

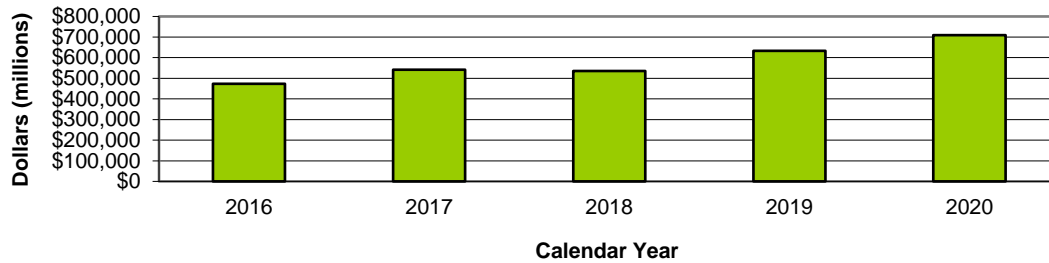
# Thrift Savings Fund Statistics

December 2020

## Highlights

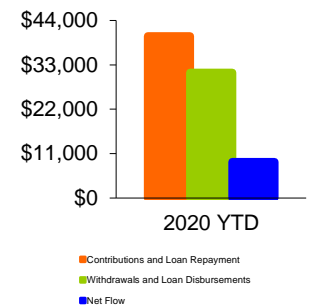
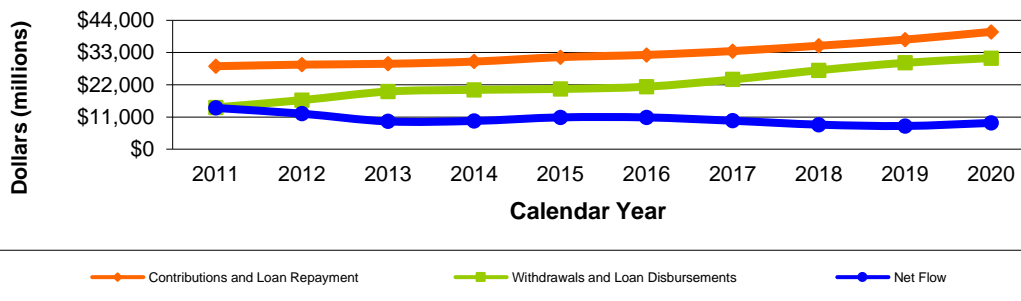
Plan assets climbed to \$710 billion in December and the total number of participants reached 6.2 million. Hardship withdrawal and loan volumes for the year were approximately 18% lower than the prior year, likely driven by use of CARES Act Withdrawals and loans. The Contact Centers continued to experience high call volume with changes to My Account being the most common issue/subject. 9,975 active participants requested CARES Act withdrawals in the month of December and overall 119,720 participants have requested CARES Act withdrawals since June when the withdrawal option was initiated.

## Thrift Savings Fund Statistics



	Plan Balance	Roth
<b>Dec</b>	\$709,638	\$26,046
<b>Nov</b>	\$690,598	\$24,804
<b>Oct</b>	\$644,385	\$22,384
(in millions)		

