



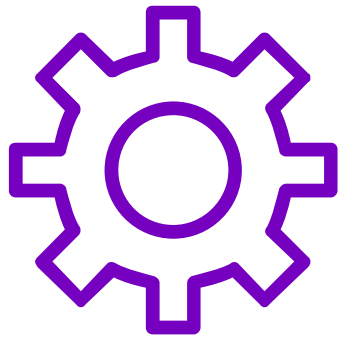
Converge Update

Accenture Federal Services

February 28, 2023

Executive Summary

The Converge program is emerging from an extended burn in period and entering more steady state operations.



Provide an Update on
Previously Identified
Improvements



Review Current Program
Performance and Key
Observations



Discuss Key Focus Areas for
Ongoing Innovation and
Improvement

Agenda

Key Topics and Items

- 4** Ongoing Improvements Update
- 5** Current Program Performance & Observations
 - Participant Interactions
 - Participant Transactions
 - Call Center Performance
 - Services Levels
 - Case Processing
- 12** Focus Areas
- 13** Questions



Ongoing Improvements Update

Over the past several months, focused improvements have been made in each of the eight areas discussed at the August Board meeting and we continue to identify and implement improvements.

- Enhancing online self-service for installments, withdrawals, and loans
- Increasing the historical information available to participants through My Account
- Expanding virtual assistant (AVA) functionality to provide easy access to account information
- Improving My Account access to status of items in progress and participant customized actions
- Focusing Interactive Voice Response (IVR) navigation to get participants to the right agent the first time
- Continuing additional refresher training for existing call center agents
- Promoting the expanded use of the online channels
- Addressing operational items that are impacting participant services



State of the Program

Since the last Board update, overall program performance continues to improve.



More than 3.3M participants have created their new My Account log in information and 90% of all participant interactions are occurring through digital service channels.



TSP core Recordkeeping functionality is running, and transactions are being processed at record-breaking rates.



Steps have been taken to make significant improvements in the call center, resulting in improved participant satisfaction.



The program continues to consistently achieve key contract performance measures.



Improvements to overall operational processes have also been made, with a focus on reducing customer cases.



The TSP is focused on continuous evaluation and introducing new innovations to improve participant outcomes and the overall participant experience.



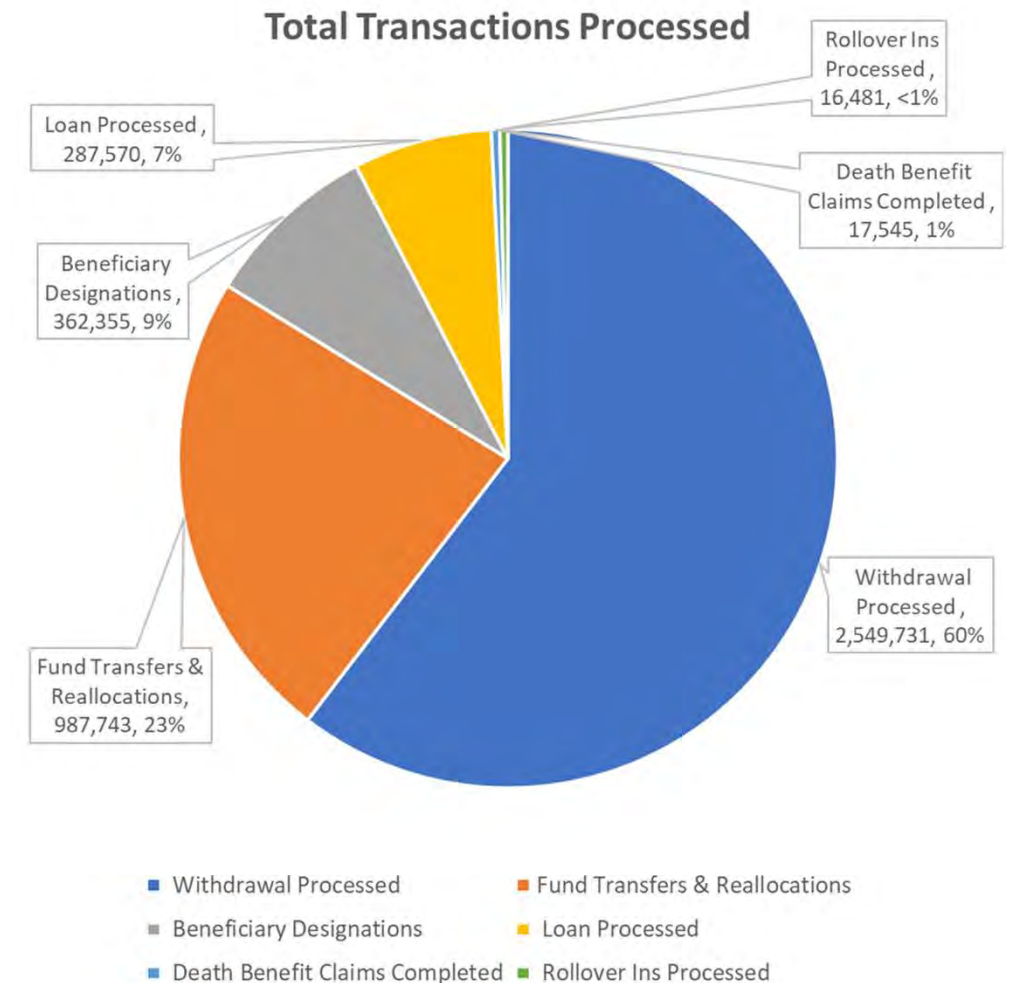
Addressing current issues and identifying opportunities for ongoing improvement remains the program's top priority.

