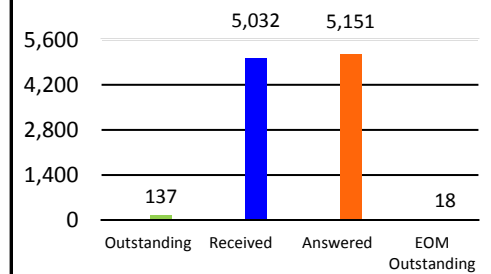
Calls



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, 235,333 ongoing monthly payments were disbursed in February 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.