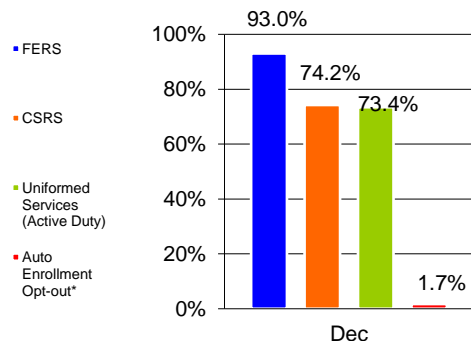
## Cash Flow Attributes



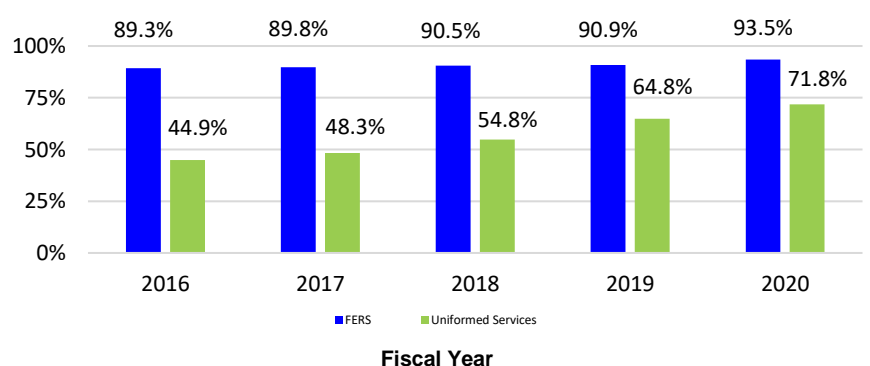
## Participants and Average Balance (current month)

