

OFFICE OF COMMUNICATIONS AND EDUCATION

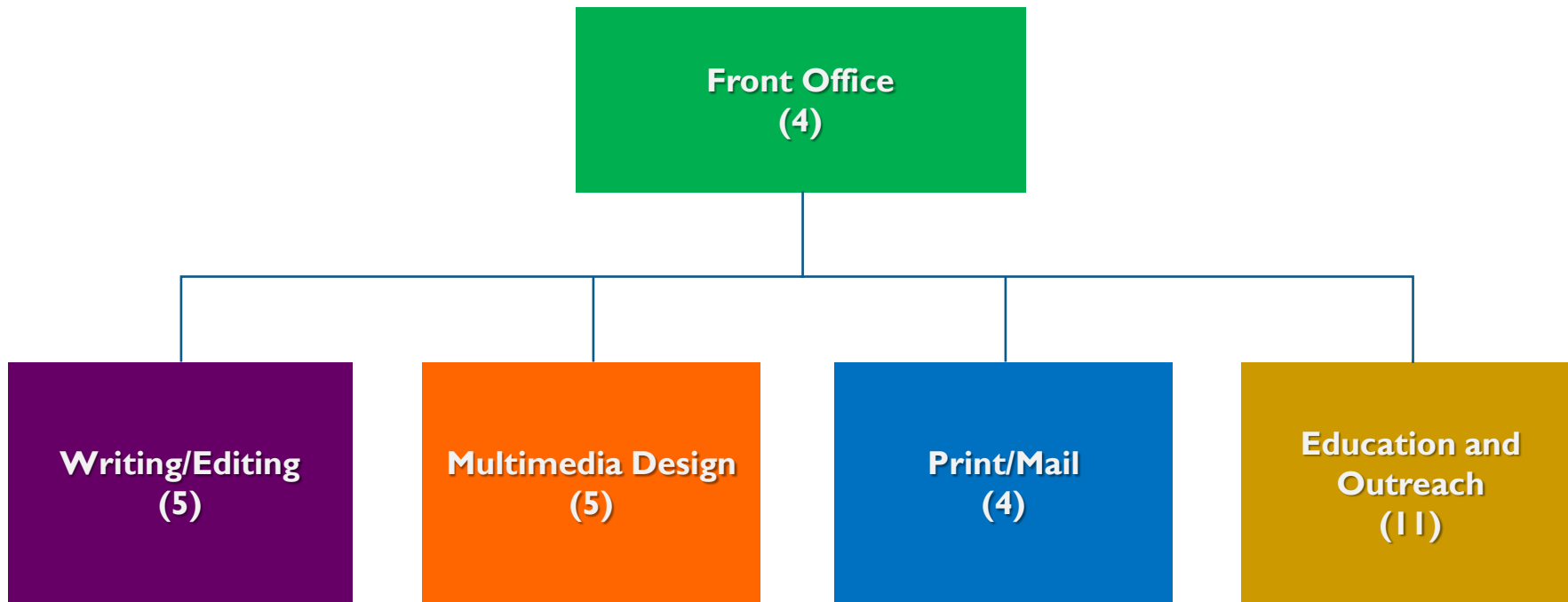
PRESENTED BY
JIM COURTNEY

May 24, 2022

WHAT WE DO

Educate and inform participants, potential participants, beneficiaries, and TSP partners so that participants may take full advantage of the TSP's features and benefits in meeting their retirement goals.

OCE ORGANIZATIONAL CHART



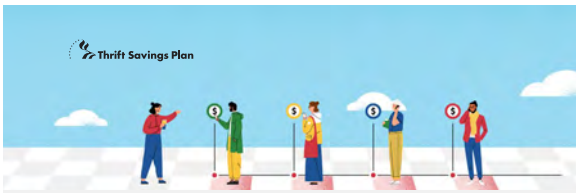
Transition Goals

- Update all materials for the change
- Prepare participants, beneficiaries, and stakeholders

Channels

- Email
- Direct mail
- TSP website
- Social media
- Training team presentations
- Trusted third parties

Messages




Remember these **key dates as we add new TSP features and make other changes.**


To ensure a smooth transition, the TSP will temporarily suspend certain transactions and services. For a **full calendar of key dates and deadlines** during this transition, visit tsp.gov/changes.

