

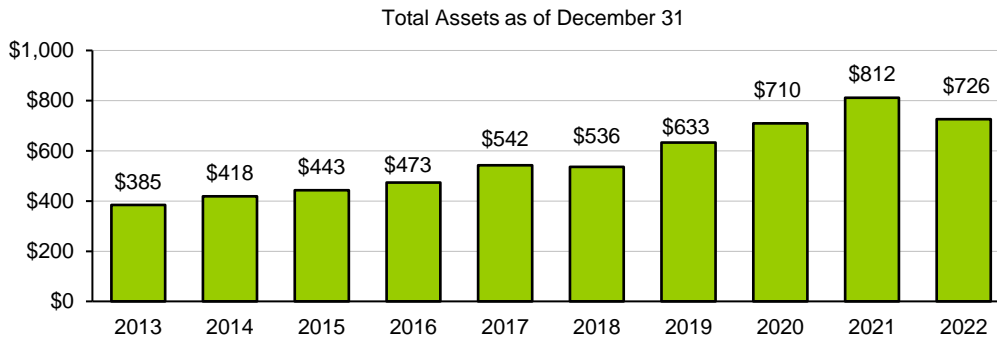
# Thrift Savings Fund Statistics

July 2023

## Highlights

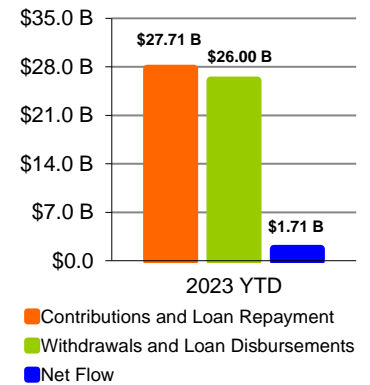
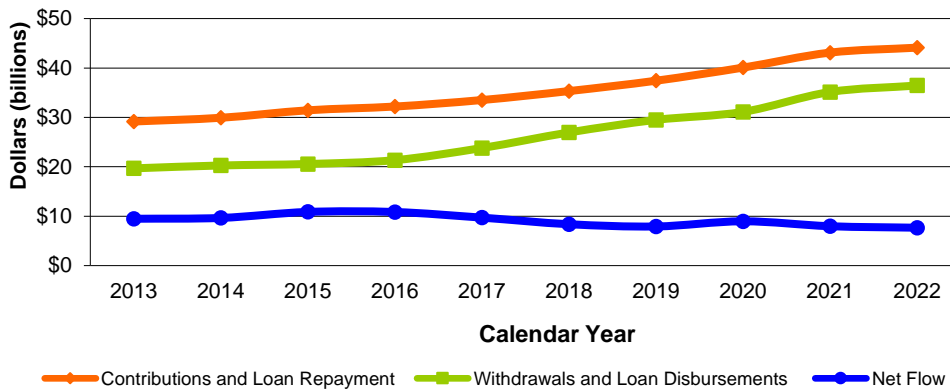
Participant use of AVA and Live Chat increased 14% between June and July. During that same time, downloads of the TSP mobile app doubled. Overall participant satisfaction for interactions with the TSP hit a new high: 89.43%.

