

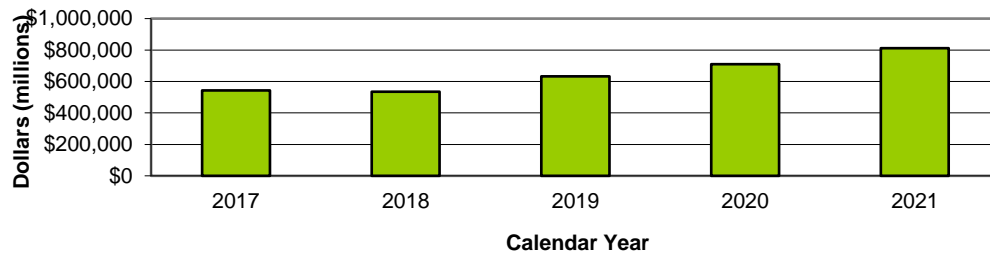
Thrift Savings Fund Statistics

April, 2022

Highlights

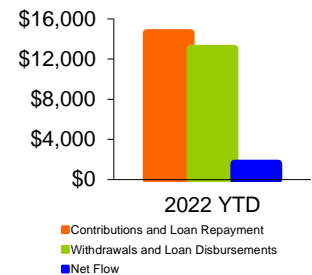
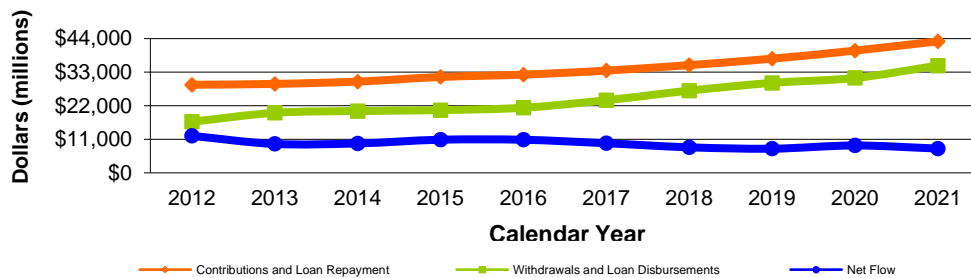
The FERS participation rate continued to increase in April, rising slightly to 95.1%; while, active duty uniformed services participation rate had a small decrease to 80.5%. The full matching rates continue to climb in both FERS and BRS participants; compared to April of last year the full matching rate for FERS has risen by 2 percentage points, BRS Active Duty by 8 and BRS Ready Reserve by 12 percentage points. Contact Center response rates trended down and the SLR for both phone response time and written correspondence was not achieved. Converge communications, seasonal tax topics, and transition preparation were all contributing factors.

Thrift Savings Fund Statistics



Plan Balance		Roth
Apr	\$739,945	\$33,616
Mar	\$782,292	\$35,430
Feb	\$769,493	\$34,209
(in millions)		

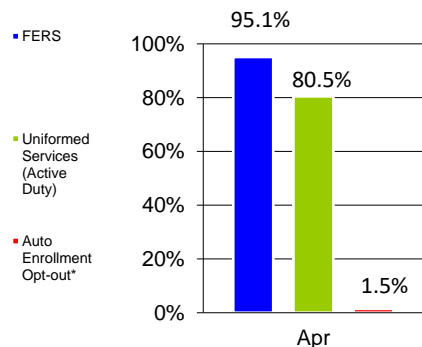
Cash Flow Attributes



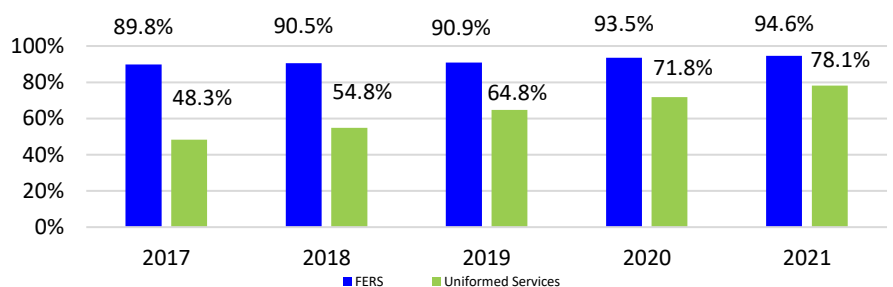
Participants and Average Balance (current month)

