

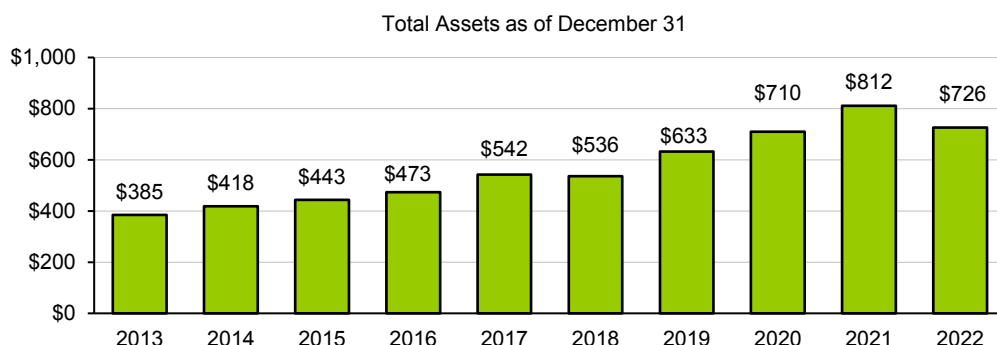
Thrift Savings Fund Statistics

February 2023

Highlights

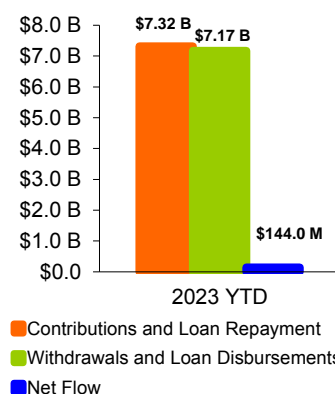
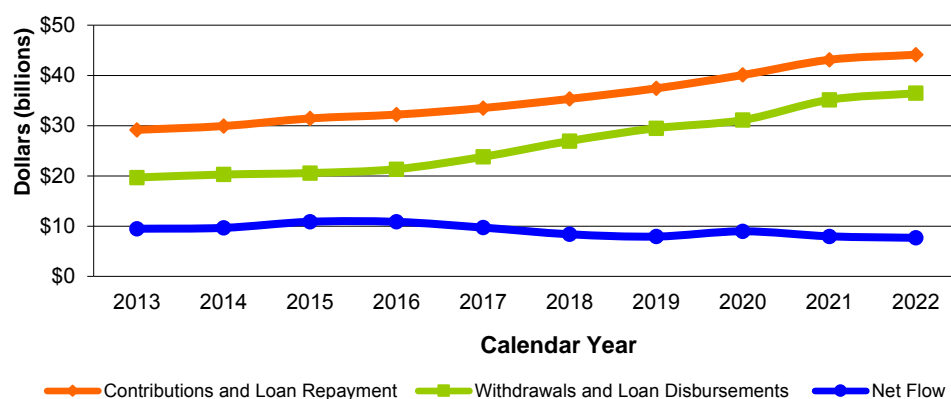
The busy season for the ThriftLine continues. In February, our vendor answered 263,477 calls, with steadily improving wait times each week, and a monthly satisfaction score of 89.2%. In addition, participants rolled approximately \$135 million into the TSP – the highest since March 2022.

Thrift Savings Fund Assets (billions)