Program Performance – Participant Interactions

Participants continue to take full advantage of new, digital, self-service channels.

~90% of all interactions are happening via digital self-service channels

- My Account Logins: **33,096,710**
- Mobile App Downloads: **601,054**
- AVA Sessions: **1,034,641**
- Live Chat Sessions: **43,561**
- E-mail: **59,527**
- Funded Mutual Fund Window Accounts: **2,821**
- Transactions completed using e-Signature: **748,396**



Program Performance – Participant Transactions

TSP core Recordkeeping functionality is running, and transactions are being processed at record-breaking rates.

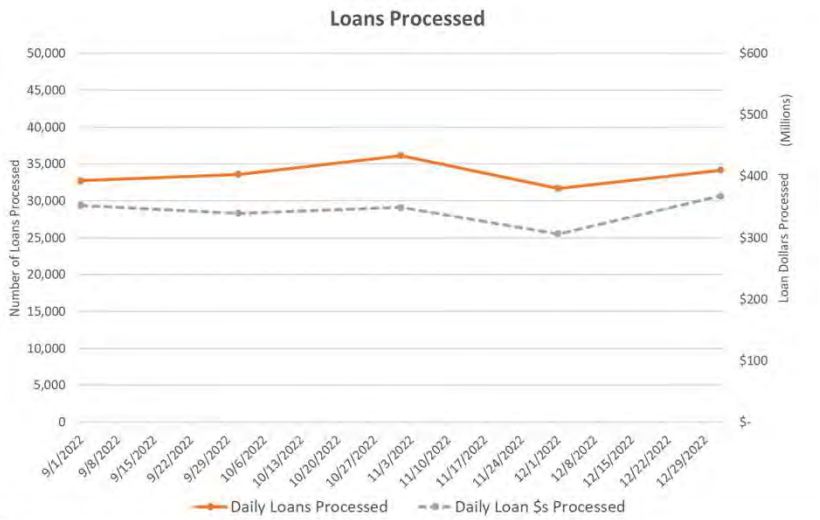
Summary

- Loans and Withdrawal processing has remained high month-over-month.

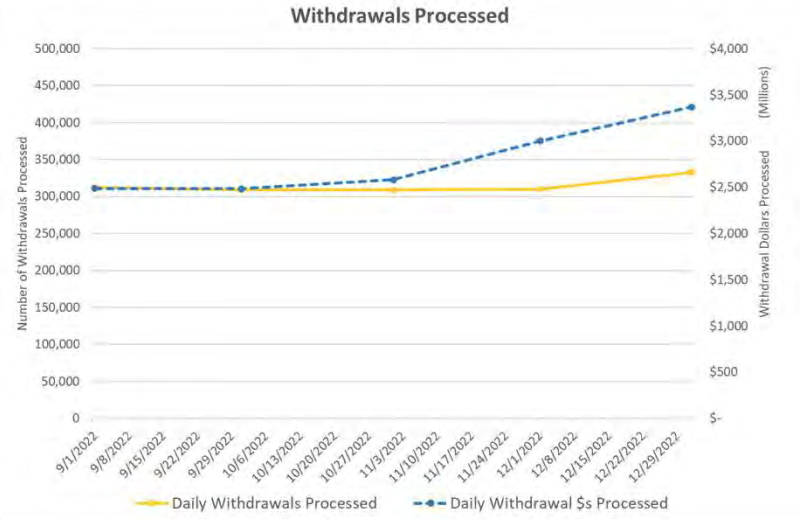
Highlights

- \$2.6B+** in loans have been processed since June 1, 2022
- \$18.3B+** in withdrawals have been processed since June 1, 2022
- 3M+** participants have successfully established new online accounts
- 330K** participants have updated their beneficiaries in the new environment

