

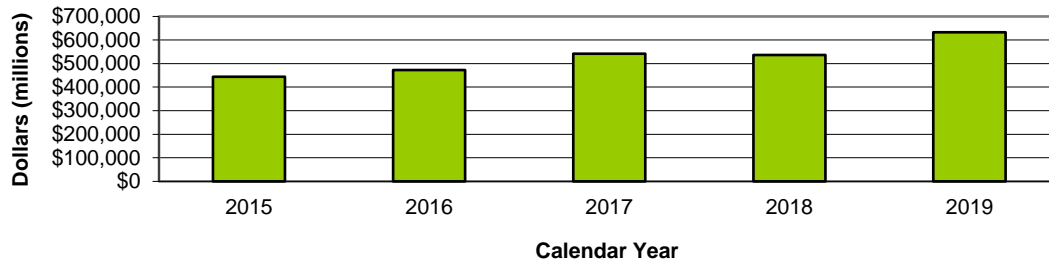
# Thrift Savings Fund Statistics

April 2020

## Highlights

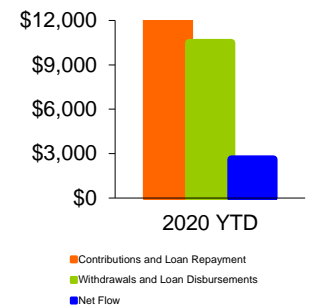
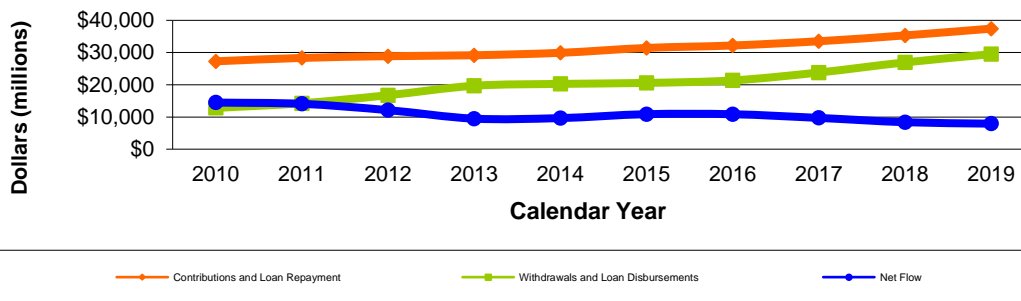
In April, the FERS participation rate increased to 93% while the Uniformed Services active duty participation rate increased to 71%. The US active duty participation rate shows an almost 22 percentage point jump since the implementation of BRS in January of 2018. The volume of withdrawals, including loans and hardships, decreased by an average of 33% from last month.

## Thrift Savings Fund Statistics



	Plan Balance	Roth
<b>Apr</b>	\$593,669	\$18,229
<b>Mar</b>	\$557,265	\$16,524
<b>Feb</b>	\$601,448	\$17,955
(in millions)		