<p>Expected transition dates May 16 to the first week of June</p> <p>All transactions, My Account, and the ThriftLine temporarily unavailable May 26 to the first week of June</p>	<p>Full access and transactions restored First week of June</p> <p>Contributions and payments continue during the transition period</p> <ul style="list-style-type: none"> Your TSP savings remain invested in the TSP funds you've chosen Payroll contributions and loan payments continue
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We're all about helping you reach your financial goals. That's why we're excited to tell you about these **new features coming later this year**:


- 


A mobile app that puts account management at your fingertips:


 - Access to your account from anywhere, anytime
 - Year-to-date fund performance, balance history, and current investment mix
 - Online transactions to move money between funds, and more
- 


More investment options


Convenient support how you want it, when you need it:

 - Online chat function to connect with a ThriftLine Representative
 - 24/7 virtual assistant on our website
 - Phone access to speak with a ThriftLine Representative
- 

A new My Account interface designed with you in mind
- 

Additional layers of security to enhance your account protections
- 

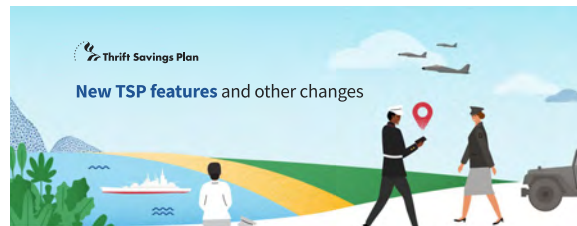
Secure logins with the option to use your device biometrics, such as fingerprint or facial recognition
- 

Personalized support to roll over money to your TSP from eligible accounts
- 

Electronic signatures and online payment options that reduce paperwork and save time

We designed these tools to help you map out your retirement and align your TSP experience with how you access your bank or other financial institutions.


For more information, visit tsp.gov/changes




New TSP features and other changes


As you know, the TSP offers many great benefits, such as some of the lowest fees in the industry and smart investment options. **Now the best plan is getting even better.**

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Electronic signatures and online payment options that reduce paperwork and save time

We designed these tools to help you map out your retirement and align your TSP experience with how you access your bank or other financial institutions.

As always, we remain committed to providing you with the best retirement plan—one that continues to give you the same great benefits you're used to—and new features to help you achieve your goals.

For more information, visit tsp.gov/changes



Messages

Exciting TSP news from our Executive Director

Thrift Savings Plan <subscriptions@info.tsp.gov> Friday, February 4, 2022 at 8:27 PM



February 2022



Dear Participant,

As a valued participant I'm writing to you with making. With 2021 be Investment Board (FR In the upcoming mont provider in the summe experience with new b

Digital tools. We've s engage further with yc acting on it. Starting r channels through our digital experience, yo completing transaction your bank or other mo

Reminder - Lookout for Info from the TSP

HumanResourcesDivision

New TSP Features S... 962.3 KB

Download All Preview All

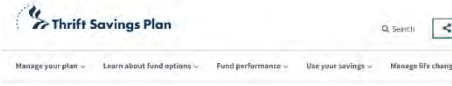


Making a great retirement plan even better

Whether it's around the corner or down the road, planning for us. Managing your TSP account is a key part of that, and the TS with new features coming later this year.