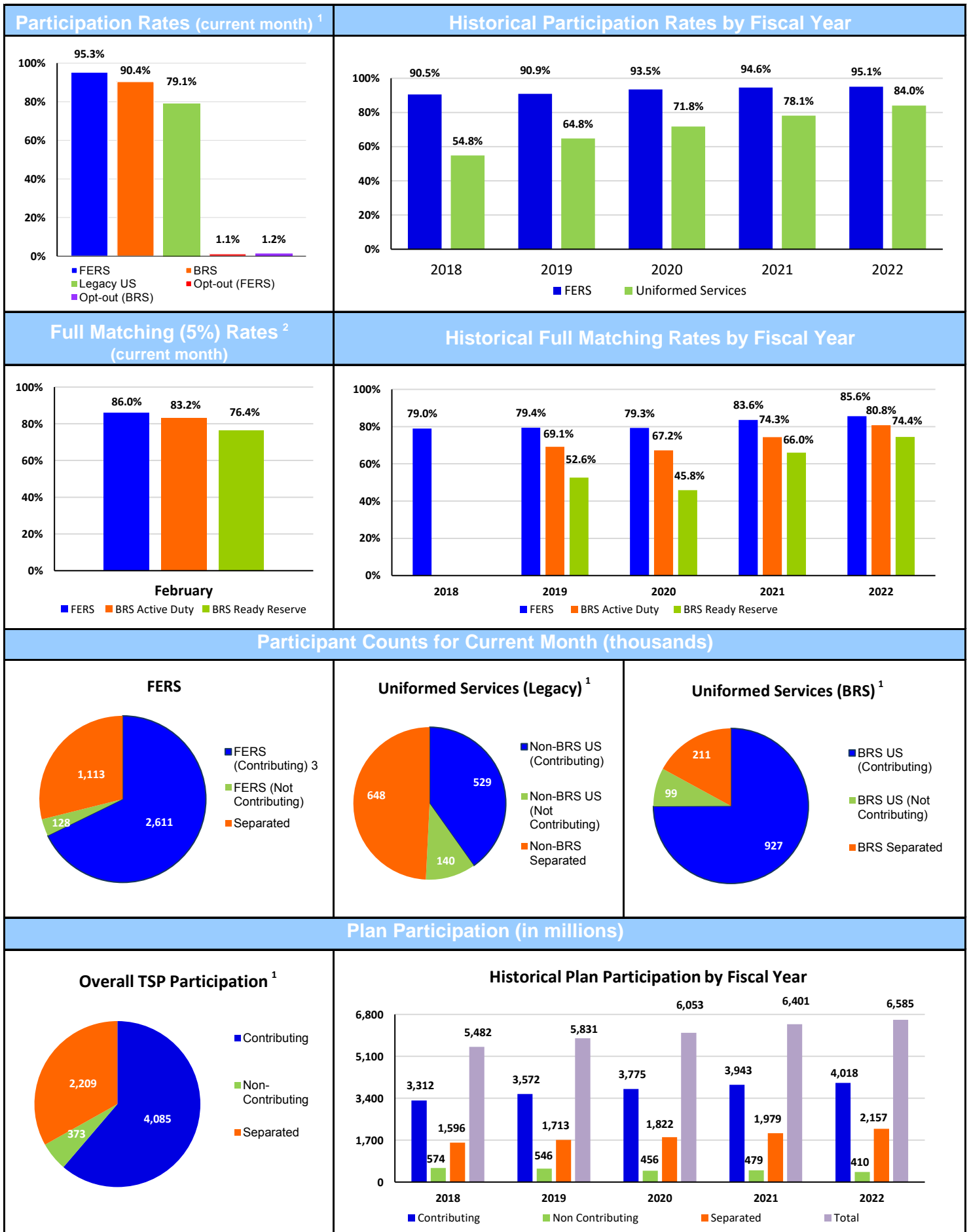
	Total Assets	Roth Assets
Feb	\$748	\$42
Jan	\$759	\$42
Dec	\$726	\$39

Cash Flow Attributes



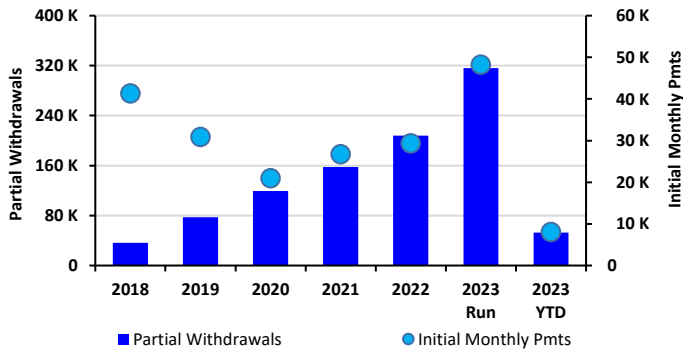
Total Accounts and Average Balance (current month)

