

Thrift Savings Fund Statistics

July, 2022

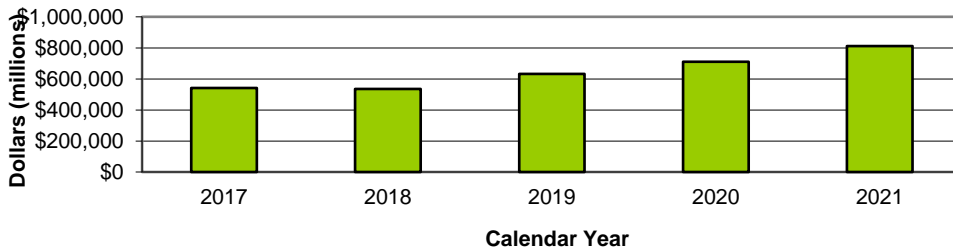
Highlights

July was the second month of Converge operations. Over 500k participants set up their new online accounts in July. MFW enrollments fell by about 65% compared to June, and the MFW asset amounts transferred were slightly under 50% of June's total. July's loans and withdrawal processing remained high. Loan increases are due to participants taking advantage of the 2nd General Purpose loan. Contact center numbers continued to improve.

Thrift Savings Fund Statistics

Plan Balance

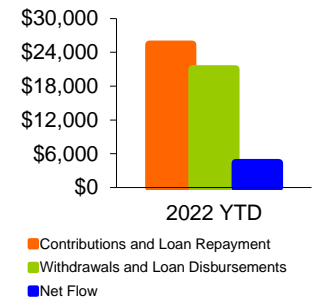
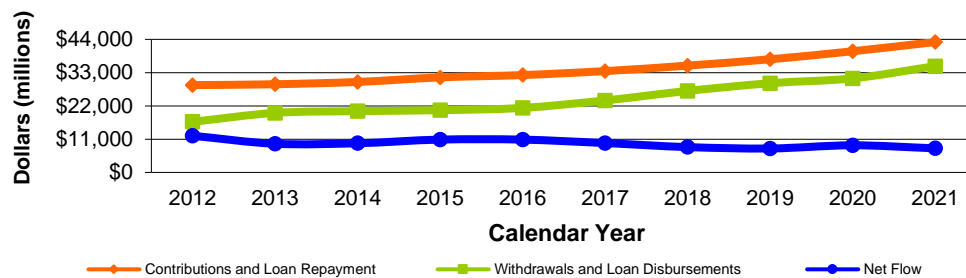
Roth



Jul	\$743,258	\$37,862
Jun	\$706,851	\$32,919
May	\$734,329	\$33,578

(in millions)

Cash Flow Attributes

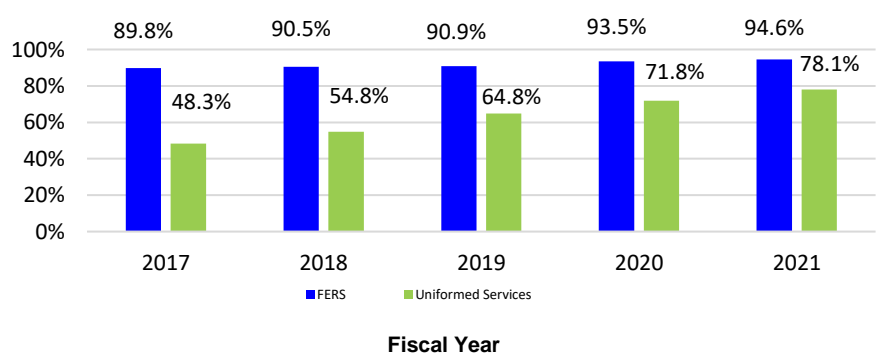
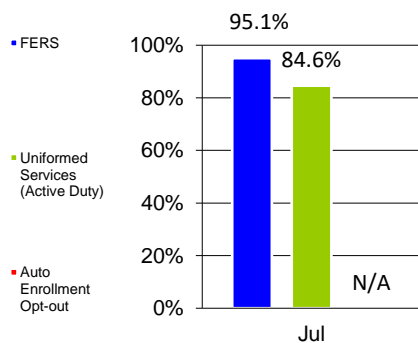


Participants and Average Balance (current month)

