

# Converge Program Update

Presented By  
Tanner Nohe, Office of Participant Services  
May 24, 2022

# Agenda

Topic	Slide
<b>Overview</b>	<b>3</b>
<b>Readiness Overview</b>	<b>4</b>
<b>Converge Delivery Milestones</b>	<b>5</b>
<b>A Look into the Future</b>	<b>6</b>
<i>Login/Online Account Set Up Process</i>	
<i>Redesigned My Account</i>	
<i>TSP Virtual Assistant</i>	
<i>TSP Mobile App</i>	
<i>TSP Mutual Fund Window</i>	

# Overview

Critical Readiness Activities	Overall Status
Data Readiness	On Track
Payroll Office Readiness	On Track
Security	On Track
Service Readiness (e.g., People, Process, Platform)	On Track
Participant Communications	On Track

# Readiness Overview

- **Data Readiness**

- An additional data conversion rehearsal was completed in April, validating improvements and demonstrating we are tracking to a 96-hour conversion window
- Final improvements were identified and will be confirmed in a final data conversion rehearsal to be complete the week of 5/9

- **Payroll Office & Service Readiness**


- **Interconnection Security Agreements (ISAs):** All (ISAs) signed and fully executed
- **Testing & Training:** Phase 1 (computer-based) and Phase 2 (hands on) training is complete
- **Performance Assessment:** Performance Assessment activities, which were used to confirm overall readiness, are complete





- **Security Readiness**

- Authority to Operate was granted on 2/28

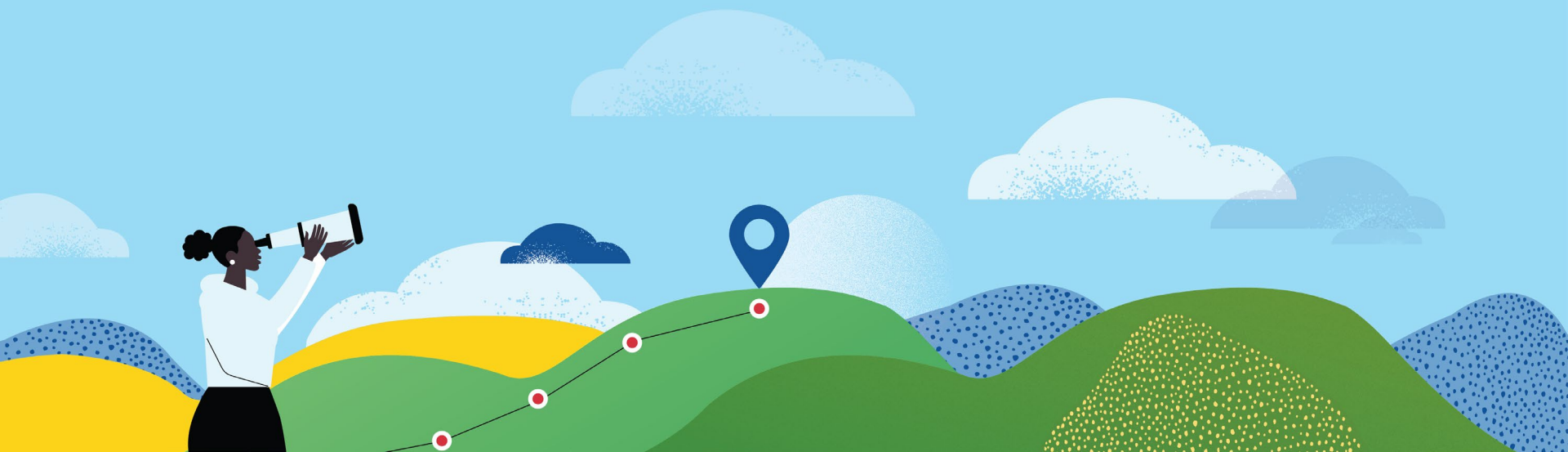
# Converge Delivery Milestones

✓ <b>Program Governance Model Created</b> 12/11/20	<b>UAT Executed</b> 12/31/21
✓ Approve and establish governance model for RKSA transition.	Execution of User Acceptance Testing, not including findings or remediations.
✓ <b>Transition Planning Complete</b> 02/26/21	<b>Recordkeeping Data Conversion Round 3</b> 02/03/22
✓ Finalize planning activities, including initial meetings, standup of PMO, and establishing transition governance.	Initial data conversion of non-anonymized system data in preparation for go-live.
✓ <b>Recordkeeping Data Conversion Round 1</b> 06/30/21	<b>ATO Granted</b> 02/28/22
✓ Initial data conversion test including partial data and additional anonymized data sets to validate functionality.	FRTIB validates compliance with H.27 and grants ATO for Accenture.
✓ <b>Recordkeeping Data Conversion Round 2</b> 09/30/21	<b>Business Continuity Exercise</b> 04/08/22
✓ Secondary data conversion test featuring anonymized data sets for the full scope of RKSA.	Validation of business continuity exercises outlining FRTIB operations including physical recovery, communications, and alternate logistics.
✓ <b>System Test Complete</b> 11/30/21	<b>Recordkeeping Data Conversion Round 4</b> 04/15/22
✓ Final validation of the data conversion round two success and technical approval for data conversion round three (Completed 2/25/22).	Final data conversion of non-anonymized system data in preparation for go-live.
✓ <b>ATO Submitted</b> 11/30/21	<b>Performance Targets Achieved</b> 05/13/22
✓ ATO submission by Accenture for FRTIB approval.	Validation final configuration of Converge meets the pre-agreed upon performance targets prior to go-live.

	<b>Go-Live</b> June 1 <sup>st</sup> , 2022
	Operational go-live for Converge including delivery of all promised features.

-  Complete
-  On Track
-  At Risk
-  Missed

# A Look into the Future



# What's Not Changing & What Is

Leading up to and immediately following the Converge go-live, participants will observe several impacts including the items listed below; however, it's important to note that many things will not be changing.

## What's Not Changing

- Same low-cost TSP funds
- Same ThriftLine phone number
- Same tsp.gov URL to access My Account online

## What Is Changing

- New services and features, like a Mobile App, Virtual Agent, and Mutual Fund Window
- Certain terminology will change
- Certain plan changes will be made

For more information on what changes to expect, visit the **Summary of Changes** page on tsp.gov.  
<https://www.tsp.gov/new-tsp-features/summary-of-changes/>

# Plan, Process, and Terminology Changes



## Plan & Process Changes

- Ability to continue making loan repayments after you've left federal service
- Ability to sign documents electronically / eSignature
- Ability to add an alternate mailing address and to receive text alerts
- Ability to see military and civilian account information in one place
- And more ...



## New & Changed Terminology

### New Terminology

- Deemed distribution/Loan taxation
- Distributions
- Fund Reallocation
- Investment Election
- Rollover
- Fund Transfer

### Previously Known As

- Taxable distribution
- Post-Separation Withdrawal
- Interfund Transfer (IFT)
- Contribution Allocation
- Transfer
- N/A (new)



# My Account Login Set Up Process


The screenshot displays the Thrift Savings Plan website. At the top, a banner reads "An official website of the United States government" with a link "Here's how you know". Below this is a light blue notification box with an information icon and the text: "Set up your new login for My Account. All TSP participants must complete a one-time process to set up a new login for the new My Account. Follow the prompts to complete this simple, secure setup." A "Set up new login" button is located in the bottom right of this box. The main header features the Thrift Savings Plan logo, a search bar, and a "Log in" button. A navigation menu includes links for "Manage your plan", "Fund options", "Fund performance", "Use your savings", and "Life changes". The main content area has a background image of solar panels and the text "Plan for a lifetime with the TSP".