## Thrift Savings Fund Assets (billions)



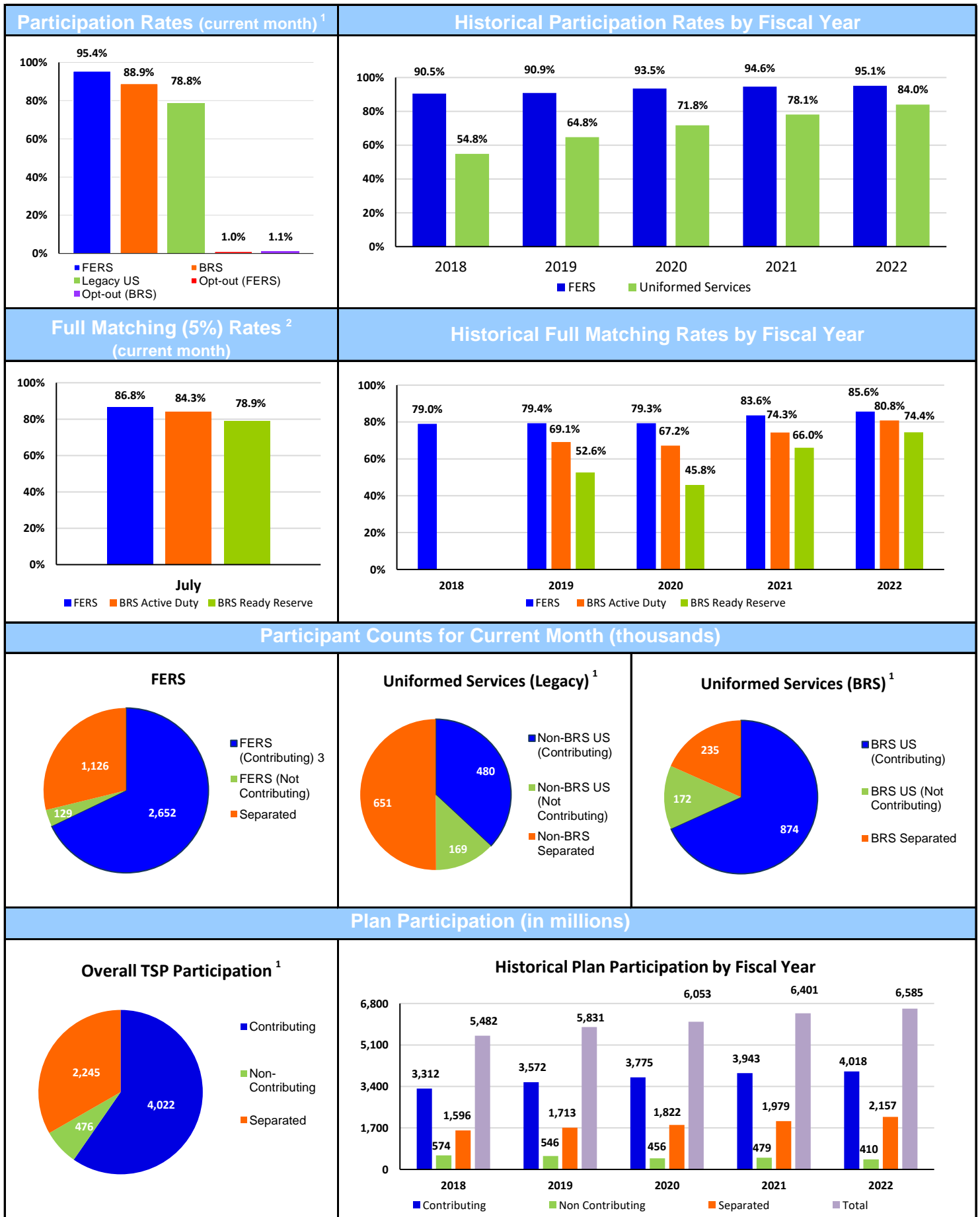
	Total Assets	Roth Assets
Jul	\$814	\$49
Jun	\$796	\$47
May	\$767	\$45

## Cash Flow Attributes



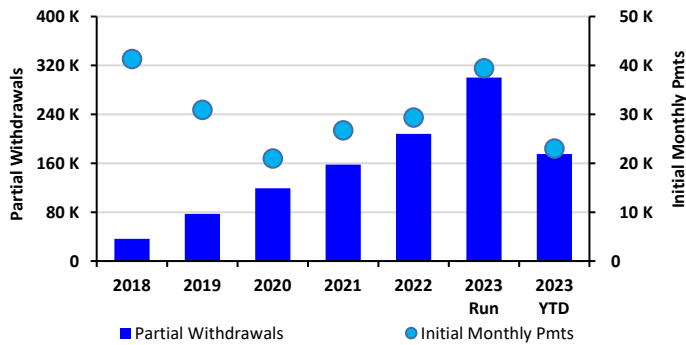
## Total Accounts and Average Balance (current month)

	Total Number of Accounts	Average Balance	Total Number of Roth Accounts	Average Roth Balance
FERS	3,979,670	\$172,548	972,208	\$25,660
US - Legacy	1,300,405	\$42,362	663,999	\$23,062
BRS Participants	1,280,580	\$12,891	772,854	\$11,132
CSRS	255,377	\$192,523	9,452	\$33,430
Beneficiary Participants	40,071	\$146,842	2,810	\$16,994
Total	6,856,103	\$118,754	2,421,323	\$20,311