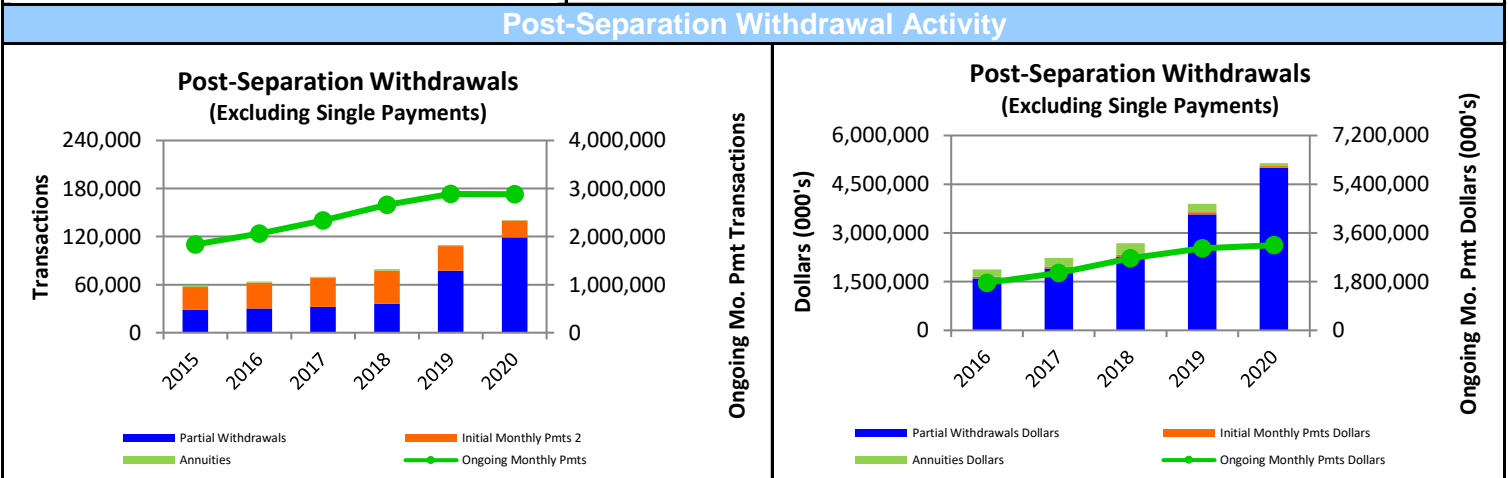
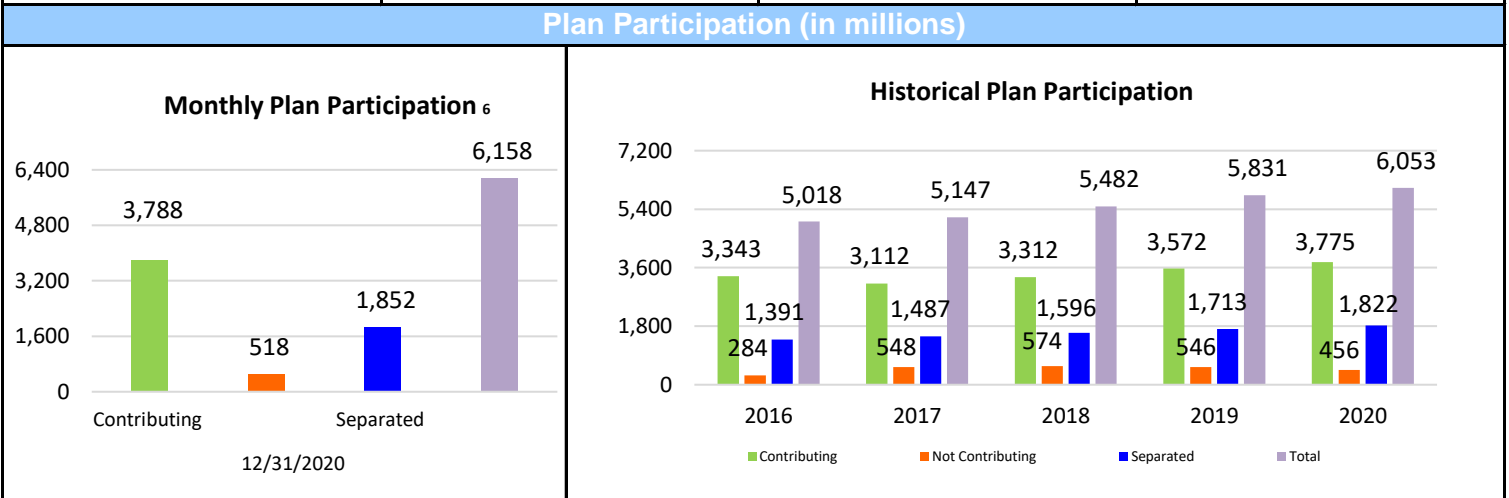
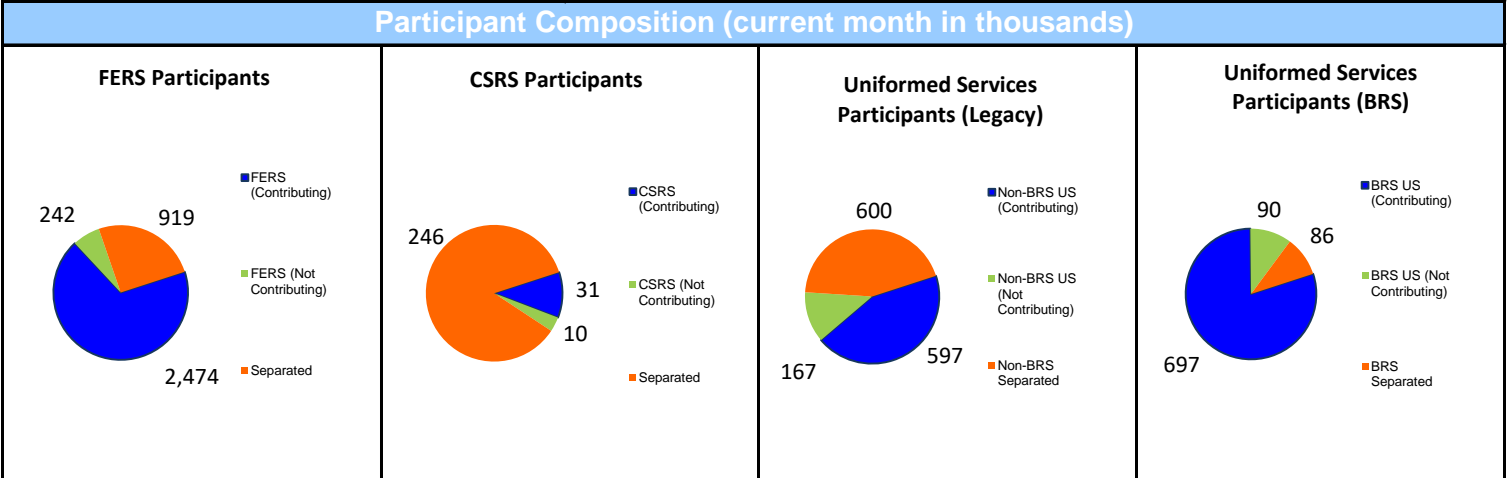
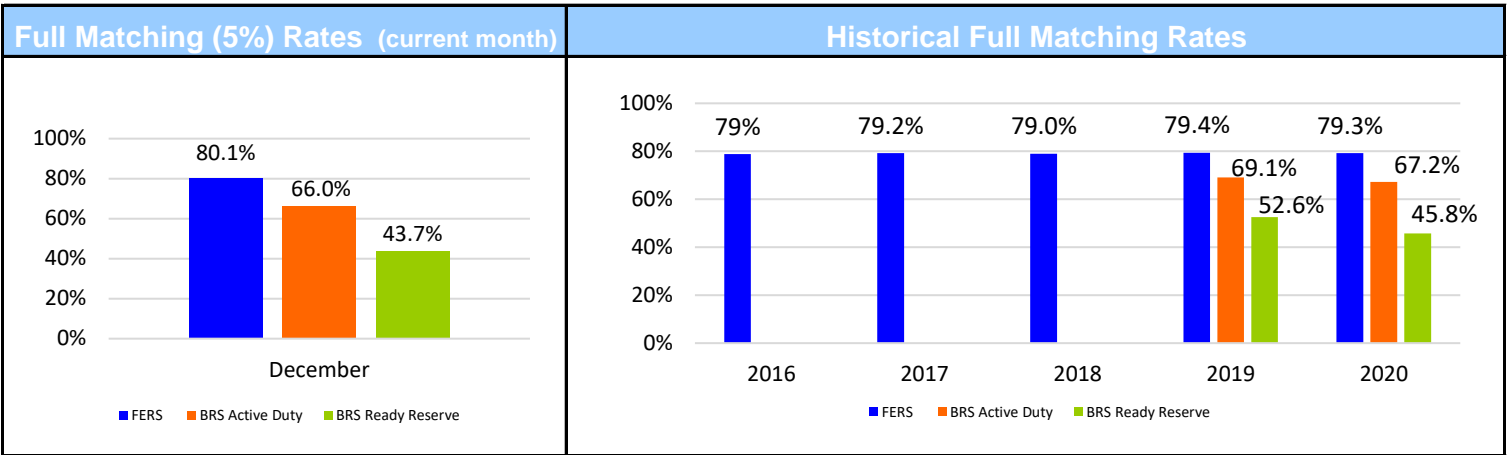
	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,635,490	\$164,399	705,310	\$19,106
CSRS	287,112	\$175,031	10,169	\$27,235
Uniformed Services	1,362,917	\$34,047	596,295	\$13,950
BRS Participants	873,029	\$8,767	489,863	\$8,113
Bene Participants	31,554	\$129,594	1,638	\$12,020
<b>Total</b>	<b>6,190,102</b>	<b>\$114,641</b>	<b>1,803,275</b>	<b>\$14,444</b>