An official website of the United States government [Here's how you know](#)

**Set up your new login for My Account** X

All TSP participants must complete a one-time process to set up a new login for the new My Account. Follow the prompts to complete this simple, secure setup.

[Set up new login](#)

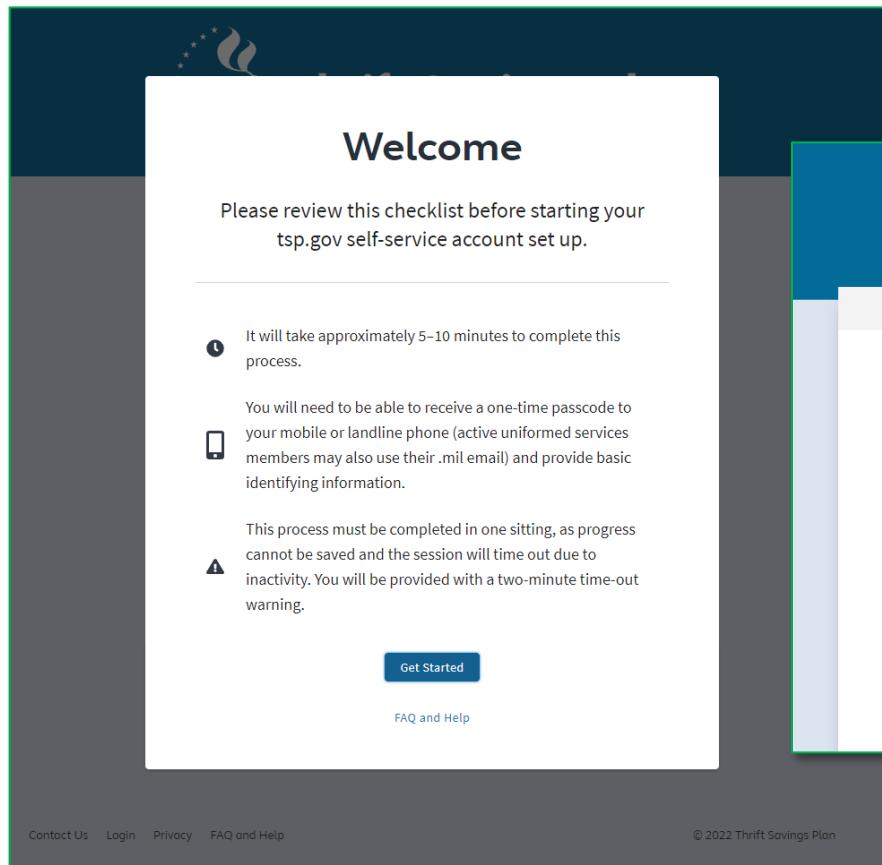
 **Thrift Savings Plan**

Q Search [Log in](#)

[Manage your plan](#) ▾ [Fund options](#) ▾ [Fund performance](#) ▾ [Use your savings](#) ▾ [Life changes](#) ▾

**Plan for a lifetime  
with the TSP**

# My Account Login Set Up Process



**Welcome**

Please review this checklist before starting your tsp.gov self-service account set up.

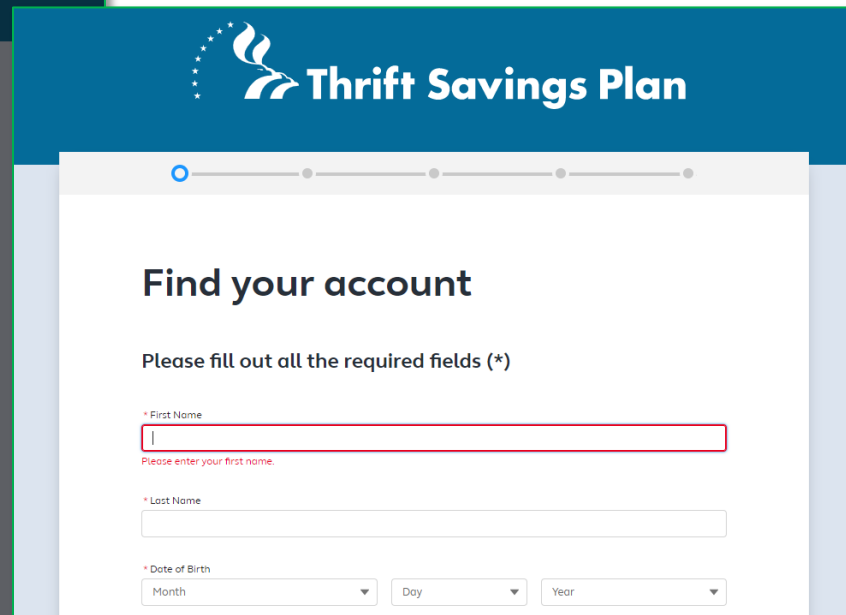
- It will take approximately 5–10 minutes to complete this process.
- You will need to be able to receive a one-time passcode to your mobile or landline phone (active uniformed services members may also use their .mil email) and provide basic identifying information.
- This process must be completed in one sitting, as progress cannot be saved and the session will time out due to inactivity. You will be provided with a two-minute time-out warning.

[Get Started](#)

[FAQ and Help](#)

[Contact Us](#) [Login](#) [Privacy](#) [FAQ and Help](#)

© 2022 Thrift Savings Plan



**Find your account**

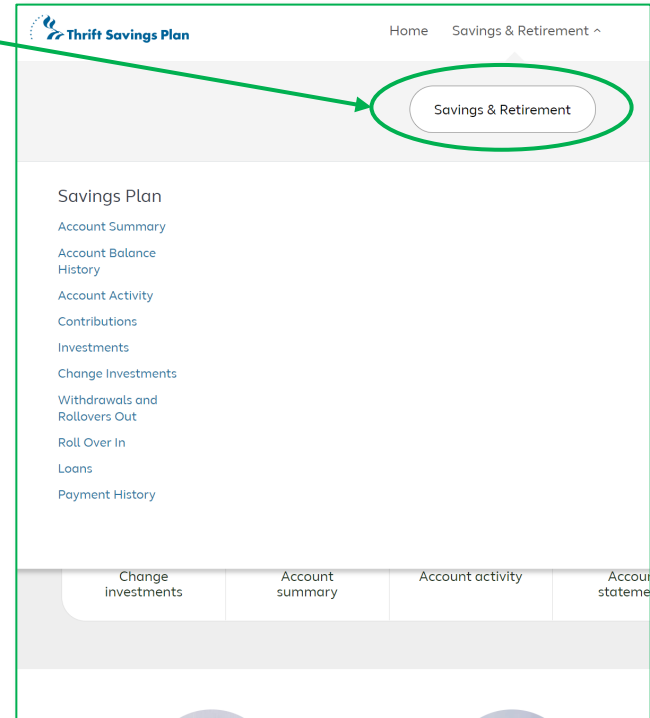
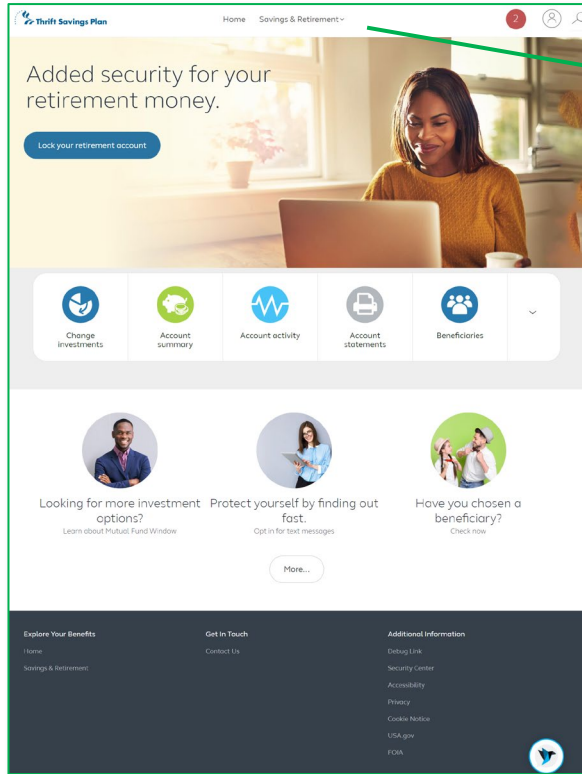
Please fill out all the required fields (\*)

\* First Name  
  
Please enter your first name.

