

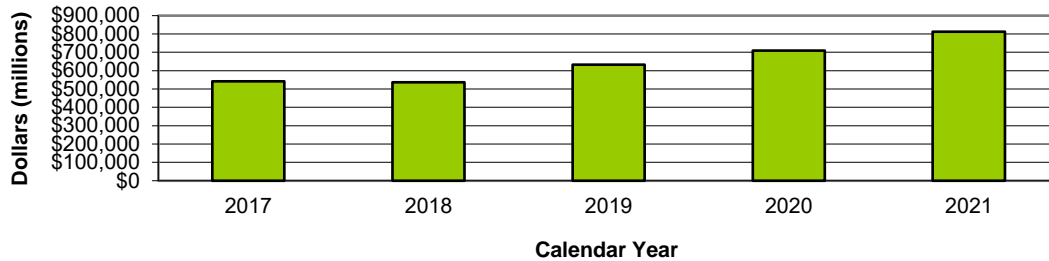
Thrift Savings Fund Statistics

December, 2021

Highlights

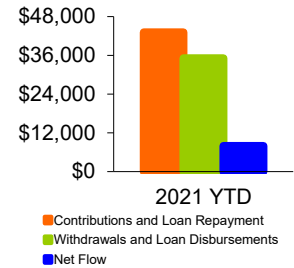
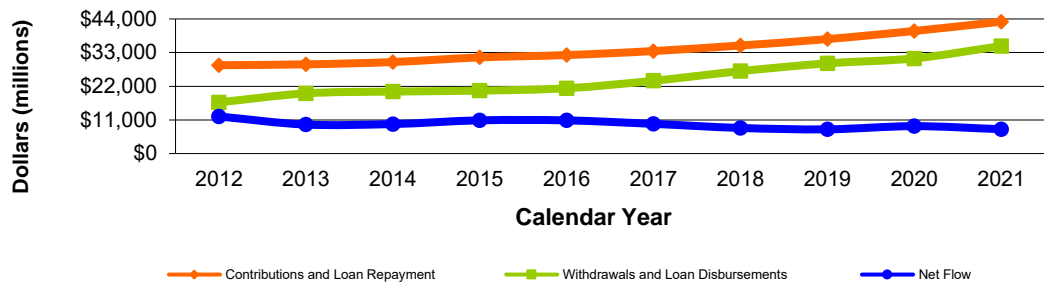
Residual RMD participants and total dollar amounts increased in December 2021 when compared to 2019. The number of residual payments increased from 30,528 in 2019 to 51,201 in 2021, an increase of approximately 68% with resulting payments increasing from \$144,633,796 in 2019 to \$356,985,771 in 2021. National labor supply and covid-related absences have affected the contact center's ability to recruit, hire, and retain staff. This has had an impact on our ability to consistently meet our Phone SLR. We are working with our vendors to creatively address and overcome these challenges.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Dec	\$811,739	\$35,731
Nov	\$792,625	\$34,198
Oct	\$803,115	\$34,386
(in millions)		

Cash Flow Attributes

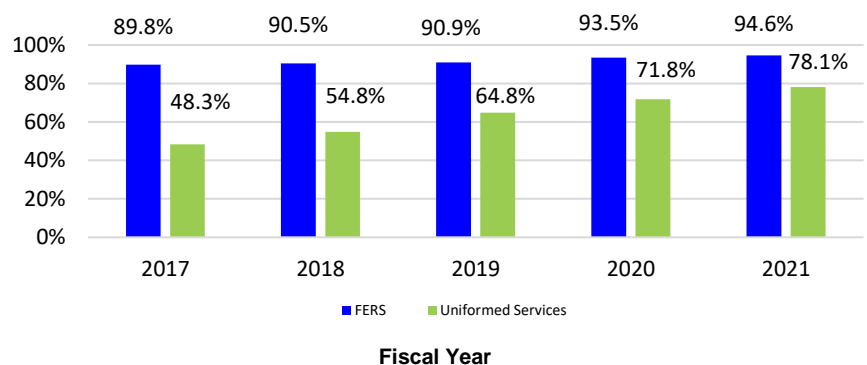
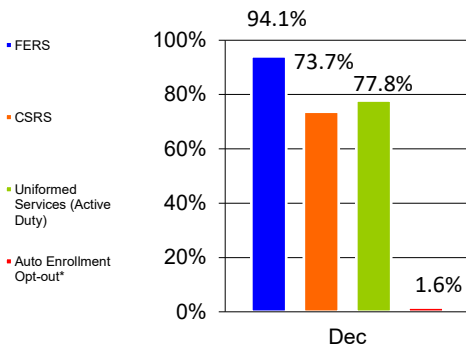


Participants and Average Balance (current month)

	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,766,146	\$181,279	794,655	\$22,942
CSRS	274,520	\$195,424	10,019	\$31,667
Uniformed Services	1,357,003	\$40,105	621,735	\$17,951
BRS Participants	1,088,282	\$10,824	623,913	\$9,685
Bene Participants	35,802	\$139,234	2,119	\$15,042
Total	6,521,753	\$124,466	2,052,441	\$17,419