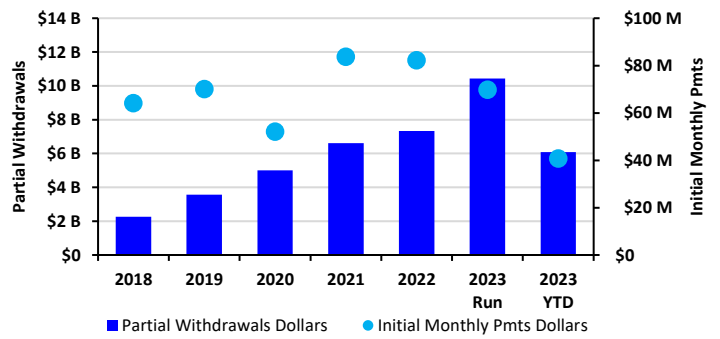


## Post-Separation Withdrawal Activity

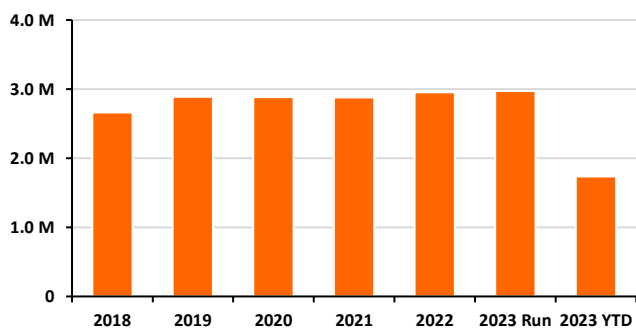
**Post-Separation Withdrawals Transactions  
(Partial Withdrawals & Initial Monthly Pmts)**



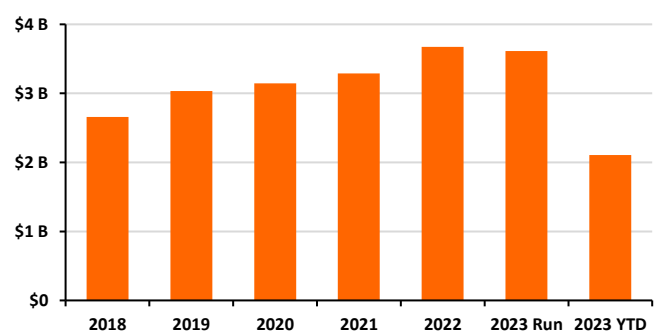
**Post-Separation Withdrawals Dollars  
(Partial Withdrawals & Initial Monthly Pmts)**



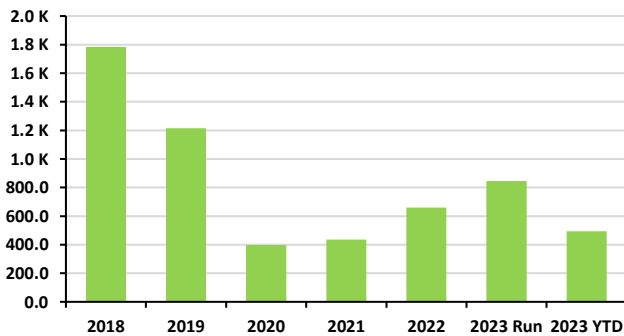
**Post-Separation Withdrawals Transactions  
(Ongoing Monthly Pmts)**



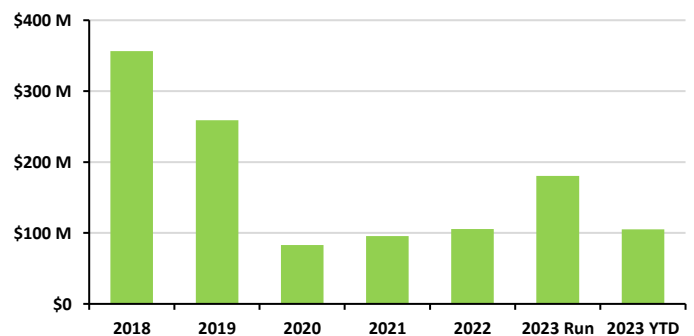
**Post-Separation Withdrawals Dollars  
(Ongoing Monthly Pmts)**