On behalf of the TSP, we're sending you information about exci

- **A mobile app that puts account management at your fingertips**
 - Access to your account from anywhere, anytime
 - Year-to-date fund performance, balance history, and current investment mix
 - Online transactions to move money between funds, and more
- **More investment options**
- **Additional layers of security** to enhance your account protections
- **A new My Account interface** designed with you in mind



News and resources

Videos and resources

Forms and resources

Calculators

COVID-19

Catch up contributions

New TSP features

Key transition dates

Summary of changes

The TSP Mobile App

Key transition dates

Expected transition dates

May 16 to the first week of June



TSP Changes Disruption

NARFE April 12, 2022

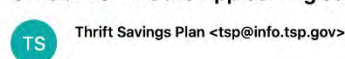
Share Tweet

The Thrift Savings Plan (TSP) h months. The updates promise additional methods to commu transactions that can be comp

To allow for the implementatio the TSP needs to temporarily s dates are May 16 to the first ve May 26 to the first week of June. Be sure to plan your transactions accordingly.

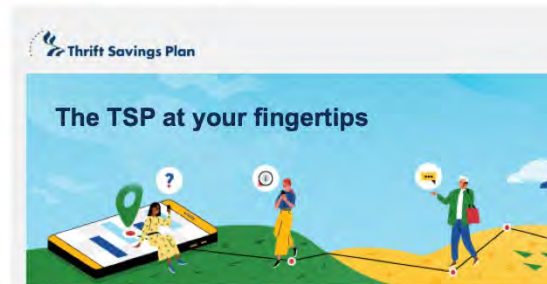
Read more here: www.tsp.gov/new-tsp-features/

Official TSP Mobile App coming soon



Thrift Savings Plan <tsp@info.tsp.gov>

Wednesday, May 4, 20



Starting in June, you'll be able to download the [official TSP Mob App](#) to access My Account on your device—anytime, anywhere.

You'll also have new, convenient ways to get TSP support h you want it, when you need it.

And because protecting your account is always a priority, you'll have the option to use your device biometrics, such as your fingerprint and facial recognition, for an added layer of security.




Changes are Coming

Get Excited!

Get Ready!

Changes are coming: Get excited!




A MESSAGE FROM THE EXECUTIVE DIRECTOR

January/February 2022

Dear TSP participant,

As a valued participant or beneficiary of the Thrift Savings Plan (TSP), I'm writing to you with some exciting news about improvements we're making. With 2021 behind us, we at the Federal Retirement Thrift Investment Board (FRTIB) are pleased about what's ahead for the TSP. In the upcoming months, we'll be preparing to shift to a new service provider in the summer of 2022. This change will improve your TSP experience with new tools to meet your evolving needs.

Digital tools. We've appreciated your feedback about wanting to engage further with your TSP through online channels. Now we're acting on it. Starting mid-2022, you'll have access to new service channels through our ThriftLine Service Center. Through this seamless digital experience, you'll have the flexibility and convenience of completing transactions across multiple platforms, just like you do with your bank or other modern financial institutions.



Ravi Deo, Executive Director

- **Mobile app**—The official TSP app will provide on-the-go access to your TSP account and will create a mode for two-way conversations with us. It also will allow you to log in to My Account using the identification software on your mobile device, such as fingerprint access and facial recognition, which adds an extra level of security.
- **Virtual assistant**—Once you log in to My Account via the web or mobile app, you'll have 24-hour access to an interactive assistant for information and automated support when you need help. The virtual assistant is powered by artificial intelligence technology and will transfer you to a ThriftLine Representative during business hours, if needed.
- **Live-agent chat**—The online chat function will connect you to a live ThriftLine Representative for personalized support during business hours. Simply log in to My Account with your credentials, and you'll have access to the chat at your fingertips.

Streamlined processes. The following new features will reduce paperwork processing and will give you more control over managing your TSP.

- **Electronic signature**—You'll be able to complete many transactions online by providing your e-signature, which is easy, secure, and legally binding.
- **Rollover assistance**—If you want to move retirement money into the TSP, you'll use a streamlined process and will be able to scan your rollover check with your mobile device.
- **Electronic payment options**—You'll be able to make electronic transfers for loan payments and payoffs, including payments after you've separated from service, and disbursements from your account.
- **Secure Participant Mailbox**—You'll get personalized communications like statements and transaction notices directly in your new My Account inbox.

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Changes are coming: Get excited!