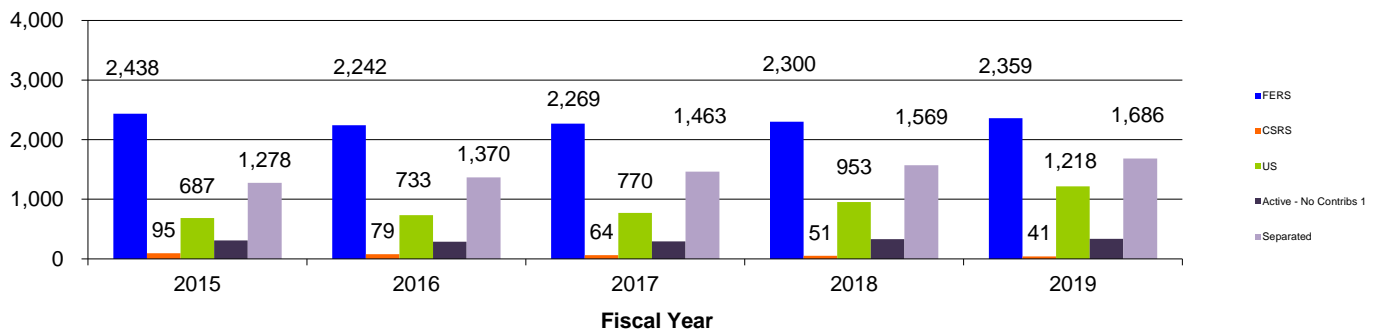
## Cash Flow Attributes

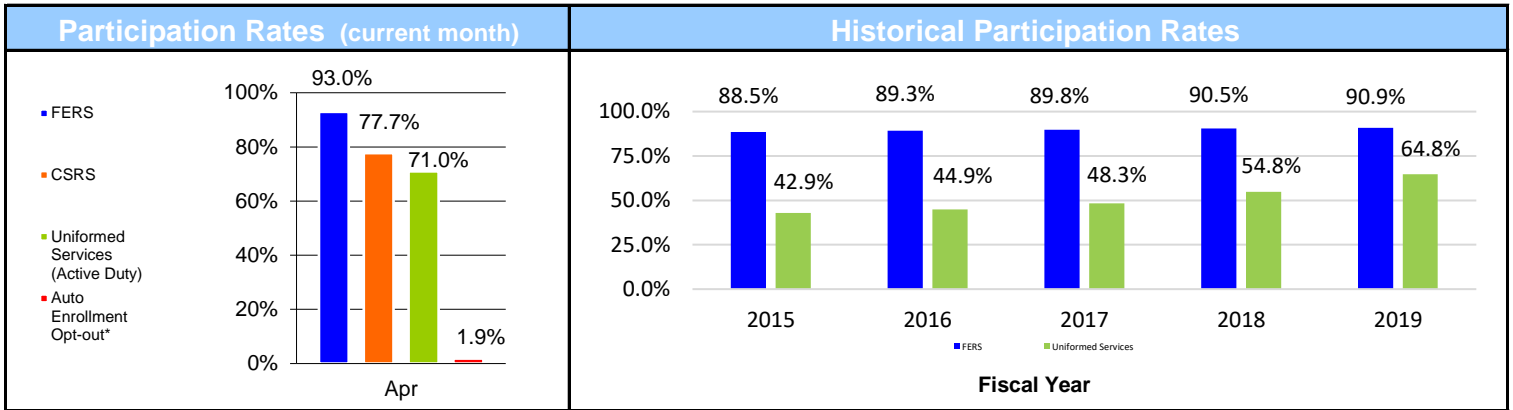


## Participants and Average Balance (current month)

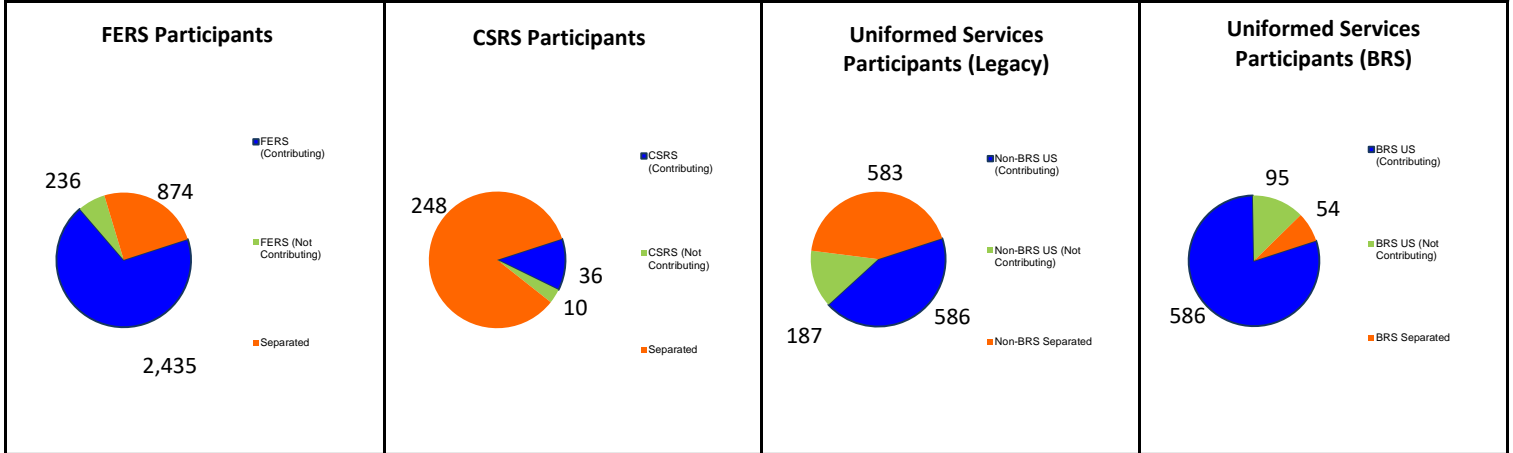
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,544,972	\$141,048	655,361	\$14,577
CSRS	294,390	\$152,537	10,218	\$22,102
Uniformed Services	1,356,886	\$27,333	573,224	\$10,376
BRS Participants	733,657	\$6,529	428,108	\$5,845
Bene Participants	29,038	\$116,303	1,356	\$10,124
<b>Total</b>	<b>5,958,943</b>	<b>\$99,627</b>	<b>1,668,267</b>	<b>\$10,927</b>