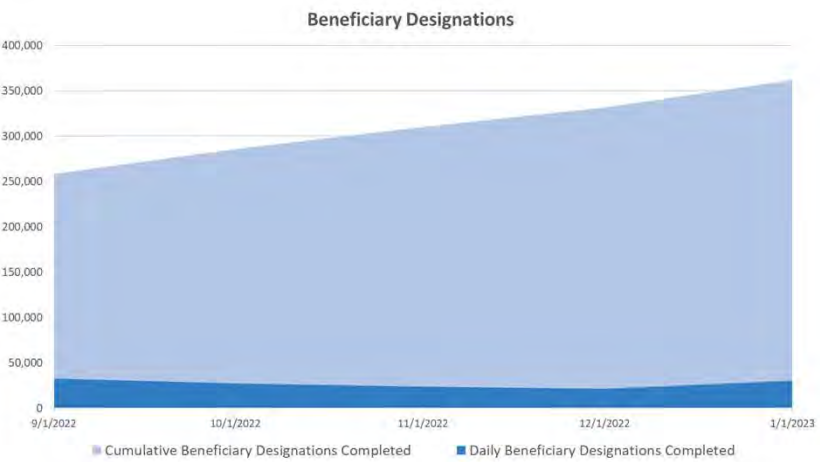
Loans



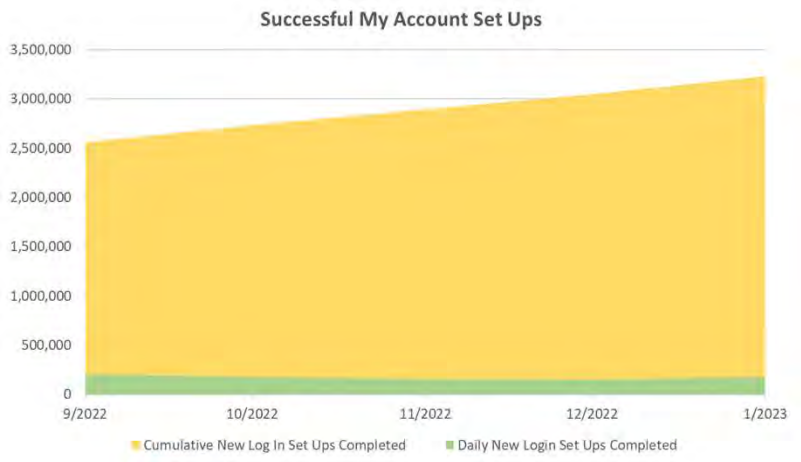
Withdrawals



Beneficiary Designations



My Account Set Ups



Program Performance – Call Center

Given year-end activities, call volumes have increased. At 89%, participant satisfaction remains above industry standards and is very close to our goal of 90%.

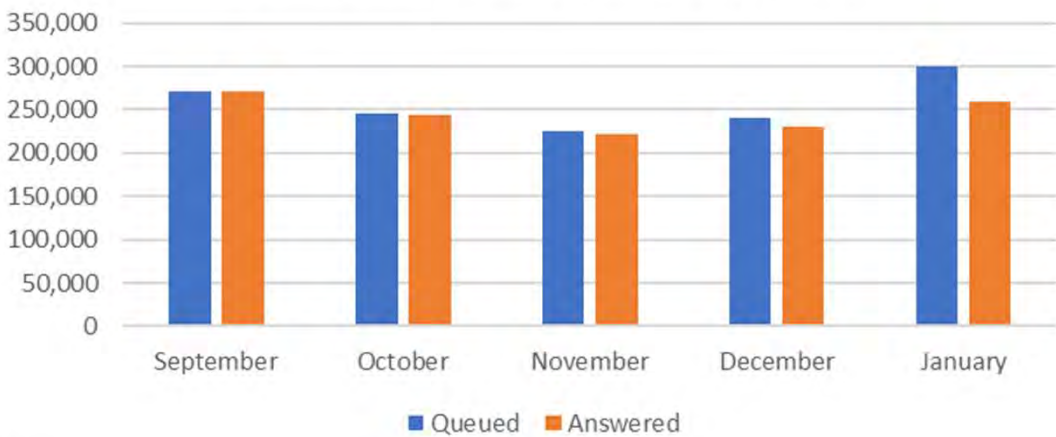
Summary

- Overall call center performance continues to improve.
- Call volume is high due to year end activities, which we began observing starting in December.