Additional changes. Beyond the improvements listed above, we'll introduce new procedures and capabilities to enhance account security features already in place, provide an enhanced My Account for a more intuitive user experience, and offer a mutual fund window that will provide opportunities to invest in thousands of mutual funds.

Important. To prepare your TSP account for these secure Plan features, you'll need to perform some steps to set up online access to My Account after the transition to our new service provider is complete. In the coming months, you'll receive communications from us with instructions on how to complete those steps.

Transition period. As part of the transition, some transactions will be temporarily unavailable for a brief period in May 2022. But don't worry, your money still will be invested during this time. Be sure to look out for updates on tsp.gov, in your inboxes, and in your mailboxes as we approach this transition period.

Finally, I have never been more certain of our commitment to fulfilling the FRTB's mission: to administer the TSP solely in the interest of you and your beneficiaries. We will continue to gather insights into your needs and expectations, and focus on providing tools, guidance, and benefits that improve your experience with the TSP, all with one shared objective—to help you achieve your retirement goals.

Sincerely,

Ravi

Ravi Deo

Executive Director

Notice unusual or unauthorized account activity?

Call the ThriftLine immediately at 1-877-968-3778.

TSP Website: tsp.gov
ThriftLine: 1-877-968-3778
Outside the U.S. and Canada: 404-233-4400
TDD: 1-877-847-4385
Facebook: [tsp4gov](https://www.facebook.com/tsp4gov)
Twitter: [tsp4gov](https://twitter.com/tsp4gov)
YouTube: [youtube.com/tsp4gov](https://www.youtube.com/tsp4gov)

Expenses by Fund¹

	L 2065	L 2060	L 2055	L 2050	L 2045	L 2040	L 2035	L 2030	L 2025	L Income	G Fund	F Fund	C Fund	S Fund	I Fund
2020² Administrative Expenses															
Gross	-	-	-	.050%	-	.050%	-	.050%	-	.050%	.050%	.050%	.050%	.050%	.050%
Net ³	-	-	-	.049%	-	.049%	-	.049%	-	.047%	.049%	.048%	.049%	.049%	.049%
2020 Other Expenses⁴															
	-	-	-	.006%	-	.005%	-	.004%	-	.002%	.000%	.012%	.002%	.019%	.006%

¹ The Government Securities Investment (G) Fund contains government securities; the Fixed Income Index Investment (F) Fund contains government, corporate, and asset-backed bonds; the Common Stock Index Investment (C) Fund contains stocks of large and medium-sized U.S. companies; the Small Capitalization Stock Index Investment (S) Fund contains stocks of small to medium-sized U.S. companies; and the International Stock Index Investment (I) Fund contains stocks from more than 20 developed countries. For each fund, 1-, 3-, and 5-year rates of return are available on your annual statement.

² Check tsp.gov for the 2021 administrative expenses.

³ Net administrative expenses are the expenses charged to TSP participants per dollar invested in the respective funds after offsetting gross administrative expenses with account forfeitures and loan fees.

⁴ Other expenses are fees paid to the investment manager.




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Ravi Deo, Executive Director

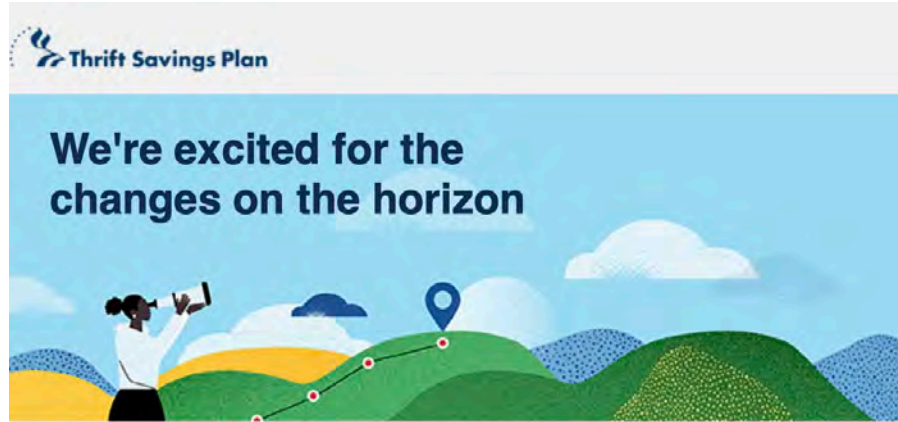
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- Direct mail
- Email
- Agency/Service Reps.
- ETAC