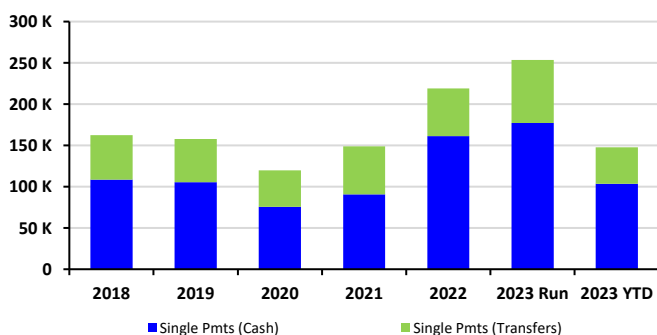
**Post-Separation Annuity Transactions**



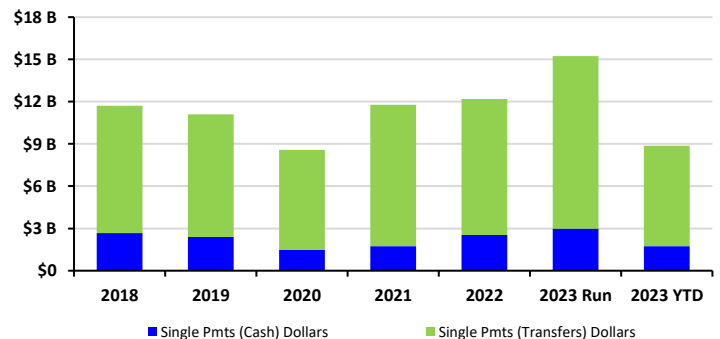
**Post-Separation Annuity Payments**



**Post-Separation Withdrawals Transactions  
Total Distributions (Cash & Transfers) <sup>4</sup>**

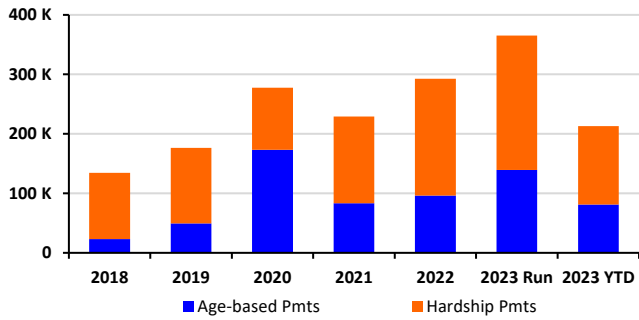


**Post-Separation Withdrawals Dollars  
Total Distributions (Cash & Transfers)**

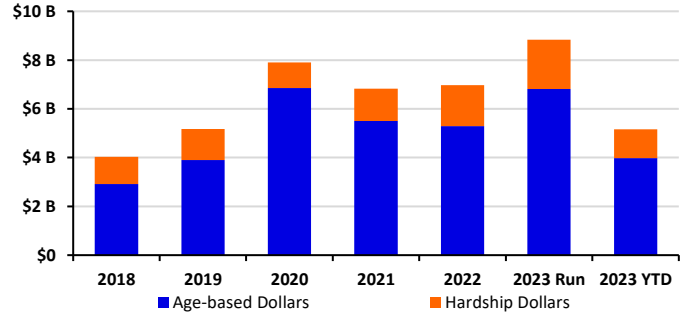