	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,794,845	\$168,979	883,223	\$16,957
US - Legacy	1,357,540	\$35,195**	662,677	\$18,451
BRS Participants	1,156,837	\$9,650**	667,020	\$9,086
CSRS	271,531	\$181,000	9,837	\$29,878
Bene Participants	41,990	\$126,094	2,310	\$12,826
Total	6,622,743	\$110,255	2,225,067	\$17,016

Participation Rates(current month)

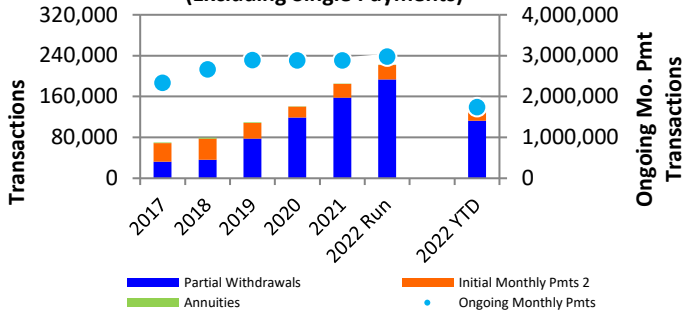
Historical Participation Rates



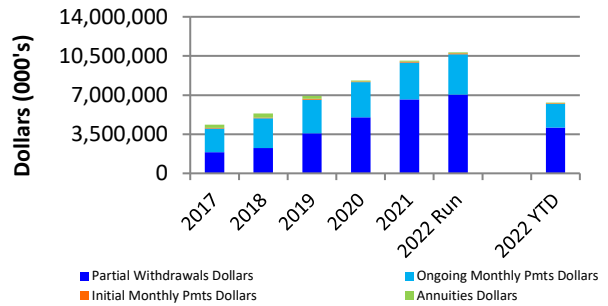


Post-Separation Withdrawal Activity

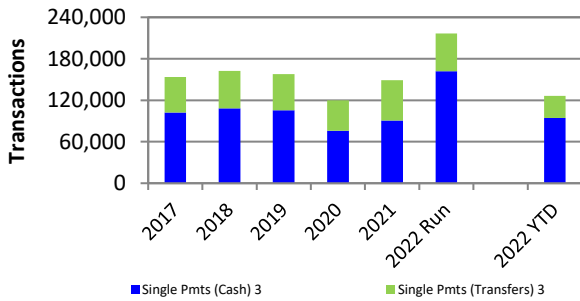
**Post-Separation Withdrawals
(Excluding Single Payments)**



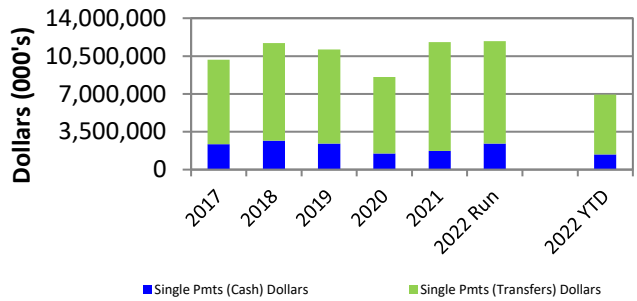
**Post-Separation Withdrawals
(Excluding Single Payments)**