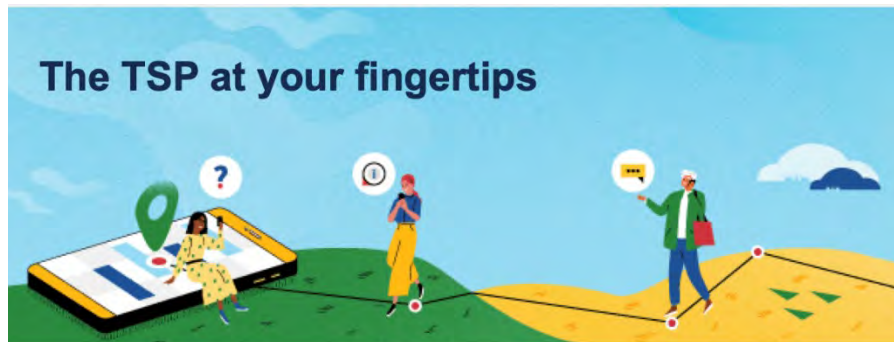
Messages



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Messages



Starting in June, you'll be able to download the [official TSP Mobile App](#) to access My Account on your device—anytime, anywhere.

You'll also have **new, convenient ways to get TSP support** how you want it, when you need it.

When the TSP Mobile App is available for download, [we'll post links on our website](#) so you can be confident that you're using the official one from the TSP.

Messages

Important TSP dates and deadlines



HumanResourcesDivision

Today at 3:10 PM



Reminder: TSP transition dates and deadlines

To prepare for the transition to a new system next month, **the TSP will need to temporarily suspend certain transactions and services for a brief period beginning on May 16, 2022.** Suspension dates for each transaction will vary, so be sure to [read through the full calendar](#) for details about key transition dates, especially if you are planning to request transactions or make changes soon.

- **May 16 to the first week of June:** Certain My Account transactions, online tools, and forms will be temporarily unavailable.
- **May 26 to the first week of June:** All transactions will be temporarily unavailable, including changes to investments. My Account and the ThriftLine will also be unavailable during this time.
- **First week of June:** [Full TSP service returns with new features](#), expanded support options, efficient online transactions, a new My Account with convenient navigation, and much more.

During the transition period, your savings will remain invested in the TSP funds you've chosen. Your payroll contributions and loan payments will continue. Installment payments scheduled to be paid May 24 – May 31 will be disbursed early on May 23.

Visit the TSP website for details about [key transition dates and how they might affect you](#).



Important: Please read this entire message about upcoming TSP changes and key transition dates that may affect your account.

Expected transition dates

May 16 to the first week of June

All transactions temporarily unavailable

May 26 to the first week of June

Full access and transactions restored

First week of June

Dear Participant:



[Temporary suspension of certain TSP transactions and services planned for May 16 until the first week of June](#)

As you may know already, we're adding new features and tools to your TSP experience. In order to prepare for the transition to this new TSP system, we'll need to temporarily suspend certain transactions and services for a brief period **beginning May 16 and ending the first week of June.**

It's important that you know how this transition may affect your account, especially if you're planning to request a transaction soon. Suspension dates will vary by transaction and service, so be sure to [check the full calendar and plan ahead](#).

March 2022



Key transition dates

To ensure a smooth transition when adding new TSP features, we'll need to temporarily suspend certain transactions and services. You need to know how this transition might affect you, especially if you were planning to request a transaction soon. [See the full calendar of key dates and deadlines.](#)

Expected transition dates

May 16 to the first week of June

All transactions temporarily unavailable

May 26 to the first week of June

Full access and transactions restored

First week of June

Contributions and payments will continue:

- During the transition period, your TSP savings will remain invested in the TSP funds you've chosen.
- Payroll contributions and loan payments will continue.
- Installment payments scheduled to be paid May 24 – May 31 will be disbursed early on May 23.