## Historical Participant Counts (in thousands)

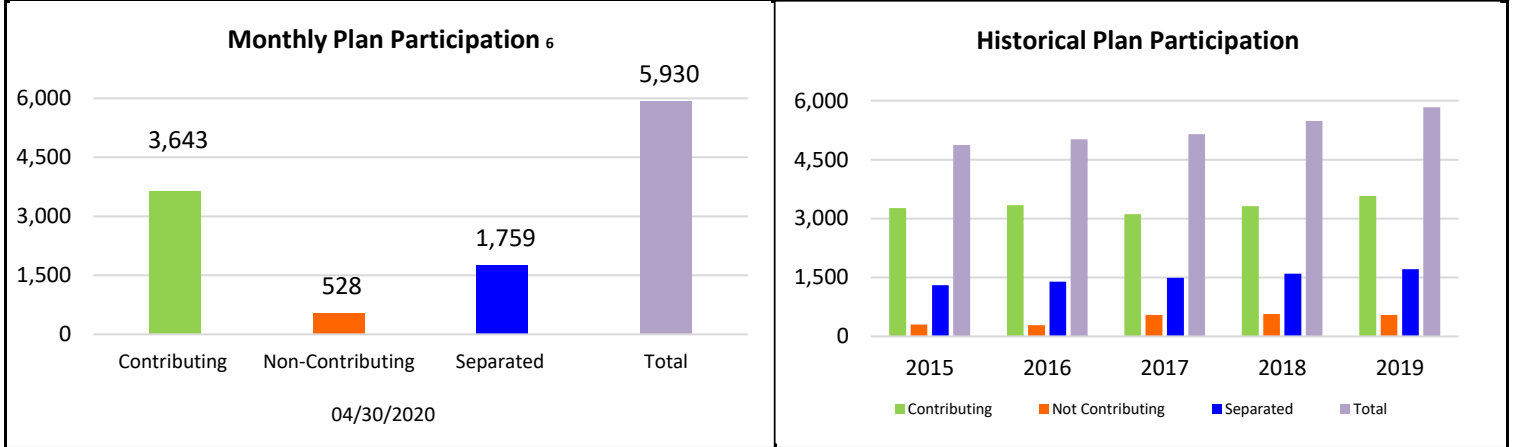




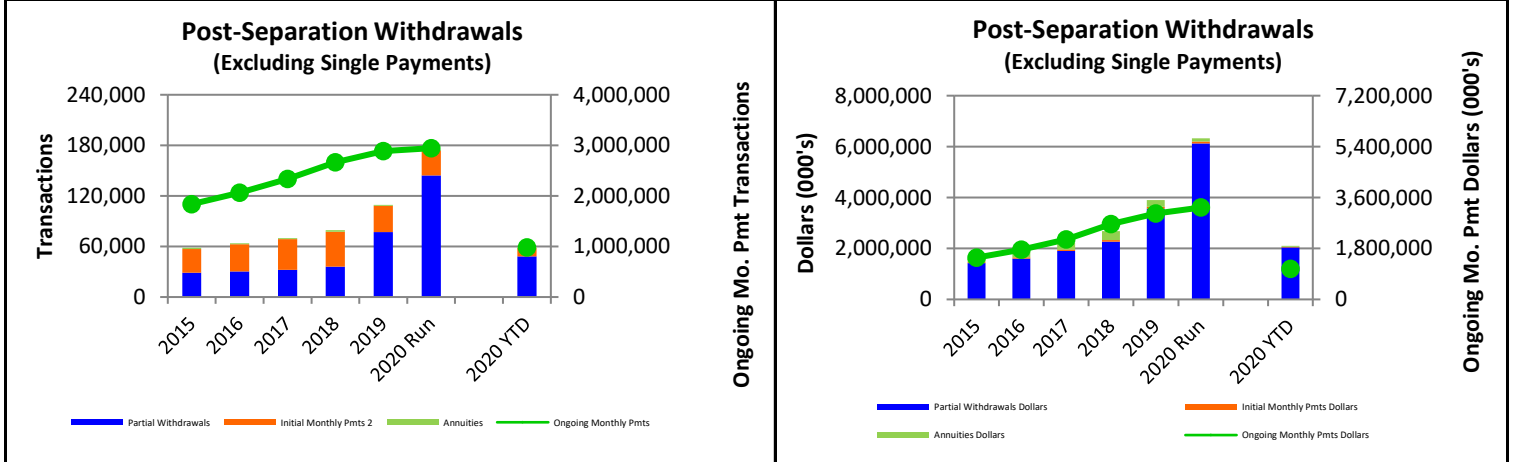
### Participant Composition (current month in thousands)



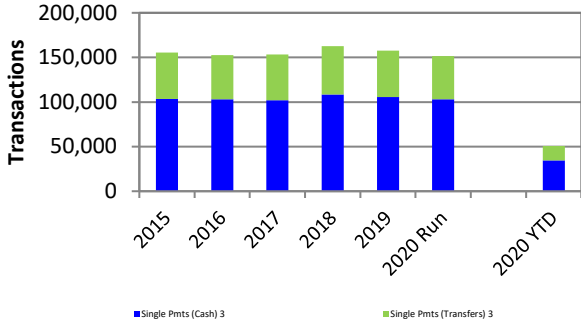
### Plan Participation (in millions)