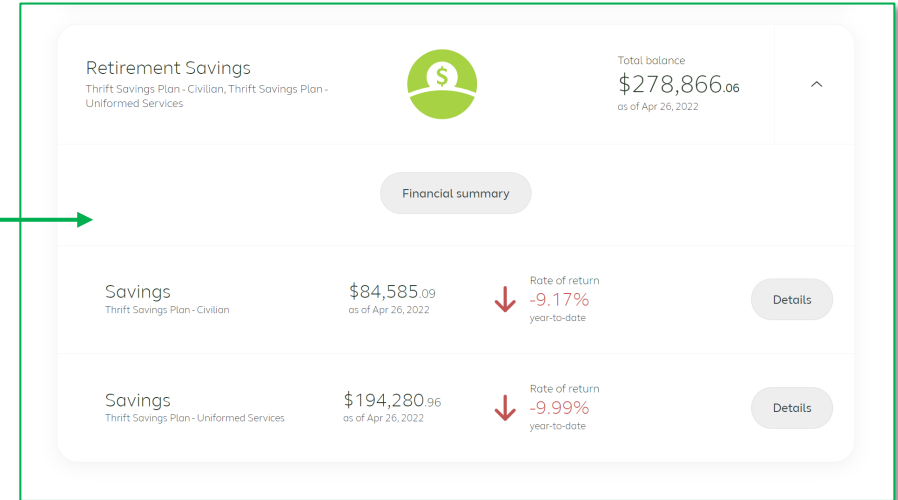
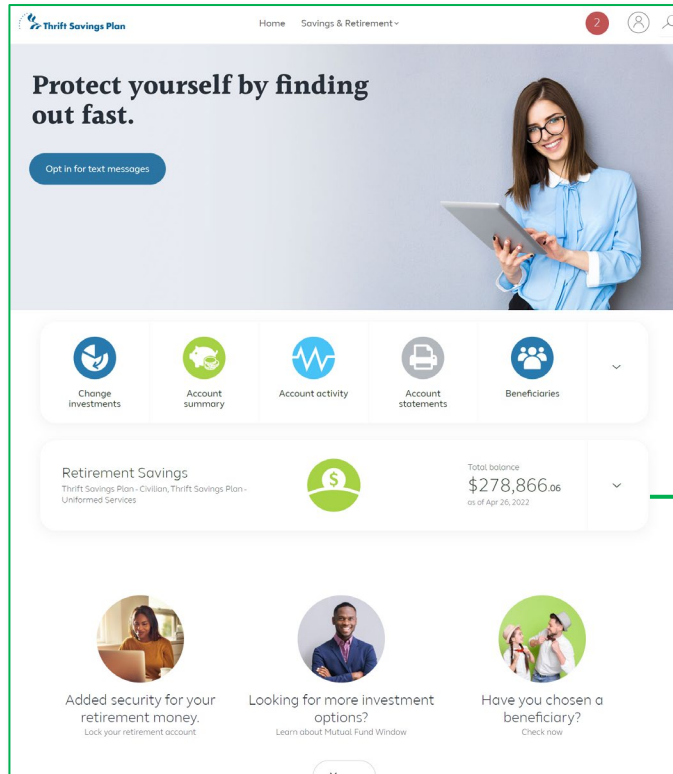
\* Last Name

\* Date of Birth  
Month  Day  Year

# Redesigned My Account



# Redesigned My Account



# Redesigned My Account

## Loans

You may borrow money from your plan, with the understanding that you'll pay the money back with interest through payroll deductions. If your Payroll (Repayment) frequency shown is different than what is shown below, you can update it by clicking on the "Payroll Frequency" link under Helpful Information. The plan offers General Purpose and Primary Residence loan options.

### Current Loans

You don't currently have any loans.

### Amount Available to Borrow

The Maximum Available Amount you can borrow and the Maximum Number of Available Loans you can take will vary, depending on your savings balance and your savings plan's rules.

#### Thrift Savings Plan - Civilian

Loan Type	Maximum Available Amount	Maximum Number of Available Loans	Fee	Interest Rate	Your Repayment Frequency
General Purpose	\$36,218.00	2	\$50.00	1.50%	Bi-Weekly Amortization Frequency
Primary Residence	\$36,218.00	1	\$100.00	1.50%	Bi-Weekly Amortization Frequency

#### Model a Loan

You can create different loan scenarios through this site and compare repayment information on a loan from the plan with loan options outside of the plan.

#### Request a Loan

If you request a general purpose loan, you must complete your request by 12:00 pm Eastern Time on **May 16, 2022**, for it to be effective on **May 16, 2022**. If you request a primary residence loan, you'll receive a loan application and have up to 30 days to complete and return it.

For your protection, any destination you wish to send your loan to **must be on file for at least 7 days** before you can use it. This includes any postal address or direct deposit address you have entered. Make sure this information is on file for at least 7 days before you start your request.

[Personal Information](#)  
[Financial Institutions](#)

#### Consequences of Taking a Loan

Is it wise to borrow from your account?

#### How Loans Work

Before you borrow, know the risks and understand the rules.

#### Helpful Information

[Payroll Frequency](#)

[Costs of Taking a Loan](#)

[Notice to Customer Sending Checks to TSP](#)

## Request a Loan

If you request a general purpose loan, you must complete this request by 12:00 pm Eastern Time on **May 16, 2022** for it to be effective on **May 16, 2022**. If you request a primary residence loan, you'll receive a loan application and have up to 30 days to complete and return it. If you are required to obtain spousal consent, your loan request will not be processed until your spousal signature is received. The Maximum Available Amount you can borrow and the Maximum Number of Available Loans you can take will vary, depending on your savings balance and your savings plan's rules.

### Thrift Savings Plan - Civilian Available Loans

#### Details

Loan Type	Maximum Available Amount	Maximum Number of Available Loans	Fee	Interest Rate	Your Repayment Frequency
General Purpose	\$36,218.00	2	\$50.00	1.50%	Bi-Weekly Amortization Frequency
Primary Residence	\$36,218.00	1	\$100.00	1.50%	Bi-Weekly Amortization Frequency

### Loan Terms

#### Choose Your Loan Type

- ☒ Thrift Savings Plan - Civilian General Purpose  
☐ Thrift Savings Plan - Civilian Primary Residence

#### Repayment Frequency

Bi-Weekly Amortization Frequency

#### Interest Rate

1.50%

#### Requested Loan Amount

\$1,000.00 (\$1,000.00-\$36,218.00)<sup>1</sup>

#### Loan Duration

12 (12-60 months)

[Read Footnotes](#)

[Continue](#) [Cancel](#)

#### Consequences of Taking a Loan

Is it wise to borrow from your account?

#### How Loans Work

Before you borrow, know the risks and understand the rules.

# Redesigned My Account

## Request a Loan

If you are married, you will need an electronic signature from your spouse to withdraw money from your account.

### Marital Status

Married ▾

### Spouse Information

#### First Name

Test

#### Last Name

Spouse

#### Email Address

My spouse does not have an email address.