Detailed transition period calendar

All times are eastern time. Unless noted otherwise, deadlines are 11:59 p.m.

Beneficiary designations

[Learn about changes to beneficiary designations coming in June.](#)

May 16

- Last day to use the online tool in My Account to generate a filled Form TSP-3, Designation of Beneficiary.
- Last day to upload forms in My Account.

Court orders

May 26

- Last day for the TSP to receive retirement benefit court orders (RBCOs).
- Last day for the TSP to receive child support court orders (CSCOs).

Forms

[Learn about efficient online transactions coming in June.](#)

April 29, 9:00 p.m.

- Last day to request paper forms and plan materials through the ThriftLine.
- Exception: Paper Form TSP-20, Loan Application, will only be available for request until April 8.

May 16, 4:00 p.m.

- Last day to access all forms on tsp.gov.

May 16

- Last day to access online tools in My Account.
- Last day to upload forms in My Account.

Messages

Important transition dates you need to know

[You can find a list of transition dates on our website](#), which vary by transaction or service. **Some key transactions will be temporarily unavailable beginning Monday, May 16.** These include submitting a request for a loan, withdrawal, or distribution from your TSP account. All transactions and services, including My Account and the ThriftLine, will be temporarily unavailable after Thursday, May 26, and until the first week of June, when the transition period ends.

During the transition period, your TSP savings will remain invested in the TSP funds you've chosen.

Payroll contributions and loan payments will continue.

Installment payments scheduled to be paid May 24 – May 31 will be disbursed early on May 23.

Messages

How to prepare for the transition in June

Most TSP participants won't need to take any actions to prepare for [new TSP features and other changes](#). Your money will remain invested in the TSP funds you've chosen, unless you make a change.

Depending on your situation, here are steps you may want to take:

- **Complete transactions and update profile information.**
Keep in mind that after the transition, you'll be able to complete most transactions entirely online.
- **Download historical documents in My Account.**
Documents and messages currently available in My Account will not transfer to the new system, but you'll be able to request them if you need them later. Statements that post after the transition will be available to you in My Account going forward.
- **Check your investment choices.**
While your current TSP investments will remain active during this transition period, we'll need to [temporarily suspend investment changes](#) toward the end of the transition period, beginning May 26, 2022.

New Login Process

We'll let you know what you need to do when the new My Account becomes available.

Learn More at tsp.gov

Take a look at our new look

A fresh look and feel. Convenience. Easy navigation. After you set up your login to the new My Account in June, you'll see your own personalized dashboard, bringing you a modern, dynamic experience on any device.

Your My Account dashboard will give you immediate access to review and request transactions when, where, and however you want. You'll be able to easily check account balances and manage your investments with a streamlined, at-a-glance view.

Simple navigation will make it easy to find and use the My Account tools you need. And you'll be able to save time by making most transaction requests entirely online.

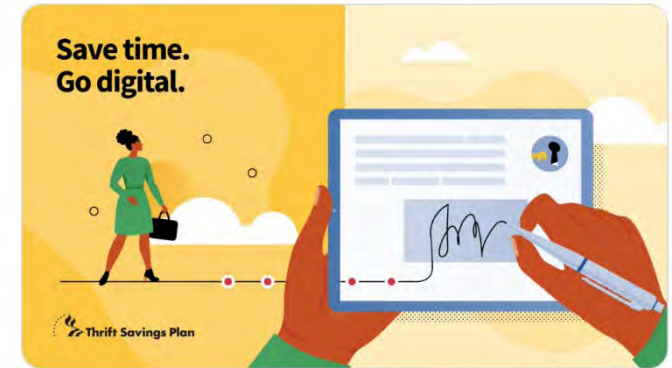
Find out more about what you can expect from [the new My Account and other TSP features](#) coming in June.