	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,786,266	164,396	826,514	\$20,821
Uniformed Services	1,348,735	36,355	628,139	\$16,621
BRS Participants	1,129,492	9,893	656,901	\$8,639
CSRS	269,860	180,088	9,916	\$29,388
Bene Participants	37,105	133,770	2,294	\$14,193
Total	6,571,458	112,600	2,123,764	\$15,829

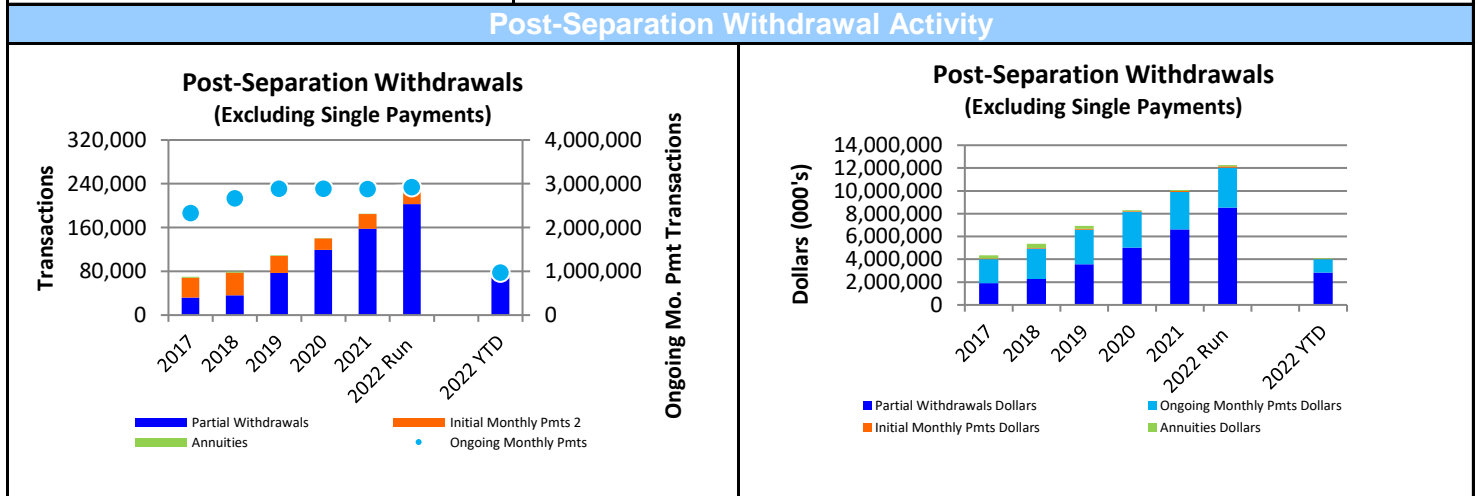
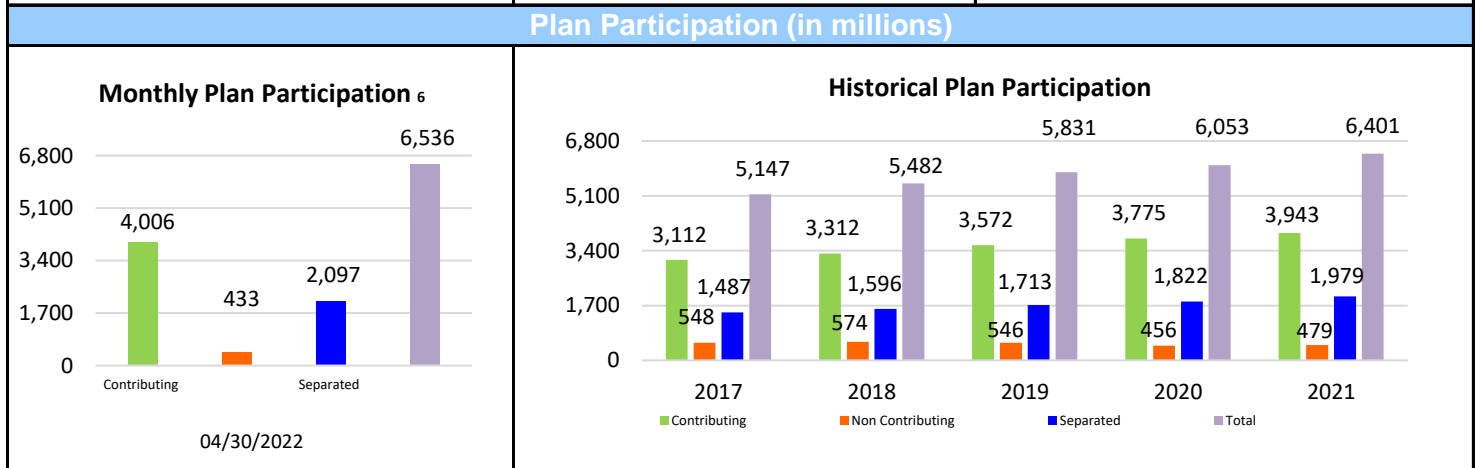
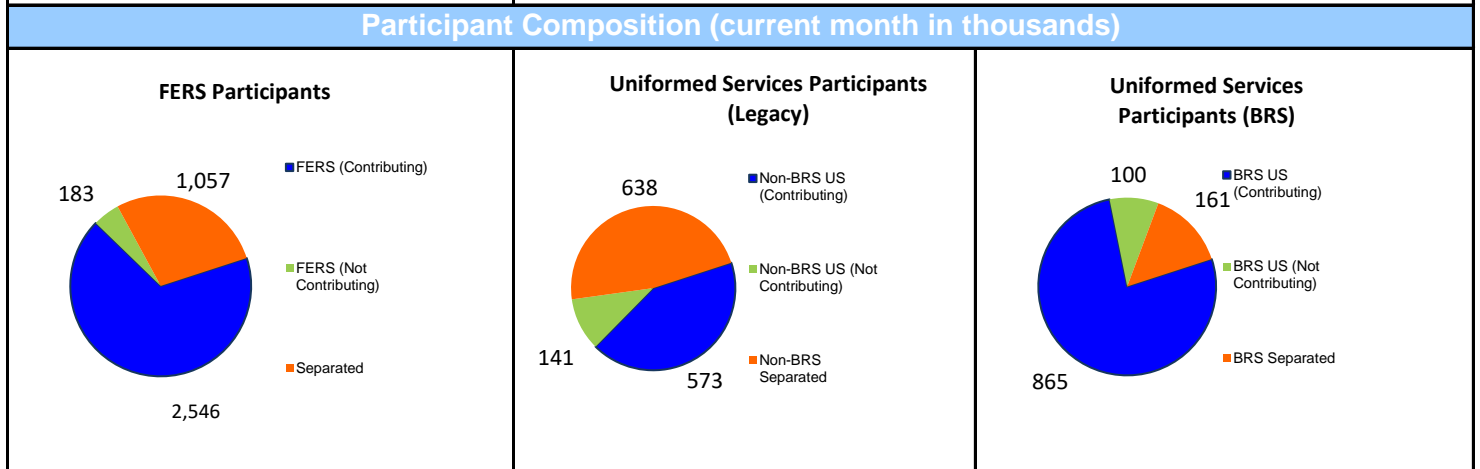
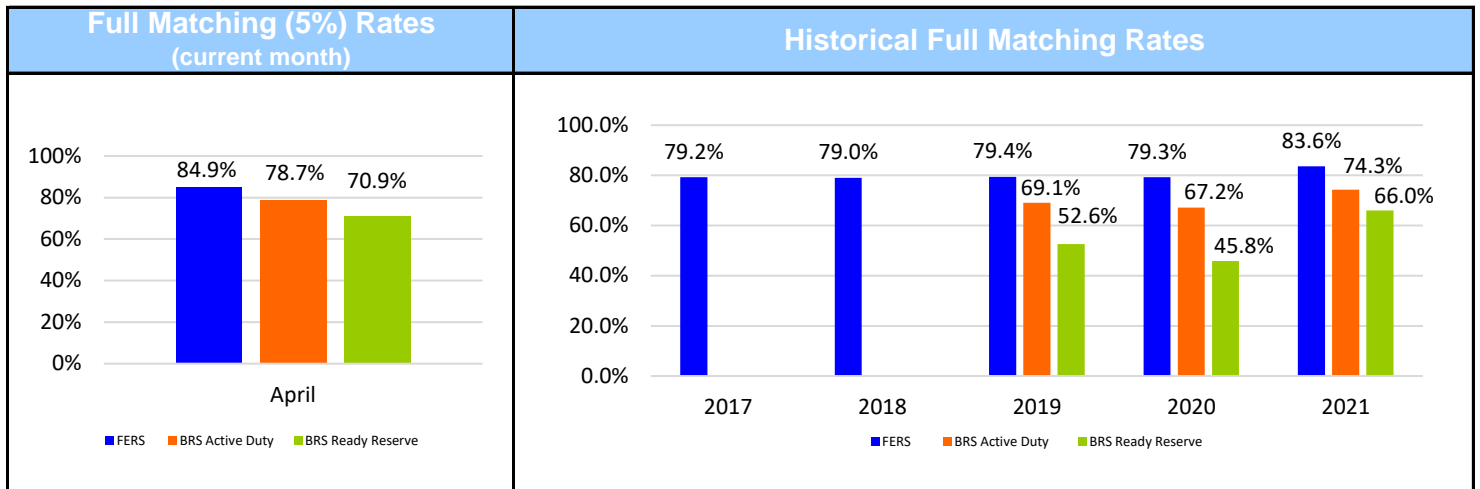
Participation Rates (current month)