## In-Service Withdrawal Activity

### Age-Based & Hardship Transactions

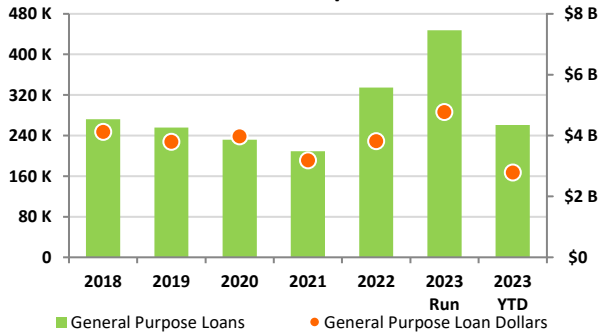


### Age-Based & Hardship Dollars

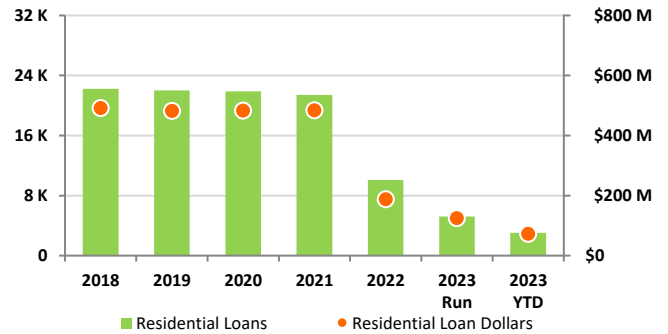


## Loan Activity

### General Purpose Loans

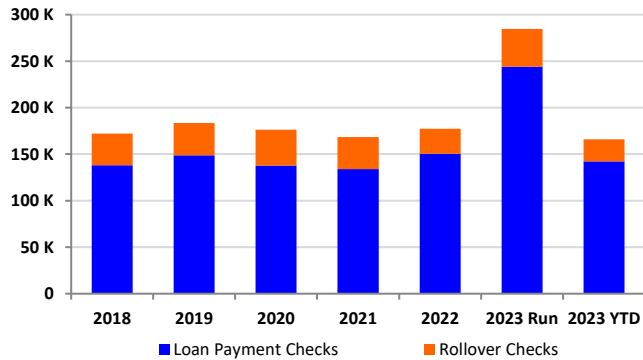


### Residential Loans

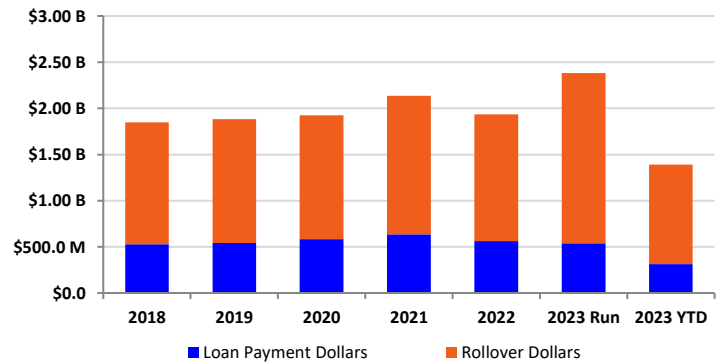


## Other Activity

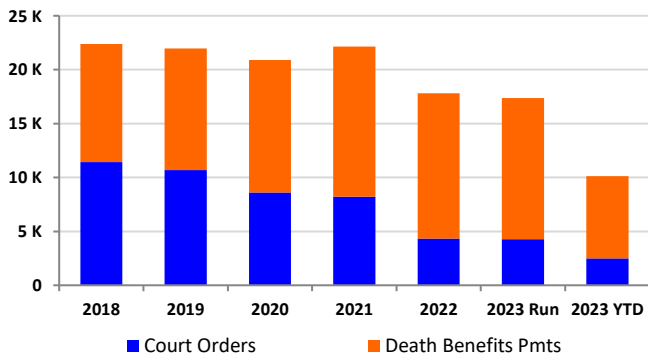
### Participant-Submitted Check Transactions



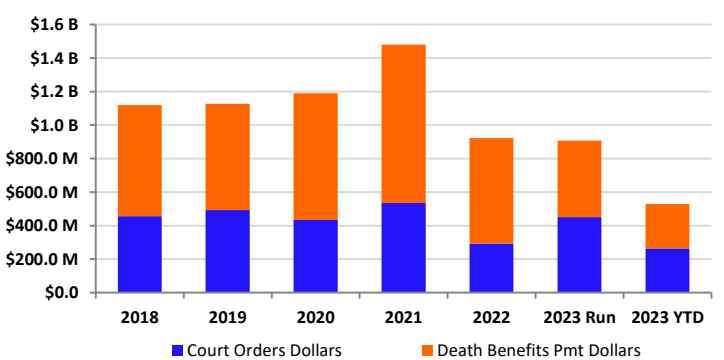
### Participant-Submitted Checks Dollars