[Get the details](#)



Thrift Savings Plan @tsp4gov · Apr 28

Soon, you'll be able to complete more transactions online. Sign your name electronically, complete forms, make loan payments, and do more by using new, secure features in My Account. For more info on coming changes, visit tsp.gov/journey.



New TSP Features

News and resources

Videos and resources

Forms and resources

Calculators

COVID-19

Catch-up contributions

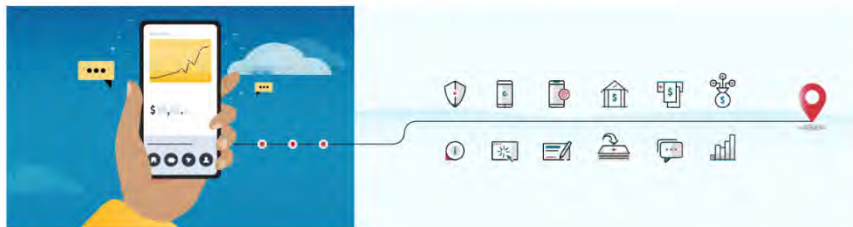
New TSP features

Key transition dates

Summary of changes

The TSP Mobile App

New TSP features



Last updated on **April 19, 2022**

We're introducing exciting new features to make your TSP experience even better. You'll have more flexibility in how you access My Account, more options to contact TSP representatives if you need help, and even more transactions you can complete smoothly and securely online.

Be sure to pay attention to TSP correspondence and visit this webpage for information you need to know:

- [Look forward to these new features coming in June](#)
- [How to prepare for the transition](#)

How to Find It

i Temporary suspension of certain transactions starts May 16 until the first week of June.

[Check full calendar and plan ahead](#)



[Search](#)



[Log in](#)

[Manage your plan](#) ▾

[Learn about fund options](#) ▾

[Fund performance](#) ▾

[Use your savings](#) ▾

[Manage life changes](#) ▾

[News and resources](#)

[Videos and resources](#)

[Forms and resources](#)

[Calculators](#)

[COVID-19](#)

[Catch-up contributions](#)

[New TSP features](#)

New TSP features



Last updated on **April 19, 2022**

New TSP Features

Look forward to these new features coming in June



Participant services when and how you want it

Coming in June. Get participant services on your terms. You'll have access to a virtual assistant 24/7 to help you find answers and resources. And, when you're logged in to My Account or the new TSP Mobile App, you can connect with a ThriftLine Representative during business hours using a new live-agent chat function. As always, you'll still be able to reach us by phone.

- [Get details about efficient online transactions coming in June.](#)
- [See transition dates for the ThriftLine and other TSP correspondence.](#)



A new My Account interface designed with you in mind

Coming in June. The first thing you'll notice when you log in is a fresh look to the new My Account interface. Your account summary will display your investments clearly, and the navigation menu will make it easy for you to find and use account management tools. You'll find all the functions you're used to—and several new ones—in a responsive, mobile-friendly environment.

- [Get details about the new My Account coming in June.](#)
- [See transition dates when My Account will be temporarily unavailable.](#)



Personalized support for rolling over money to your TSP account

Coming in June. Rolling over money [from an IRA or other eligible plan to your TSP account](#)? Get support from specialized agents who will walk you through a simplified process.

- [Get details about investment options coming in June.](#)
- [See transition dates when certain transactions will be temporarily unavailable.](#)



More ways to invest your money

Coming in June. In addition to the [TSP funds you know and love](#), you'll have more investment options. As long as your account meets certain eligibility requirements, you'll have the option to invest some of your TSP savings in a mutual fund window for additional fees. Unless you make a change to your investment elections, your current TSP investment choices will remain the same for both future contributions and current allocations.

- [Get details about investment options coming in June.](#)
- [See transition dates when certain transactions will be temporarily unavailable.](#)



The official TSP Mobile App for on-the-go access

Coming in June. Monitor your TSP account and complete transactions from anywhere, anytime. With the TSP Mobile App, you'll be able to do just about everything you can do when you sign in through the TSP website. Along with checking your account balance, tracking fund performance, and making transaction requests, you'll be able to submit documents, manage payment information, scan checks, and more. You'll even be able to log in with your device biometrics, such as your fingerprint or facial recognition, for an extra layer of security.