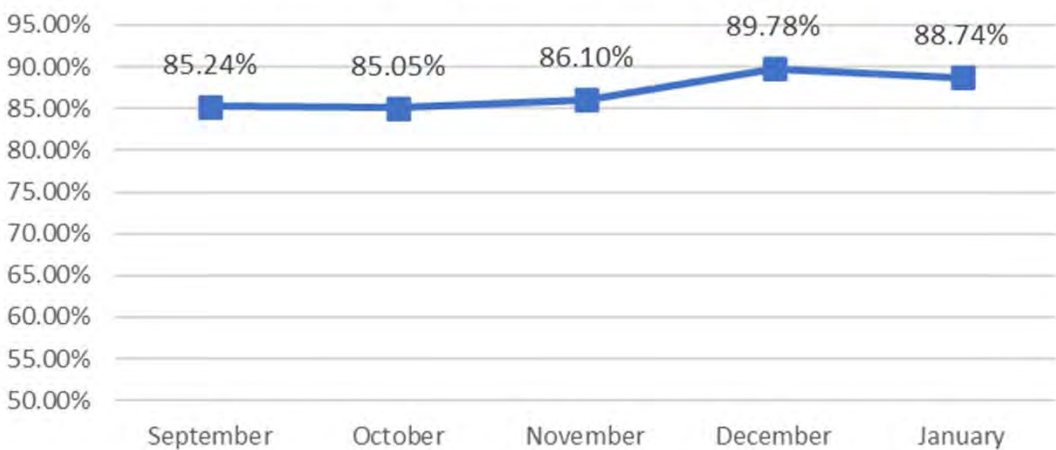
Highlights

- Over 1.22M calls handled by ThriftLine from September through January
- Participant phone satisfaction since August remained above 85% and continued to improve
- Rapidly identified and implemented operational improvements to support increased demand in December and January

ThriftLine Contact Center Support



Overall Participant Phone Satisfaction



Program Performance – Call Center

Call Center performance is improving in February with low average wait times and over 79% of calls answered in less than 20 seconds.

Highlights from 2/7 to 2/20



12,927 average number of calls answered daily



38s average wait time



11m34s average call duration



89.2% call center participant satisfaction



79.6% calls answered in less than 20s



35% repeat callers

Program Performance – Service Levels

The Converge program continues to consistently achieve key performance measures and contractual service levels.

Highlights

- Financial Interactions, Transaction Processing Time, Transaction Processing Accuracy, Payroll Processing Time, Payroll Processing Accuracy service levels met every month since the Converge go-live.
- Security and Information Technology service levels met every month.

Areas of Improvement

Participants Satisfaction

- Participant Satisfaction is below our goal of 90% but exceeds industry standards (80%)
- In January, overall participant satisfaction = 81.72% with the following scores by channel (Phone = 88.74%, Web/Mobile = 72.51%, and Virtual Assistant = 77.19%)

Responsive Participant Support

- Responsive Participant Support shows areas for improvement; however, performance expectations were met in 4 of the last 6 months and February performance is good despite high year end volumes



Participant Satisfaction



Responsive Participant Support



Financial Interactions



Transaction Processing Time



Transaction Processing Accuracy



Payroll Processing Time



Payroll Processing Accuracy



Technology



Security



Program Performance – Case Processing

Case processing has improved with a focus on reducing the number of cases and increasing the speed at which open cases are closed.



We continue to focus on quality improvements to reduce the number of cases



We have taken specific steps – such as repeat caller analysis, participant callback, standing up a dedicated voicemail box, and enabling additional support teams – to predict, prevent, and intercept cases



Case processing times are now within normal / expected levels



Cases stabilized in September through December and began increasing in January in alignment with the expected increase in demand with year-end processing. We expect this to stabilize in February.

Focus Areas

Accenture remains fully committed to remediating issues impacting the participant experience while identifying future enhancements and improvements.

- Supporting year end activities while addressing operational items that are impacting participant services and eliminating activities impacting quality of service
 - *Addressed known issues associated with minimum installment payment amounts, and withholdings discrepancies*
- Identifying measures to increase overall participant satisfaction
 - *Enhancing online self-service for installments, withdrawals, and loans*
 - *Enabling quick and easy access to investment summary and transaction status information in My Account*
 - *Improving our Virtual Agent's (AVA) ability to provide status and guide participants through completing personalized actions*
- Reducing the number of cases
 - *Continuously identifying and addressing underlying root causes*
 - *Improving ThriftLine representatives' access to additional information through improved tools*



Questions?