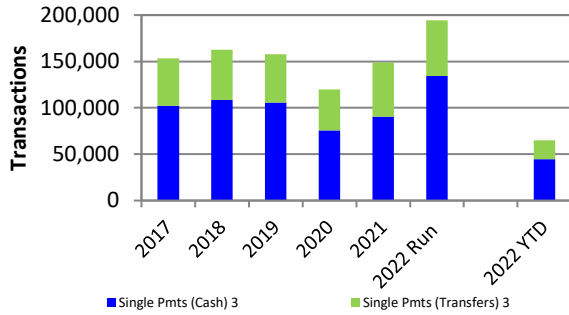
Historical Participation Rates



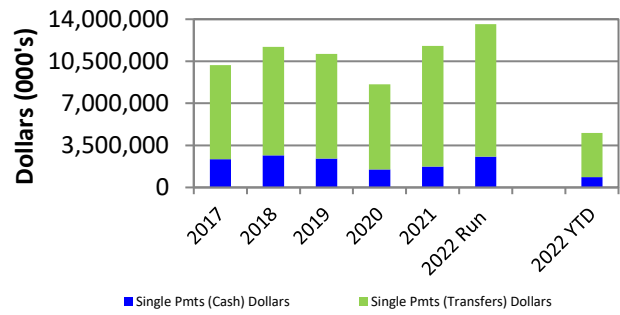
Fiscal Year



Post-Separation Withdrawals Single Payments (Cash & Transfers)