☐

I certify that this information is correct and true

Continue

Back

Cancel

## Privacy Act Statement

Pursuant to 5 U.S.C. § 552a(e)(3), this Privacy Act Statement serves to inform you of the following concerning this collection of information:

Authority: The FRTIB is authorized to collect this information pursuant to the Federal Employees' Retirement System Act of 1986 (FERSA), as amended (5. U.S.C. Chapter 84) and The Thrift Savings Plan Enhancement Act of 2009, Public Law 111-31.

Purpose: Information collected will be used for the following purposes:

- To identify your Thrift Savings Plan account;
- To enhance the security of your account;
- To communicate with you in the future concerning your TSP account;
- To ensure accuracy of information in your TSP account;
- To process your request pertaining to funds in your TSP account; and/or
- To satisfy applicable spousal notification requirements.

Routine Uses: The System of Records Notice (SORN) associated with this information collection is FRTIB-1, Thrift Savings Plan Records, published at 85 FR 53370. Information collected may be shared in accordance with the Routine Uses listed in the System of Records Notice FRTIB-1, Thrift Savings Plan Records.

Effects of Failure to Provide Information: Disclosure of this information is voluntary. You are not required by law to provide this information, but if you do not provide it, we will not be able to process your request.

# Redesigned My Account

Request a Loan

## Loan Repayment Information

To confirm and process your General Purpose loan from the plan, choose **Continue**.

You're required to sign documentation before this loan is processed. Complete and return the necessary documentation within **30 days**.

### Repayment Information

Plan	TSP Civilian
Loan Type	General Purpose
Loan Amount	\$1,000.00
Interest Rate	1.50%
Loan Fee	\$50.00
Repayment Frequency	Bi-Weekly Amortization Frequency
Number of Repayments	26
Repayment Amount	\$38.77 (bi-weekly)
Latest Repayment Date <sup>1</sup>	Jul 15, 2022
Annual Percentage Rate	11.55%
Finance Charge	\$58.02
Amount Financed	\$950.00
Total Amount of Repayments	\$1,008.02

[Read Footnote](#)

Continue

Back

Cancel

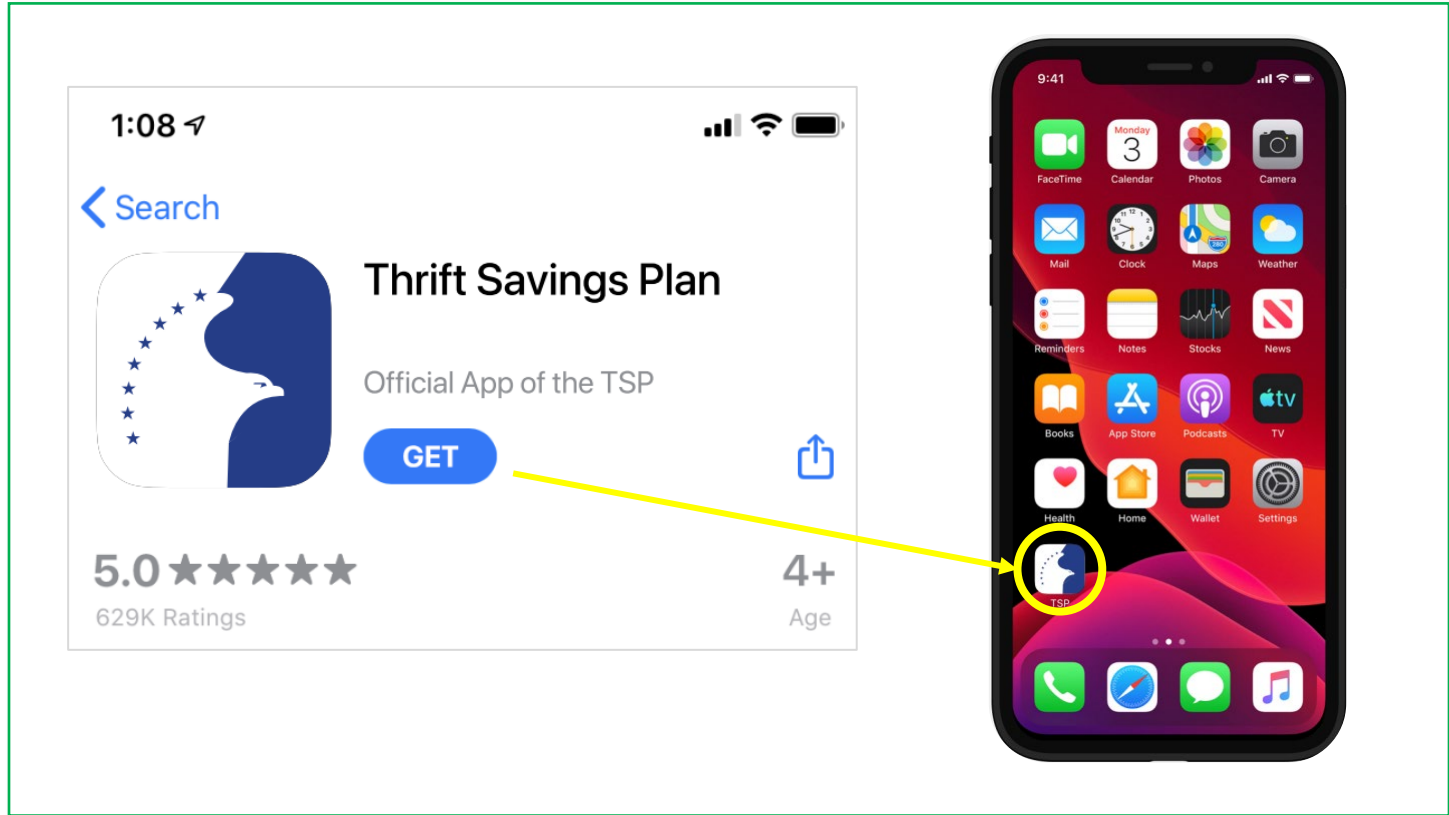
[Consequences of Taking a Loan](#)

Is it wise to borrow from your account?

[How Loans Work](#)