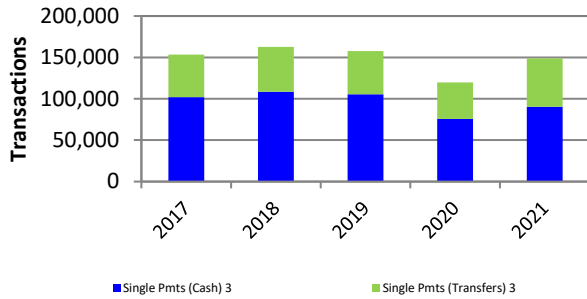
Participation Rates (current month)

Historical Participation Rates

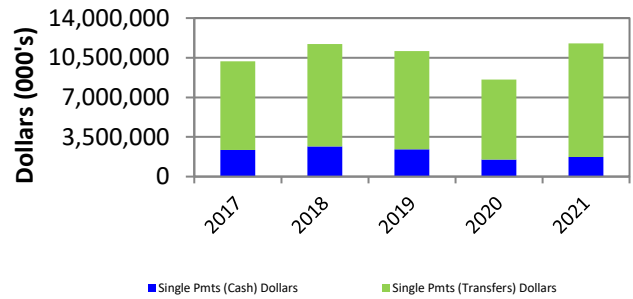




Post-Separation Withdrawals Single Payments (Cash & Transfers)

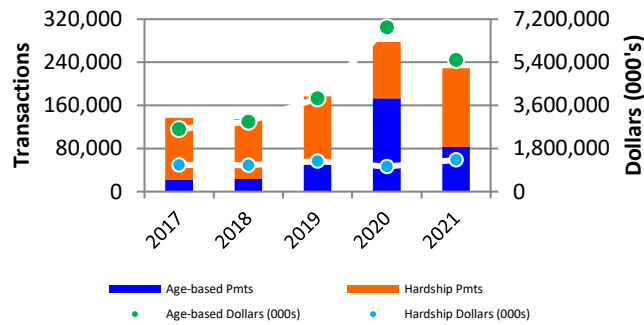


Post-Separation Withdrawals Single Payments (Cash & Transfers)