## Participation Rates (current month)

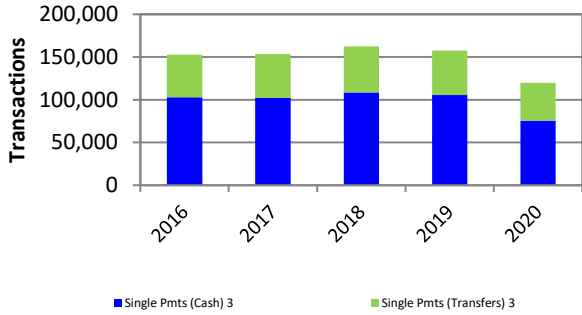


## Historical Participation Rates

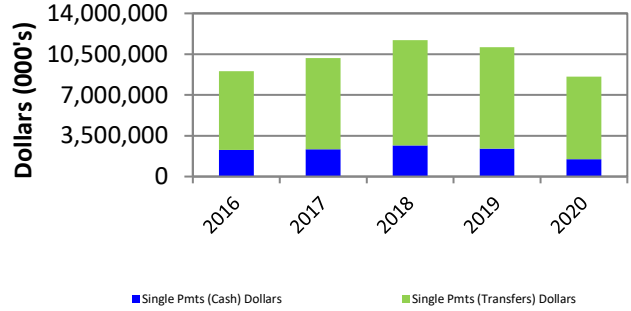




### Post-Separation Withdrawals Single Payments (Cash & Transfers)

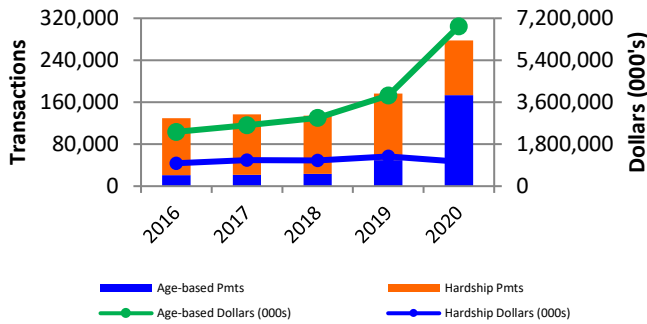


### Post-Separation Withdrawals Single Payments (Cash & Transfers)

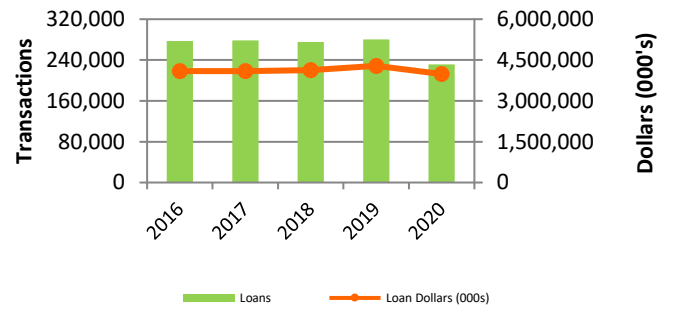


## In-Service Withdrawal and Loan Activity

### Age-Based & Hardship

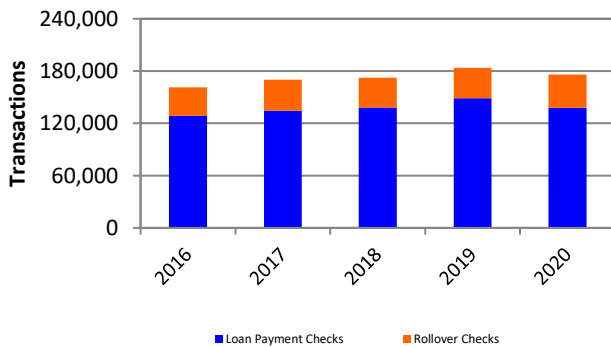


### Loans

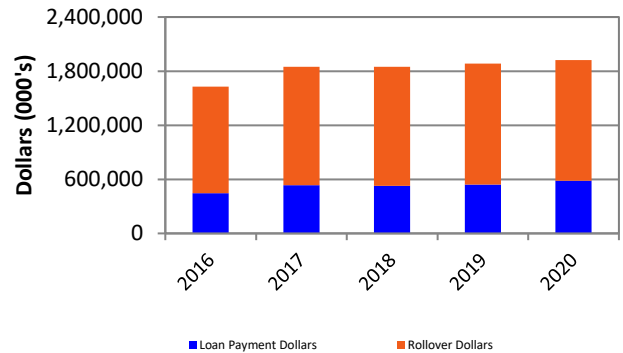


## Other Activity

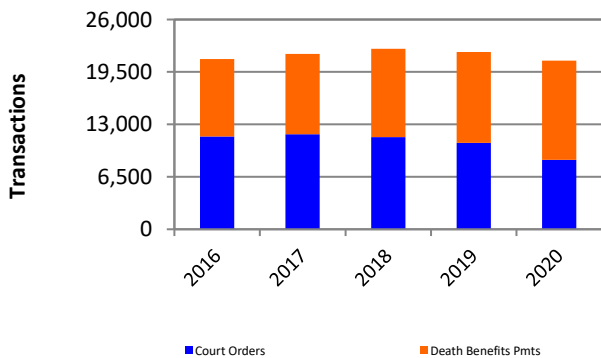
### Participant-Submitted Checks



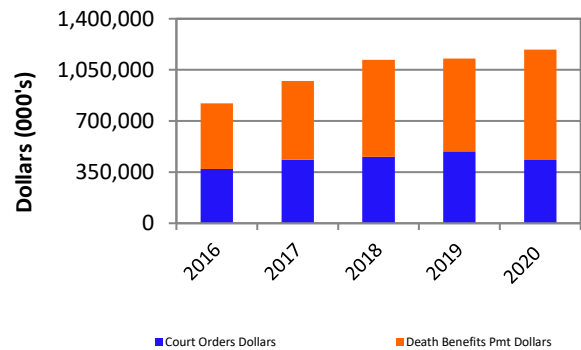
### Participant-Submitted Checks



### Legal Processing

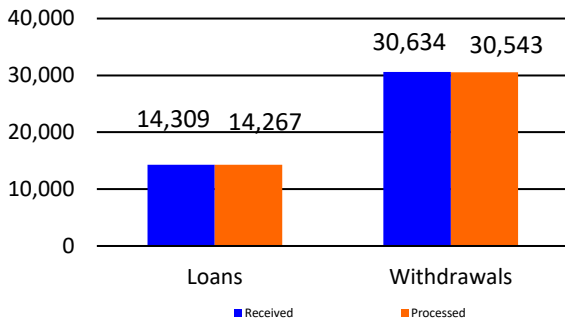


### Legal Processing

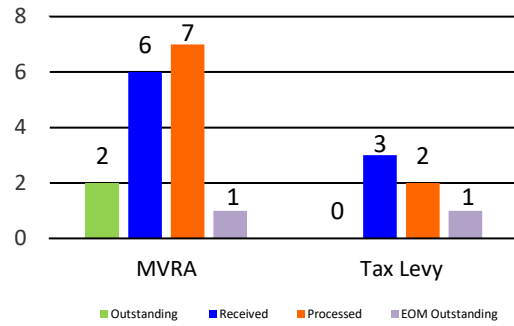


## Forms Processing (current month)

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



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