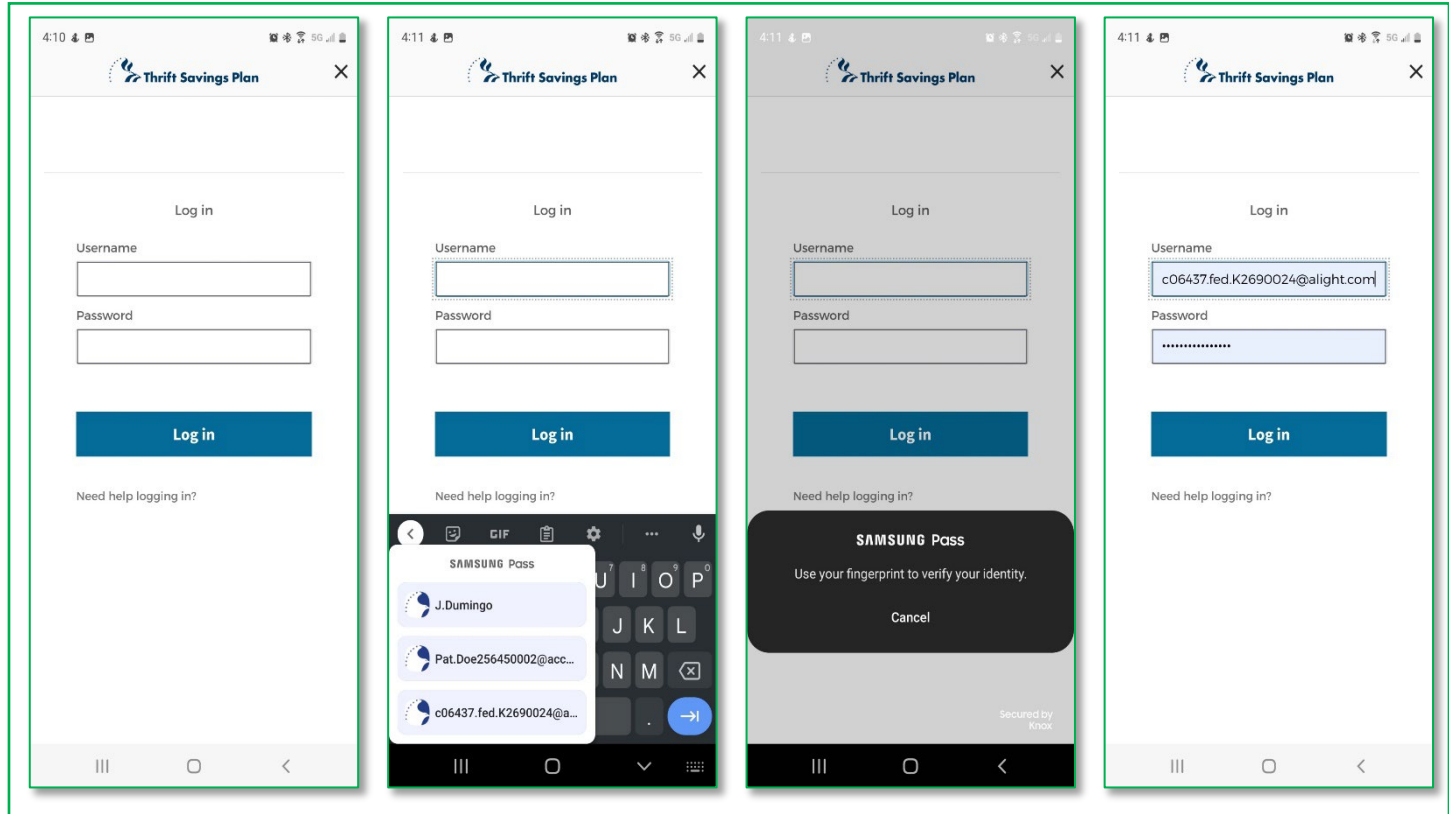
Before you borrow, know the risks and understand the rules.