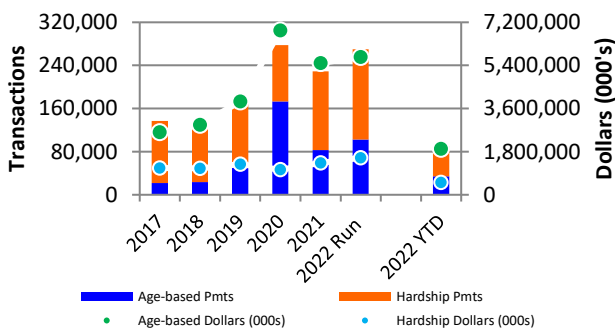


Post-Separation Withdrawals Single Payments (Cash & Transfers)

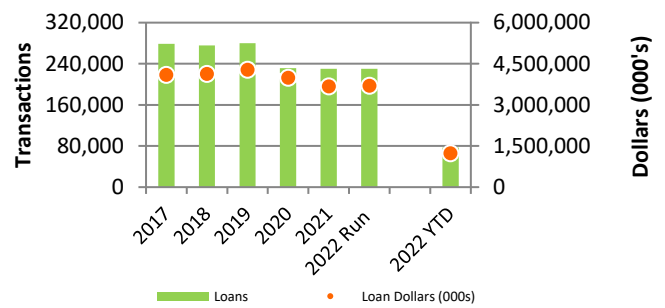


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

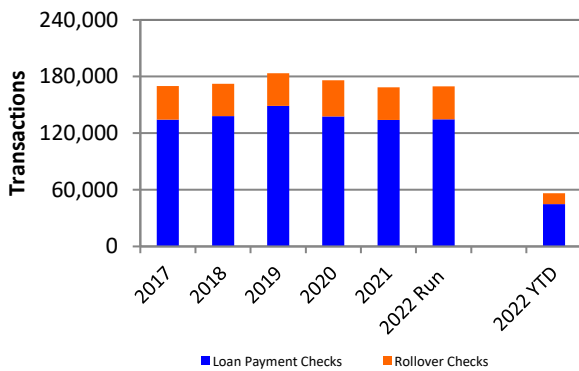


Loans

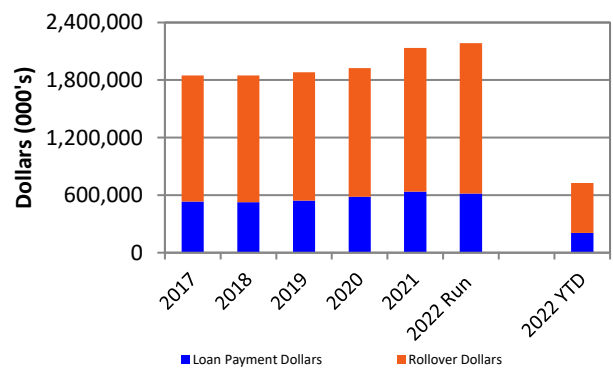


Other Activity

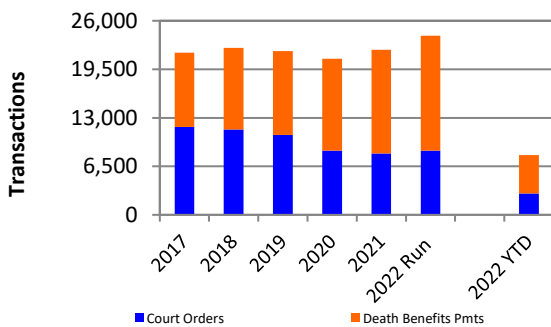
Participant-Submitted Checks



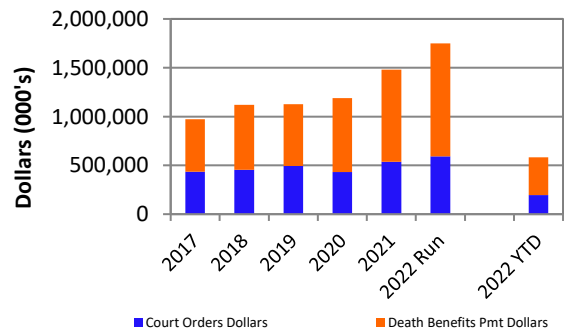
Participant-Submitted Checks



Legal Processing

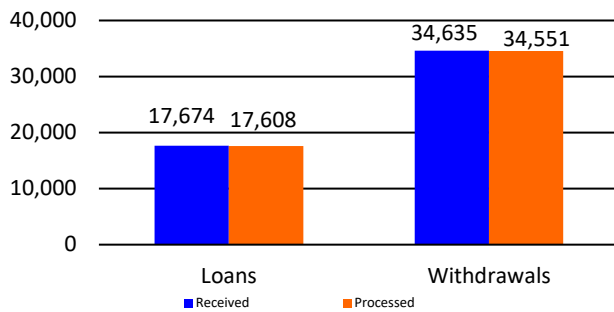


Legal Processing

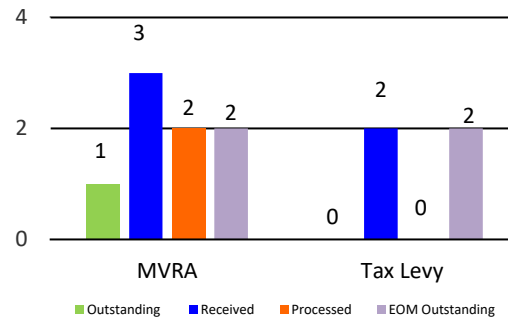


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



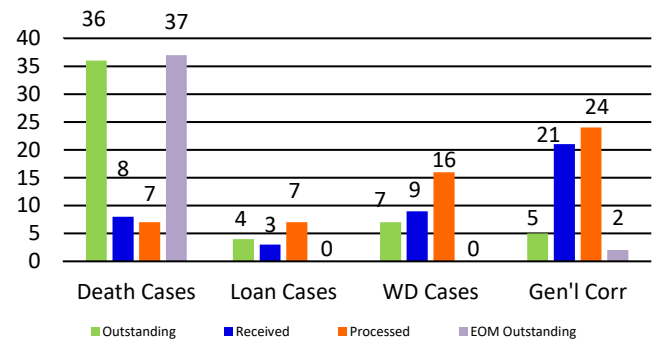