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

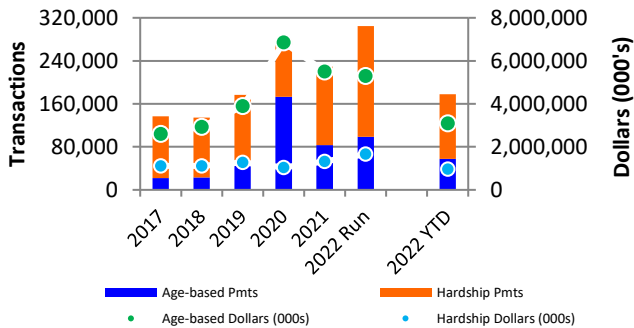


**Post-Separation Withdrawals
Single Payments (Cash & Transfers)**

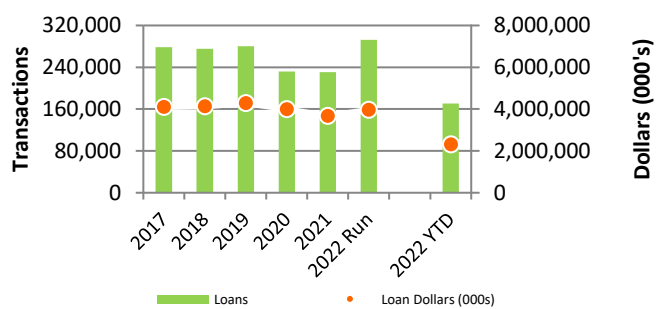


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

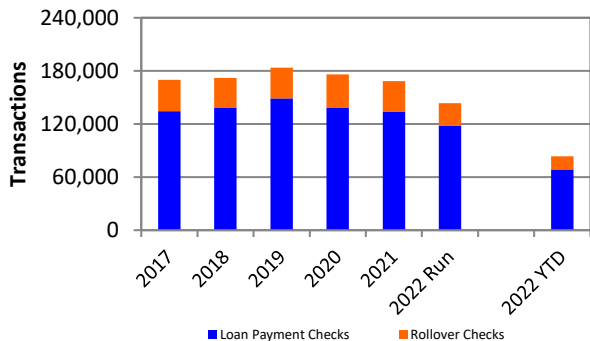


Loans

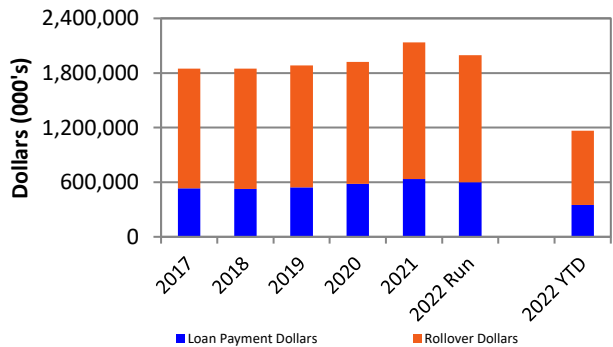


Other Activity

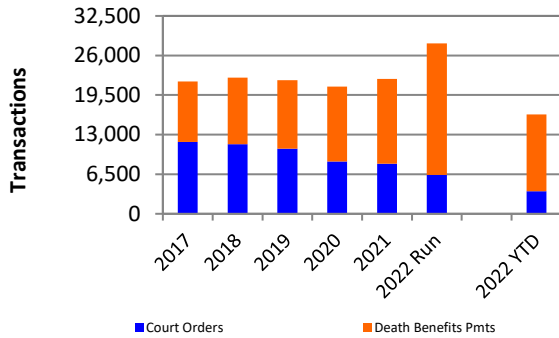
Participant-Submitted Checks



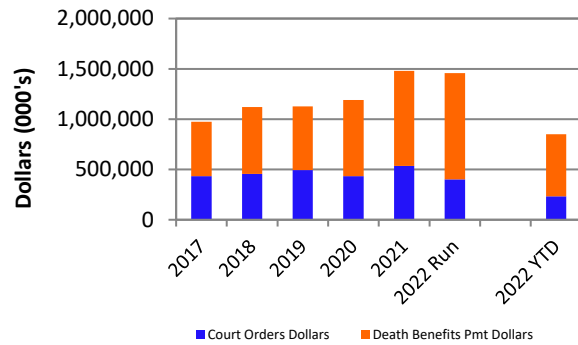
Participant-Submitted Checks



Legal Processing



Legal Processing



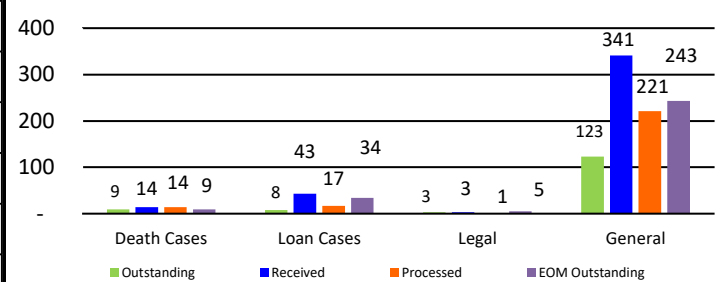
Activities Support (current month)₆

Top 5 Activity Types

Rank	Activity Type	Count	Percentage
1	Withdrawals/Distributions	66,778	28%
2	Loans	49,934	21%
3	General	35,454	15%
4	Access	20,523	9%
5	Beneficiary Designation	16,594	7%