# TSP Mobile App

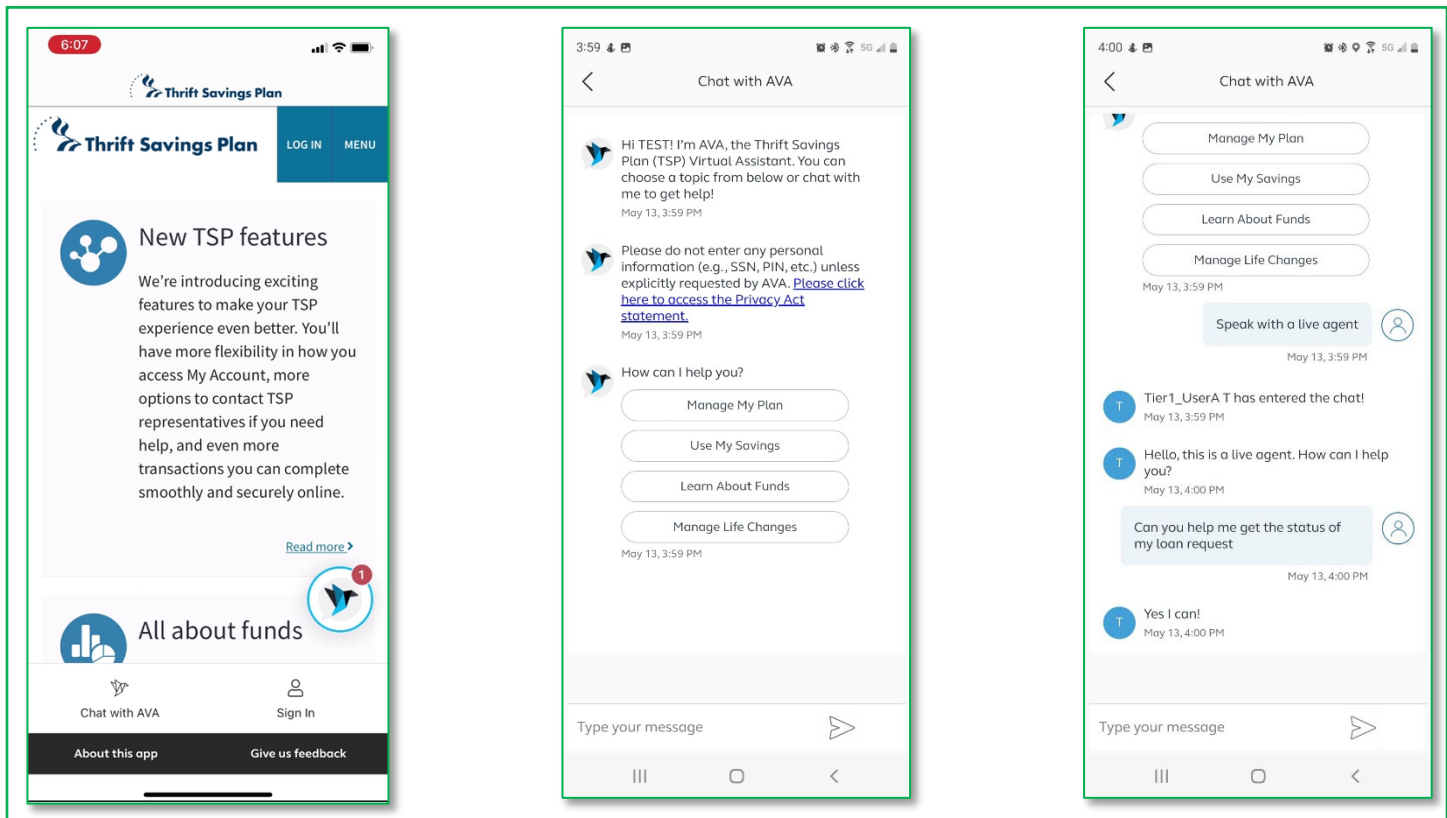




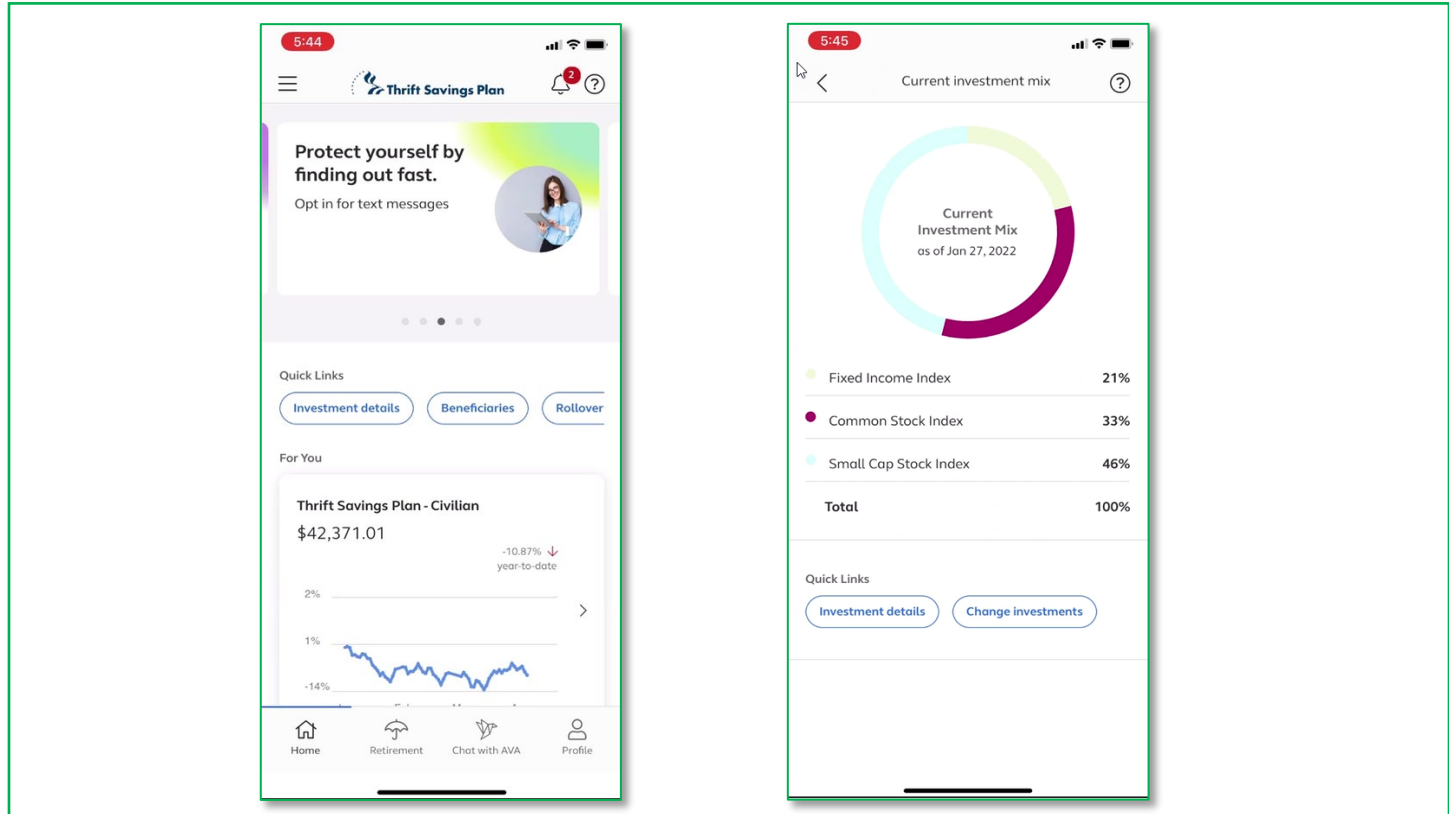
# TSP Mobile App



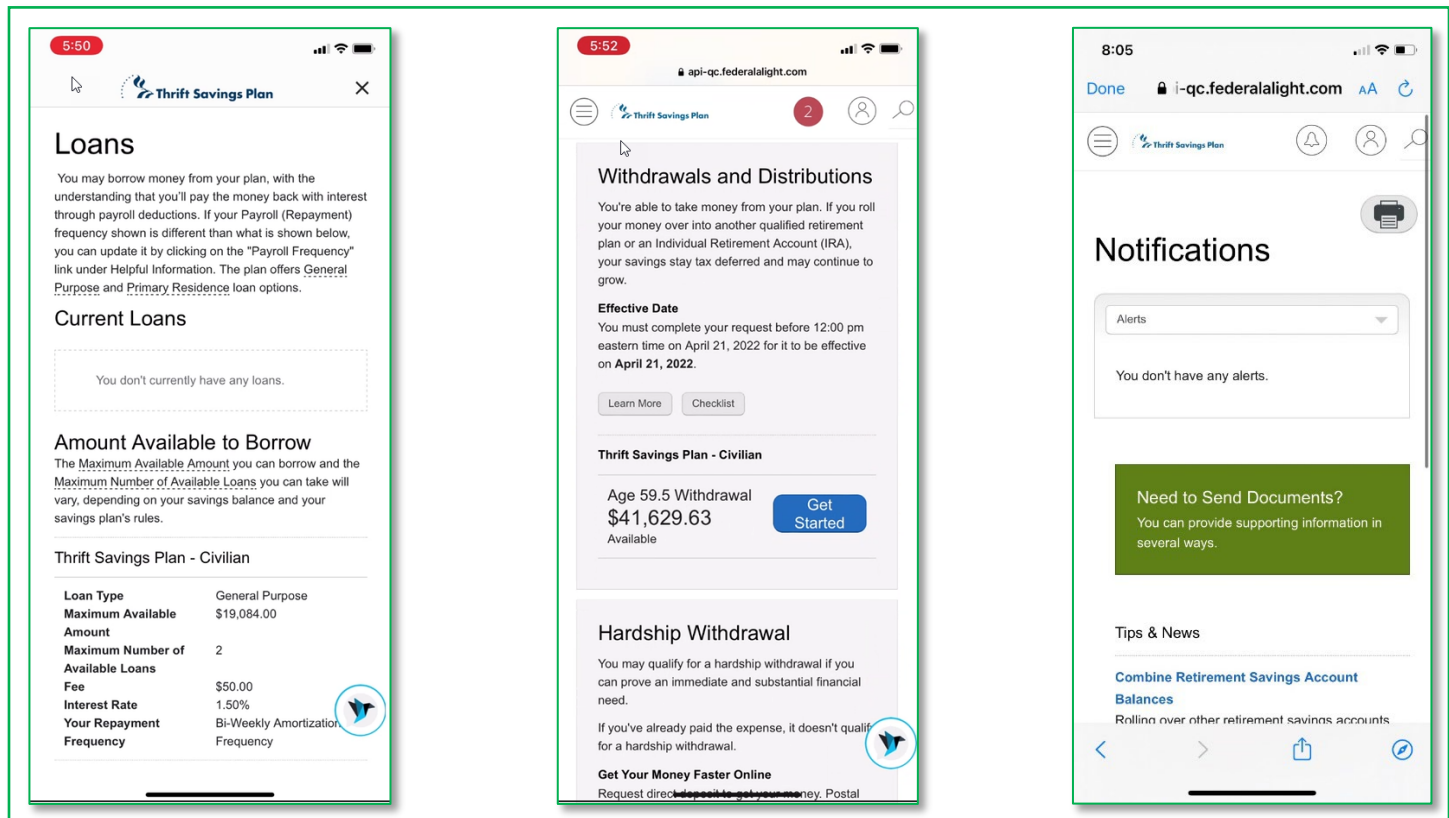
# TSP Mobile App



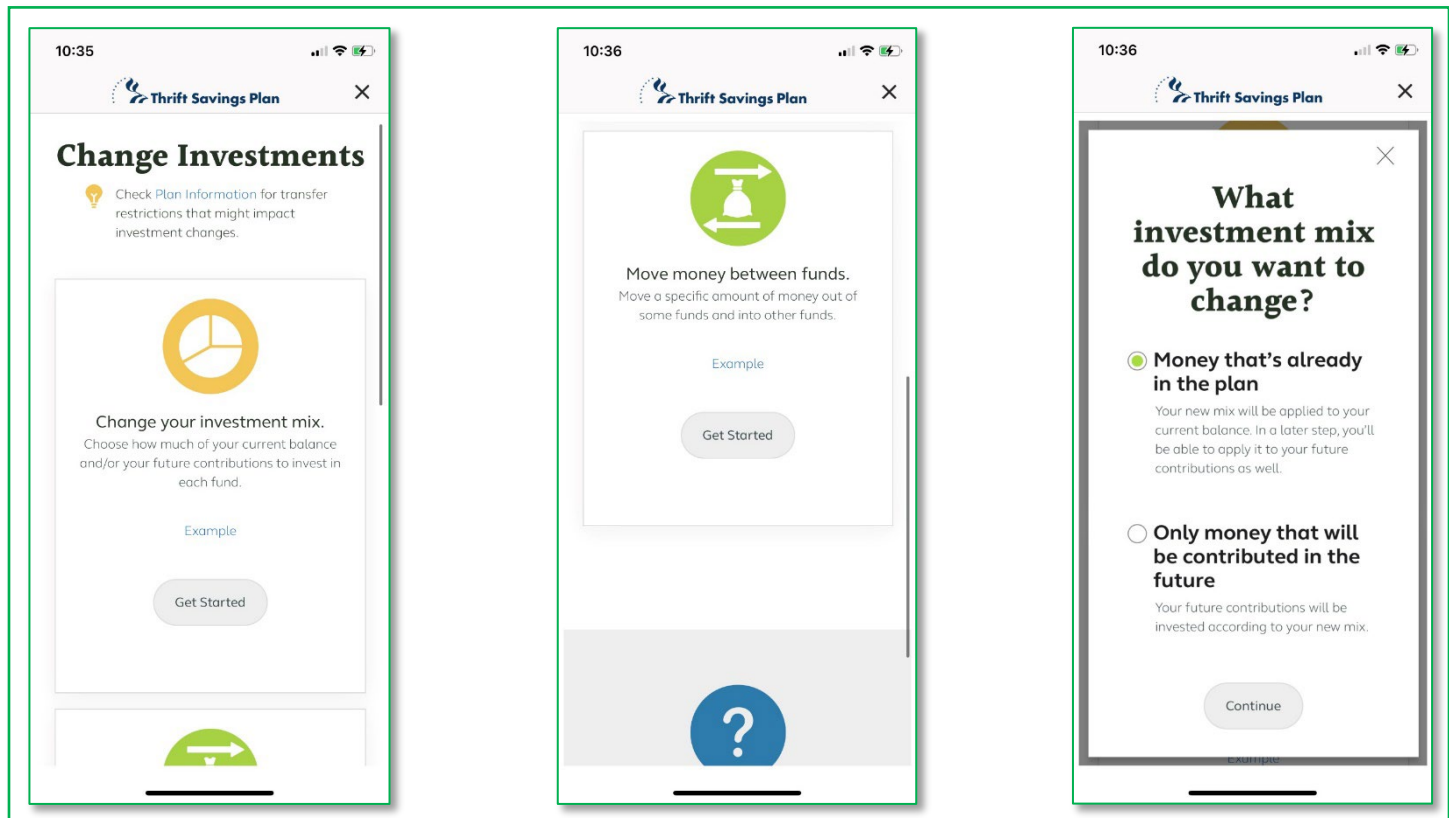
# TSP Mobile App



# TSP Mobile App



# TSP Mobile App



# TSP Mobile App

10:37

Thrift Savings Plan

Create a New Investment Mix - TSP  
Civilian - Reallocate Money Among Funds

New Mix of 4: New Mix

1

Fund Reallocation - All Accounts

1. Choose Your New Fund Mix

⚠ Check [Plan Information](#) for transfer restrictions that might impact your change.

Existing Mix

New Mix

10:38

Thrift Savings Plan

Create a New Investment Mix - TSP  
Civilian - Reallocate Money Among Funds

Apply Your Mix of 4: Apply Your Mix

2

2. Apply Your Mix

Decide how you want to apply your new mix.

☒ **Current and Future**  
Your new mix will be applied to your current balance and future contributions.