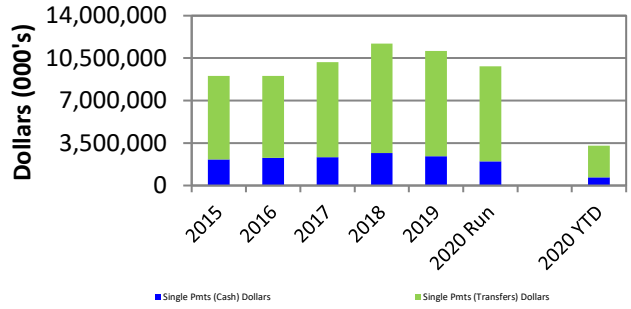
### Post-Separation Withdrawal Activity



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

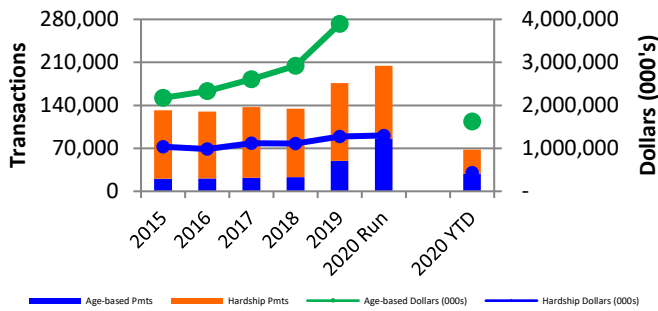


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

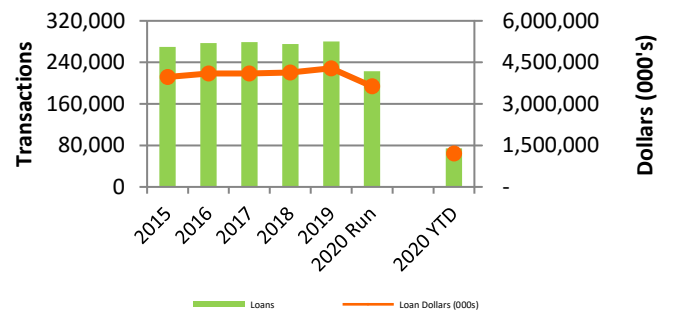


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

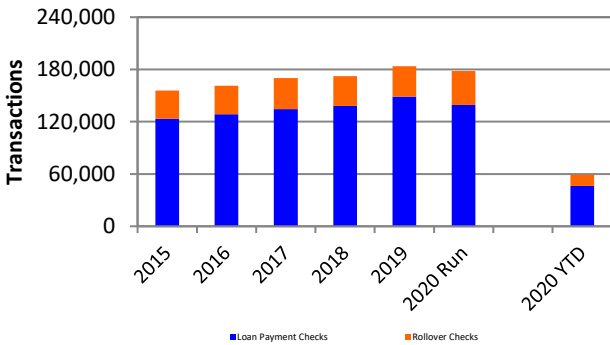


### Loans

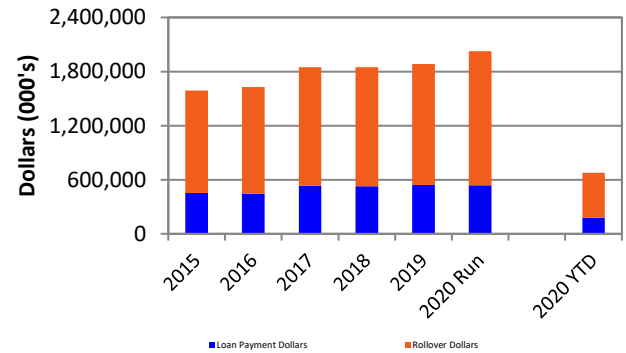


## Other Activity

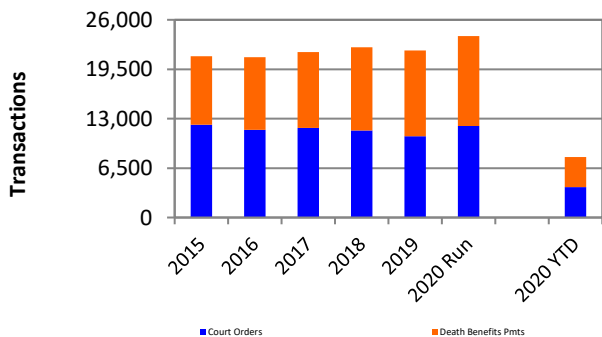
### Participant-Submitted Checks



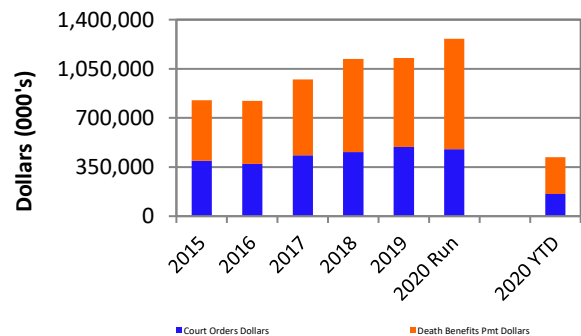
### Participant-Submitted Checks



### Legal Processing

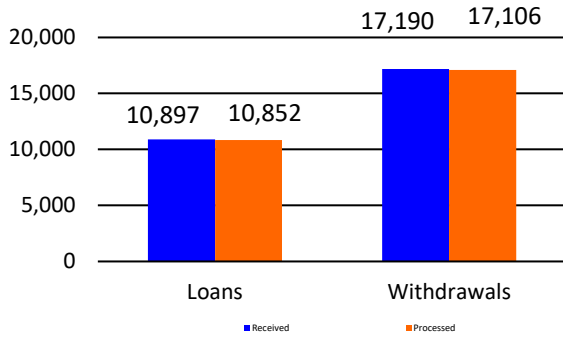


### Legal Processing

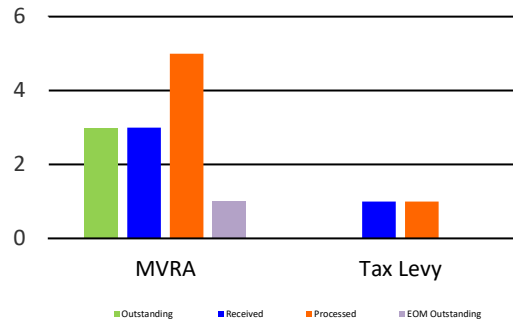


## Forms Processing (current month)

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