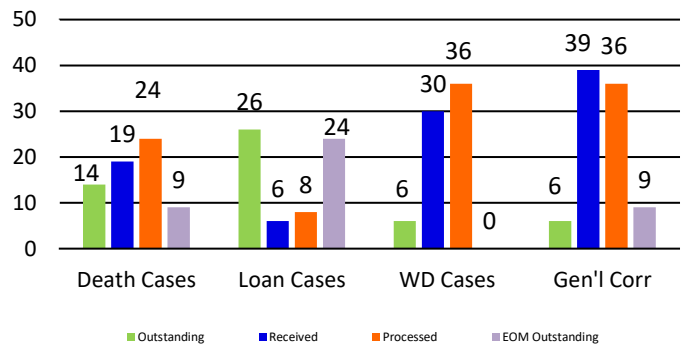
## Inquiries (current month)

### Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	27,317	12.88%
2	Transaction Verification	21,410	10.09%
3	Other	15,409	7.26%
4	Participant Profile	14,995	7.07%
5	EDR, Contributions, Neg. Adjustment	13,445	6.34%

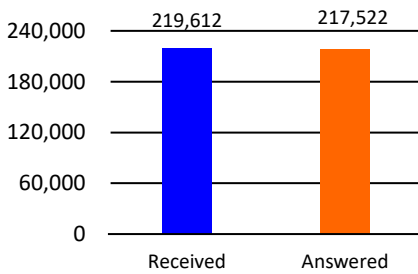
## OPS Casework (current month)

### Issue Management

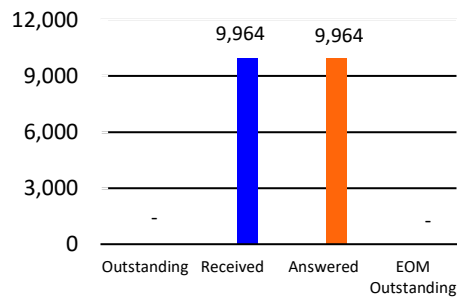


## Contact Center Activity (current month)

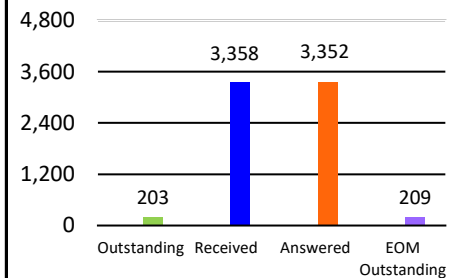
### Calls



### E-Messages \*



### Written Correspondence \*



- 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.
  - In addition to the initial monthly payments, 236,300 ongoing monthly payments were disbursed in December, 2020.
  - 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.
  - Forms Processed includes accepted and rejected forms.
  - 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.
- This number does not include the FERS Agency Contributions only.