☐ **Current Balance Only**  
Your new mix will be applied to your current balance, but your future contribution choices will not change as a result of this request.

Effective Date May 13, 2022  
(If you complete your changes by 12 pm Eastern Time on May 13, 2022)

Continue Back Cancel

10:38

Thrift Savings Plan

Create a New Investment Mix - TSP  
Civilian - Reallocate Money Among Funds

Review of 4: Review

3

3. Review

You've chosen a new mix of funds. Review your choices below to make sure they are correct before you submit your request.

Fund Reallocation - All Accounts

Existing Mix

Fund Name %

10:39

Thrift Savings Plan

Create a New Investment Mix - TSP  
Civilian - Reallocate Money Among Funds

Complete of 4: Complete

4

4. Completed Successfully

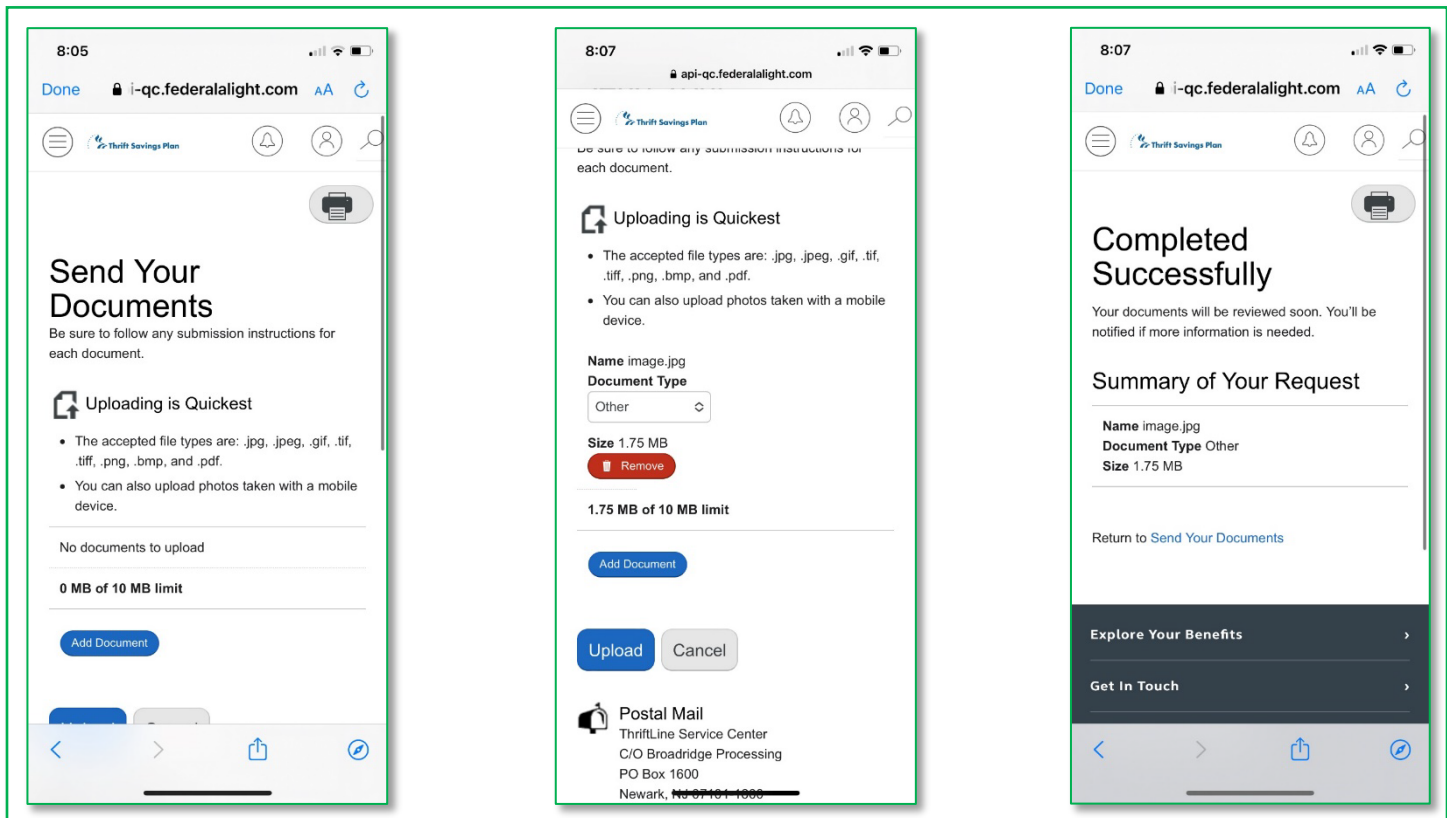
Summary of Your Request

You'll receive a confirmation email.