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



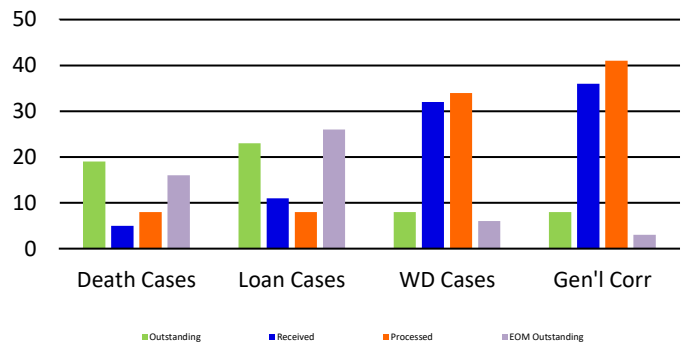
## Inquiries (current month)

### Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	23,180	15.84%
2	Password reset vocally	17,476	11.95%
3	Other	12,153	8.31%
4	Loan Program	10,042	6.86%
5	In-Service Withdrawal Program	9,484	6.48%

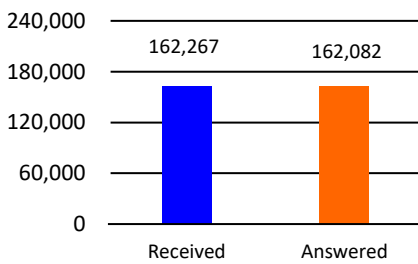
## OPS Casework (current month)

### Issue Management

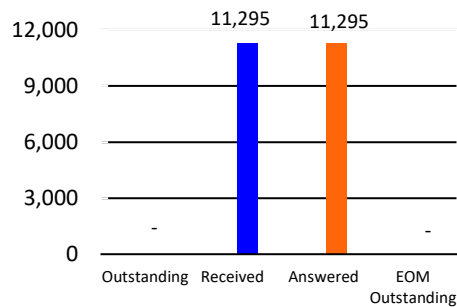


## Contact Center Activity (current month)

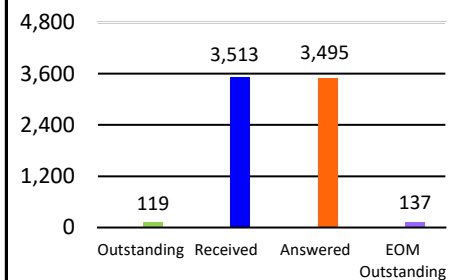
### Calls



### 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, 244,081 ongoing monthly payments were disbursed in April, 2020.

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.

6. This number does not include the FERS Agency Contributions only.