- We'll post links on our website when the mobile app becomes available so you can be confident that you're downloading the official app from the TSP.
- [Get details about the TSP Mobile App.](#)



Complete more transactions online

Coming in June. Save time and reduce paperwork using new online features in My Account. Complete forms, sign your name electronically, make loan payments, and do more with easy and secure processes.

- [Get details about efficient online transactions coming in June.](#)
- [See transition dates when certain transactions will be temporarily unavailable.](#)

New TSP Features

Summary of changes

As we prepare to add [new features to your TSP experience](#), we're updating our Plan Summary and other publications with details about changes that come with these new TSP features. You'll have those details the first week of June, after [a brief transition period](#) when transactions and services will be temporarily unavailable to ensure a smooth transition.

In the meantime, this **summary of changes** gives you an idea of what you can expect with our expanded support options, efficient online transactions, new look and feel for My Account, and more.

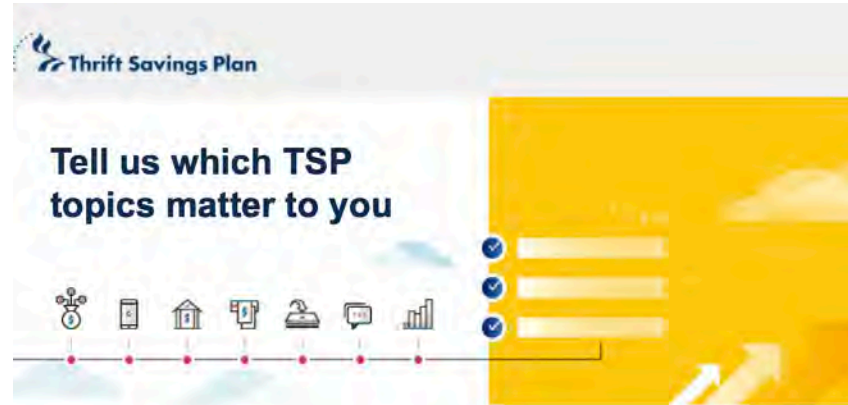
Note: This summary may not include every detail of the changes coming in June. We'll continue to update the information as we approach the transition period to give you as much information as possible.

- [Account access and security](#)
- [Investments](#)
- [Withdrawals and distributions](#)
- [Expanded support options](#)
- [Efficient online transactions](#)
- [Beneficiary information](#)
- [Loans](#)
- [Legal processing](#)

Paying Attention

- Average email open rates above 50%
 - Previous average 40%
- Highest: 61% open rate
 - *Important: dates for TSP changes*

Showing Interest



The screenshot shows a survey interface for the Thrift Savings Plan. At the top, the logo and name 'Thrift Savings Plan' are visible. Below this, the title 'Tell us which TSP topics matter to you' is displayed. A horizontal timeline with seven icons (representing various TSP topics) is shown, with the first icon highlighted. To the right of the timeline, there are three input fields, each preceded by a blue checkmark, indicating that the user has selected or completed these items. The background of the survey area is a bright yellow with a subtle pattern of clouds and arrows.

By now, you've likely heard that [new features and other changes](#) are coming to the TSP. We want to make sure you get the details you want about how these changes may affect current TSP features.

Please give us two minutes of your time to tell us which TSP topics matter most to you.

Tell us what matters

**60,000
responses**

What's Next?

Get Excited!

Get Ready!

It's Here!

Quarterly Statements

- All participants will receive 2 statements in the mail
 1. Activity from 4/1-5/26 (early July)
 2. Activity from 5/26-6/30 (mid-July)
 - Also in My Account

Quarterly statements will be delivered in My Account.

Annual statements will be delivered by mail and in My Account.

You can change those delivery options in My Account in June.

Questions