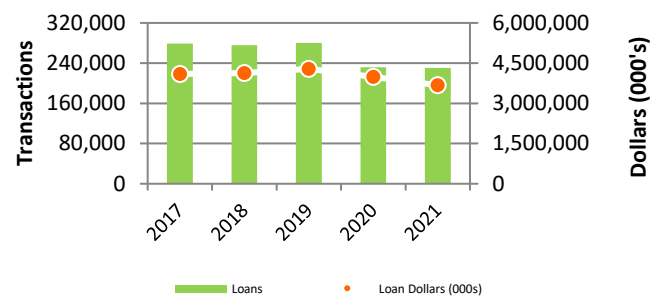


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

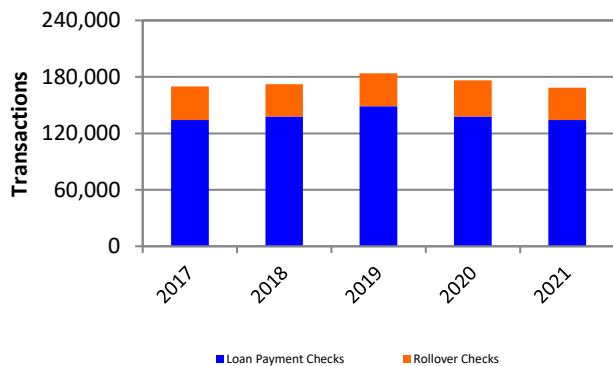


Loans

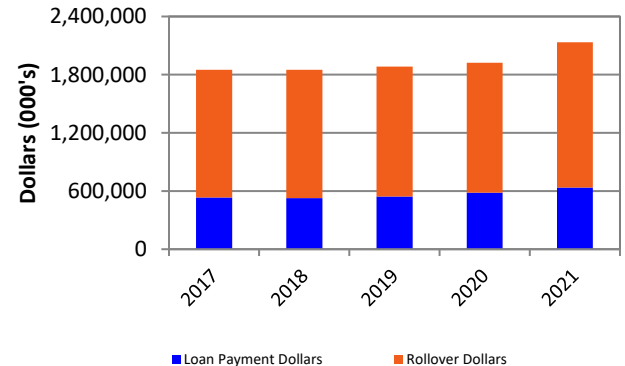


Other Activity

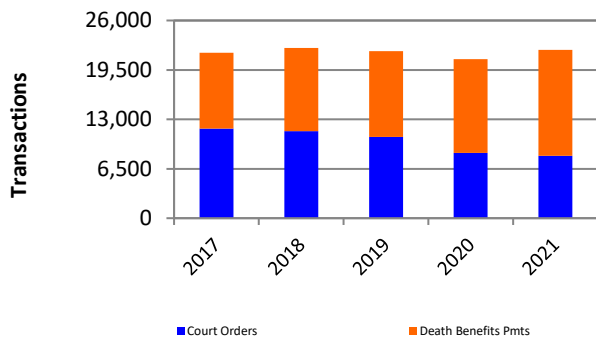
Participant-Submitted Checks



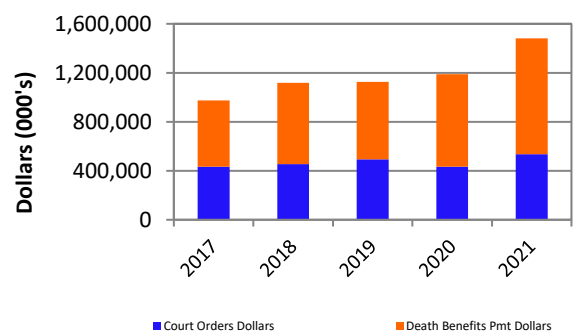
Participant-Submitted Checks



Legal Processing

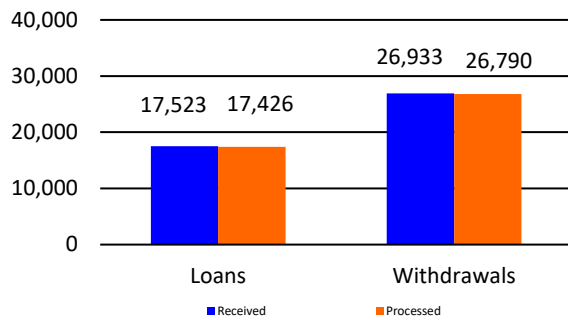


Legal Processing

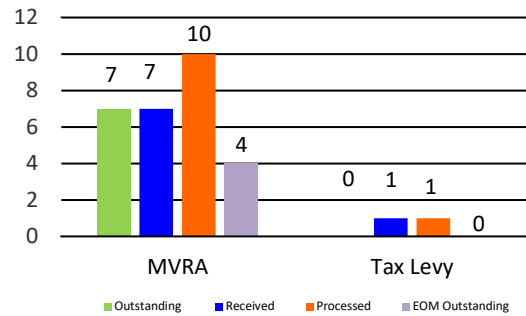


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



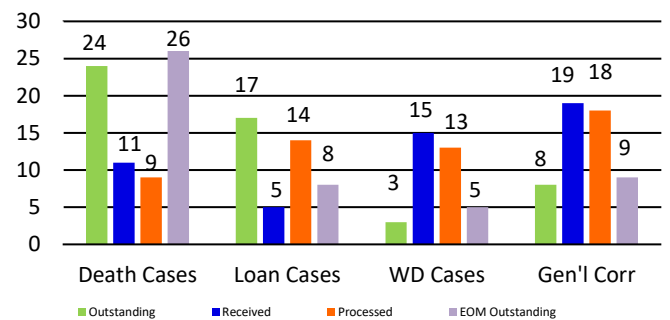
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	31,138	17.66%
2	Transaction Verification	16,958	9.62%
3	In-Service Withdrawal Program	13,175	7.47%
4	Minimum Distribution	11,358	6.44%
5	EDR, Contributions, Neg.Adjustments, Acct Balances	11,124	6.31%

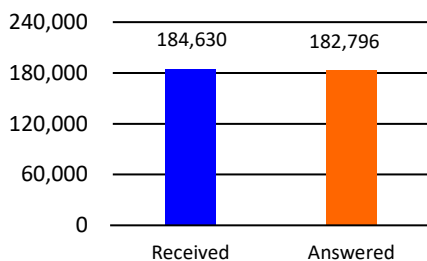
OPS Casework (current month)

Issue Management

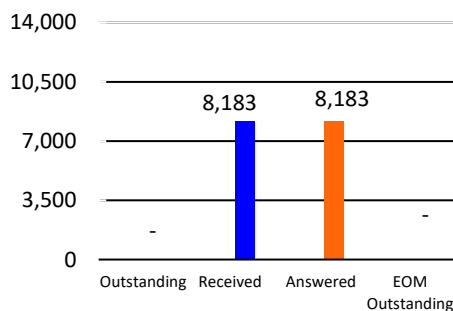


Contact Center Activity (current month)

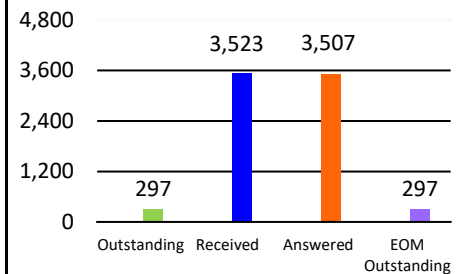
Calls



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, 241,479 ongoing monthly payments were disbursed in December, 2021.
 - 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.
6. This number does not include the FERS Agency Contributions only.