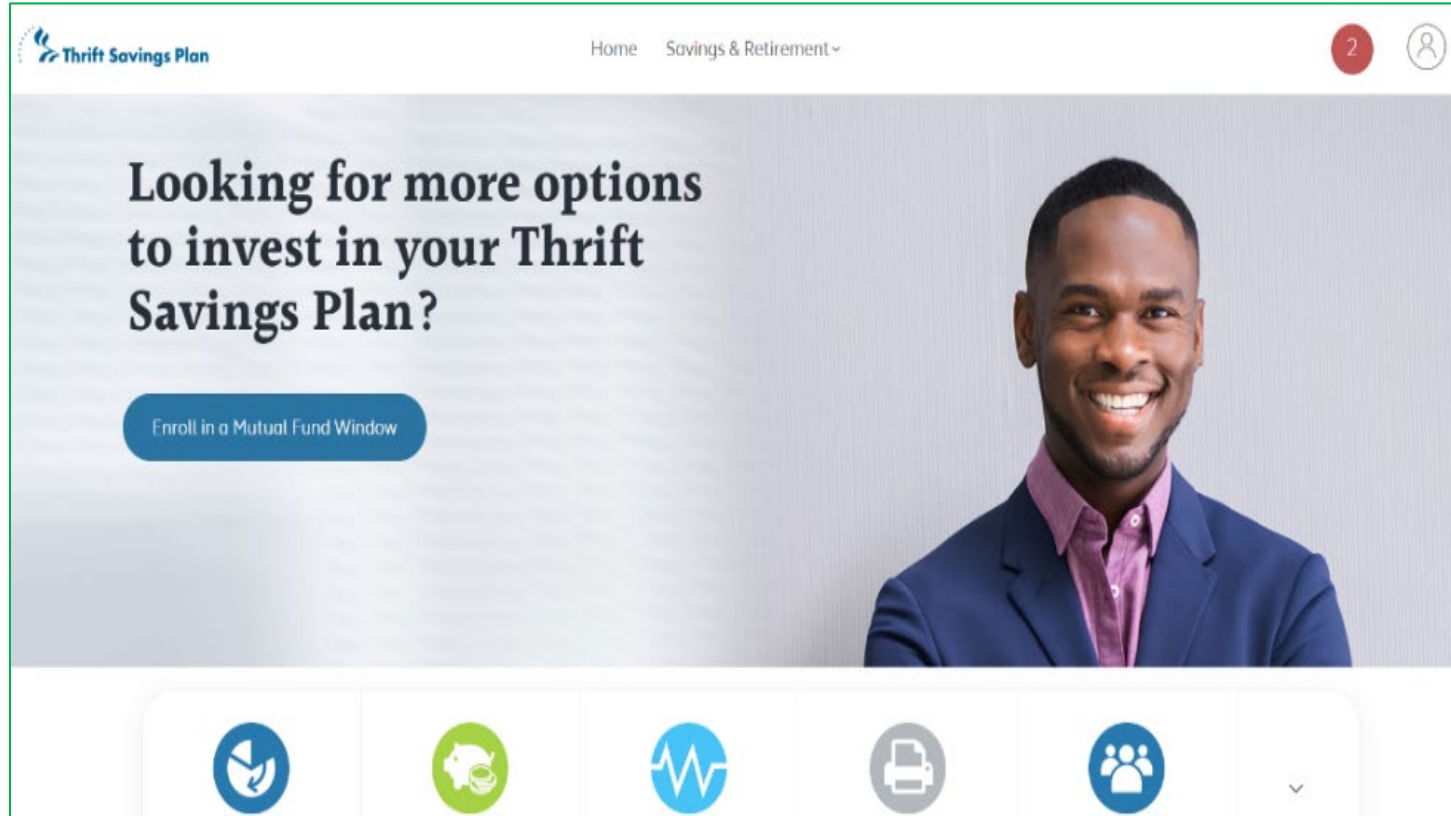
**Note:** For your privacy, some details won't be in the email. Print this page for your records.

Confirmation Number	456200089
Plan	Thrift Savings Plan - Civilian
Request	TSP Civilian - Reallocate Money Among Funds
Effective Date	May 13, 2022 (Your <a href="#">Account Activity</a> will reflect these changes when they complete.)

# TSP Mobile App





# Mutual Fund Window







# Mutual Fund Window

My Accounts ▾Tools ▾Maya ▾


**Sustainability**  
View funds with the highest sustainability rating >  
**307 funds**


**Highest rated funds**  
View funds with the highest Morningstar rating >  
**666 funds**

**Funds with the lowest fees**  
View funds with the lowest expense ratio >  
**1,190 funds**

FiltersReset


Global Broad Category


Morningstar Category 


Fund Provider 


Net Expense Ratio


Morningstar Rating


Sustainability Rating 

Sustainability 

ESG 


Environment 

Community Dev 

Gender Diversity 

Showing 15 of 15 funds

Fund list

Overview ▾ Export

0 funds selected

Buy

# Mutual Fund Window

Showing 20 of 5,209 funds


**Fund list**


Overview Export



0 funds selected Buy

Name	Ticker	Morningstar Category	Prospectus Net Expense Ratio	Morningstar Rating	Sustainability Rating	Risk Rating
<input type="checkbox"/> DRIEHAUS SMALL CAP GROWTH INSTITUTIONAL	DNSMX	Small Growth	0.73	★★★★★		High
<input type="checkbox"/> SEGALL BRYANT & HAMILL SMALL CAP GRINSTL	WISGX	Small Growth	0.87	★★★★★		Average
<input type="checkbox"/> ABRDN US SUST LDRS SMLR COMS INSTL	GGUIX	Small Growth	0.90	★★★★★		Low
<input type="checkbox"/> PUTNAM SMALL CAP GROWTH Y	PSYGX	Small Growth	0.96	★★★★★		Average
<input type="checkbox"/> FULLER & THALER BEHAVIORAL SM-CP GRINSTL	FTXSX	Small Growth	0.99	★★★★★		Above Average
<input type="checkbox"/> NICHOLAS PARTNERS SMALL CAP GR INSTL	NPSGX	Small Growth	0.99	★★★★★		Above Average
<input type="checkbox"/> FIDELITY® SMALL CAP GROWTH	FCPGX	Small Growth	1.00	★★★★★		Below Average

# Mutual Fund Window

 Thrift Savings Plan

My Accounts ▾ Tools ▾  Frankie ▾

 **Thrift Savings Plan - Uniform Fbo** ⓘ  
Retirement Account | \*\*\*\*\*1172 

Market Value  
\$174,566.00

Portfolio Allocation  
62.27%

Investments  
4 funds

OverviewTradingDocumentsAccount Settings


Buy | Fund selection

## Buy funds


Please specify which fund(s) you wish to invest in. You may select up to 5 funds.

You can also select your funds using the [Fund Screener](#)

Search



### Filters



**Fund Provider**

DOMINI SOCIAL FUNDS ▾

**Filter by**

Existing funds 3 New funds 5205

**Fund types**

Equity 2557 Income 1388 Unknown 1190 Money market 73

Global fund types


**Selected funds** 1

DSBIX - DOMINI IMPACT BOND FUND INSTITUTIONAL CLASS  
[Remove](#) ✕

Cancel

Next

Click on fund's ⓘ to view more info

 Thrift Savings Plan

27

■ **Questions?**

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