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	97,738	17.73%
2	Transaction Verification	63,432	11.51%
3	In-Service Withdrawal Program	46,258	8.39%
4	Minium Distribution	6,380	1.16%
5	EDR, Contributions, Neg. Adjustments, Acct. Balances	22,970	4.17%

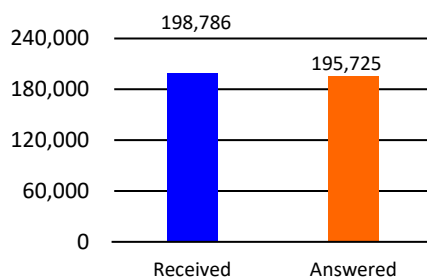
OPS Casework (current month)

Issue Management

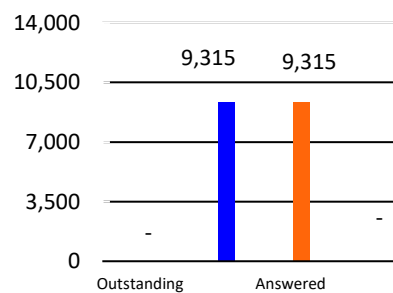


Contact Center Activity (current month)

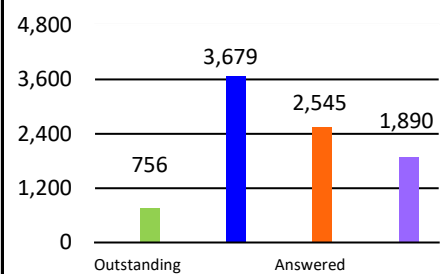
Calls



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, 245,921 ongoing monthly payments were disbursed in April, 2022.

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.