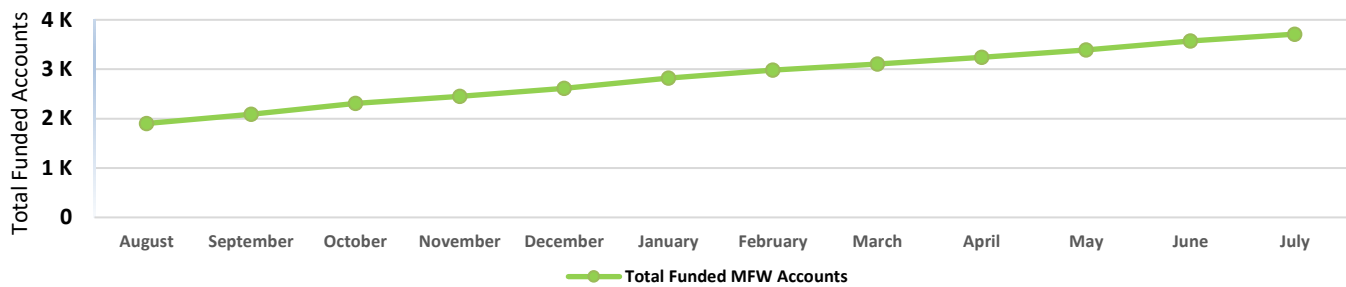
### Legal Processing Transactions



### Legal Processing Dollars

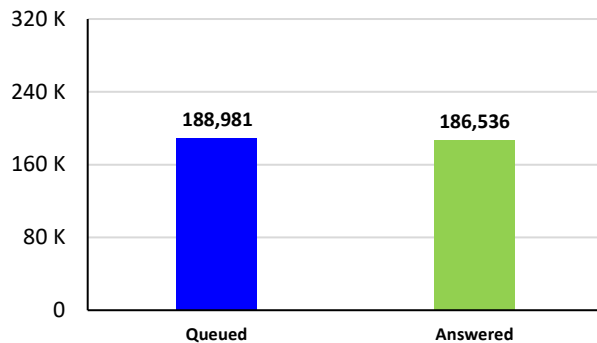


### Mutual Fund Window

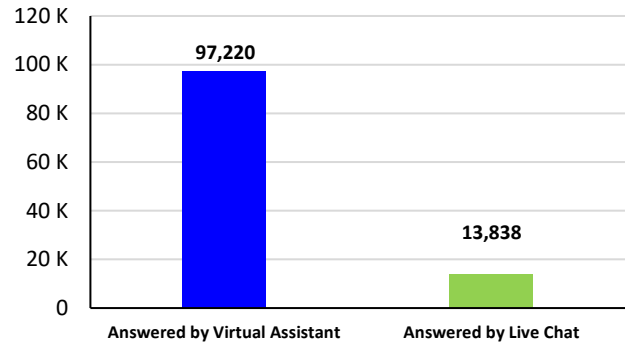


### Human Interaction and Complex Service Channels (current month)

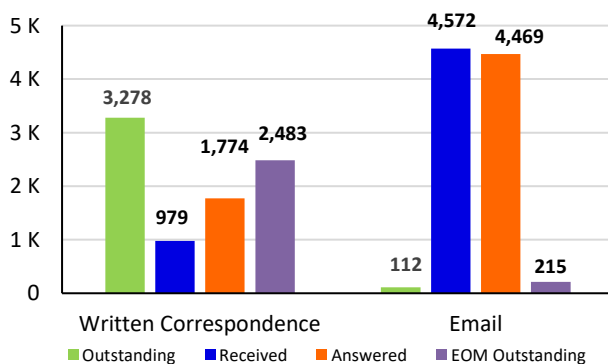
#### Calls



#### AVA / Live Chat

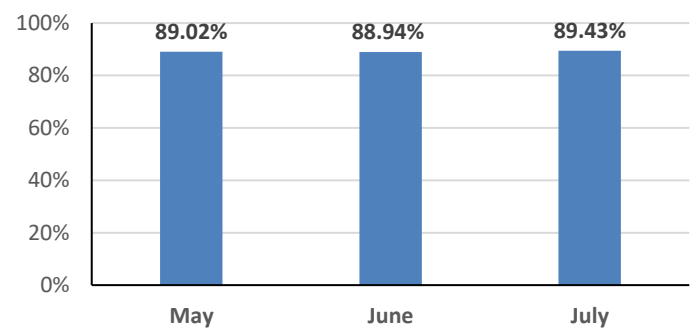


#### Written Correspondence and Email



#### Participation Satisfaction Score <sup>5</sup>

(Three-month lookback)



1. Counts of total contributing participants are dependent on posting dates of agency payrolls.
2. Does not include payroll corrections which may impact full match percentages.
3. This number does not include those with Agency 1% Contributions only and making no employee (Roth/Traditional) contribution of their own.
4. 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.
5. The participation satisfaction score takes in account phone calls, web, email, and chat.