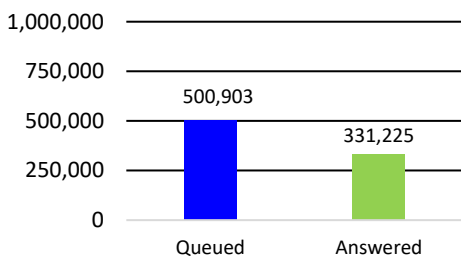
Casework (current month)

Issue Management

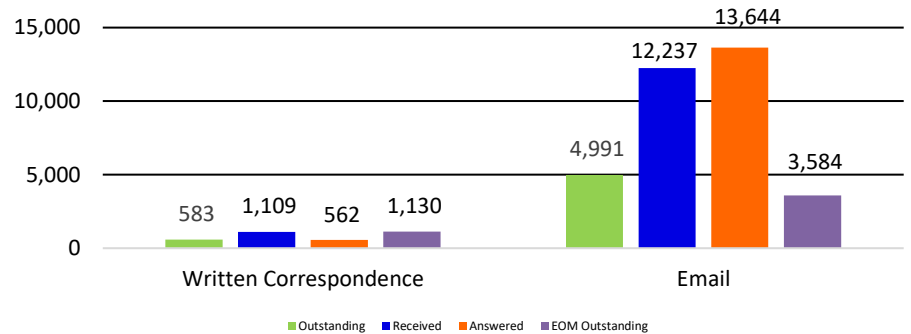


Contact Center Activity (current month)

Calls

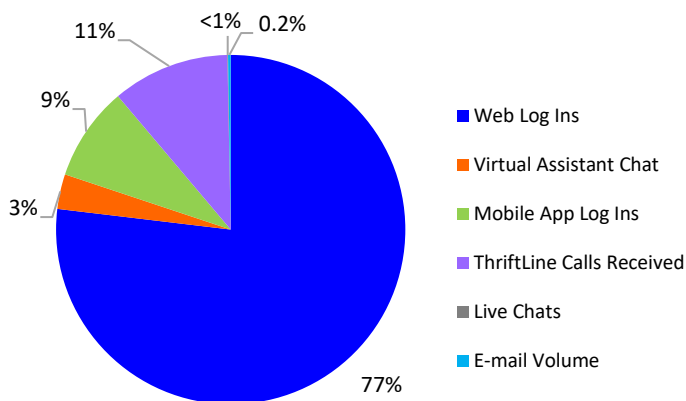


Written Correspondence and Email*

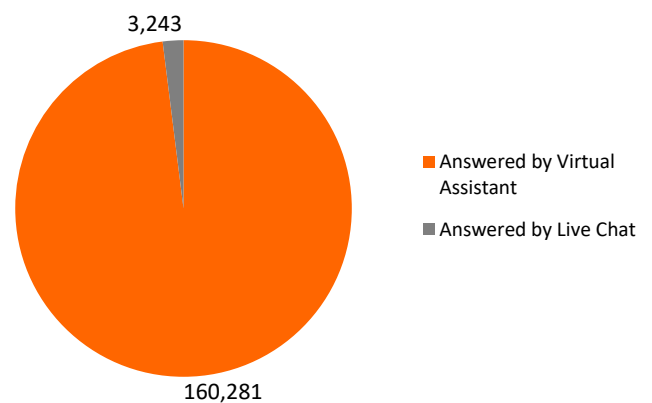


Participant Interaction Activity (current month)

Participant Interactions by Channel



Virtual Assistant / Live Chat



1. Active participants with no current contributions include non-separated CSRS and uniformed services participants who have terminated contributions, participants whose employing agencies have not submitted their separation status, and beneficiary participants.
2. The majority of monthly payments were disbursed on July 15, 2022 (254,042 payments). This also includes a small number of daily processed w/ds
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. The primary method for most transaction initiation and completion is now web-based with e-signature; forms based processing of transactions is low
- * Previous Month Outstanding + Received = Processed + Current Month Outstanding. Slight discrepancy due to times when reports are run and real time tasks are entered.
5. This number does not include those with Agency 1% Contributions only and making no employee (Roth/Traditional) contribution of their own.
6. Activities are currently reflective of Contact Center interactions.
7. Does not include payroll corrections which may impact full match percentages.
8. Auto-Opt out calculations use TSP status codes; Status codes from the agencies are no longer provided in the payroll files.

** To be revised