	Total Number of Accounts	Average Balance	Total Number of Roth Accounts	Average Roth Balance
FERS	3,913,255	\$161,440	934,181	\$22,743
US - Legacy	1,317,029	\$38,076	662,416	\$20,007
BRS Participants	1,237,030	\$10,984	741,390	\$9,552
CSRS	261,327	\$178,830	9,653	\$30,355
Beneficiary Participants	38,595	\$138,192	2,568	\$15,580
Total	6,767,236	\$110,602	2,350,208	\$17,817

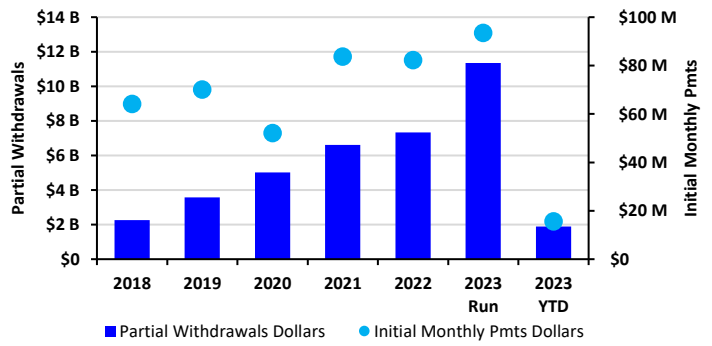


Post-Separation Withdrawal Activity

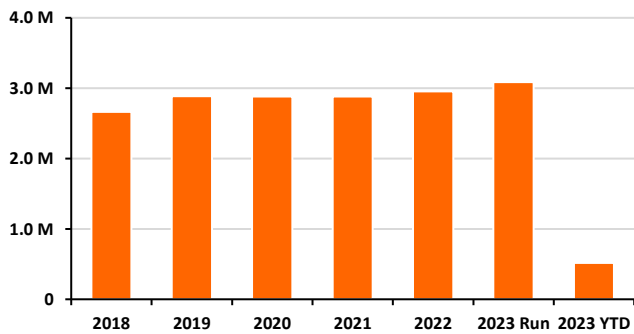
**Post-Separation Withdrawals Transactions
(Partial Withdrawals & Initial Monthly Pmts)**



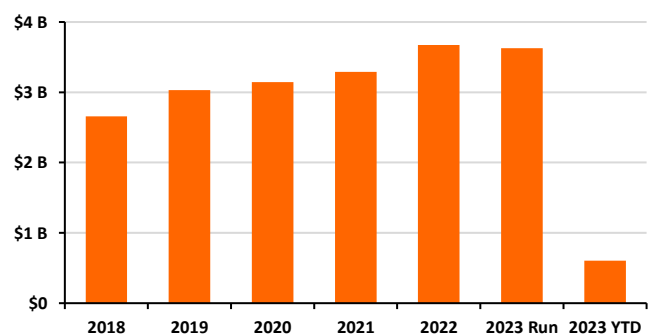
**Post-Separation Withdrawals Dollars
(Partial Withdrawals & Initial Monthly Pmts)**



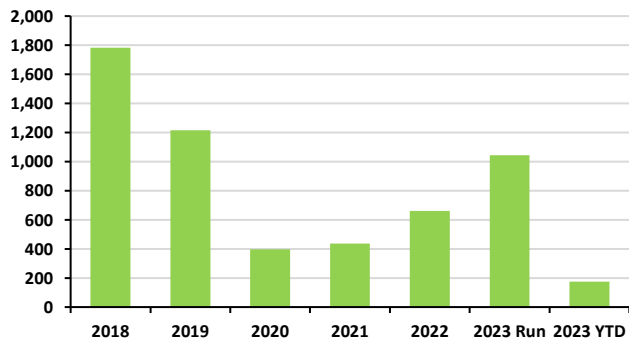
**Post-Separation Withdrawals Transactions
(Ongoing Monthly Pmts)**



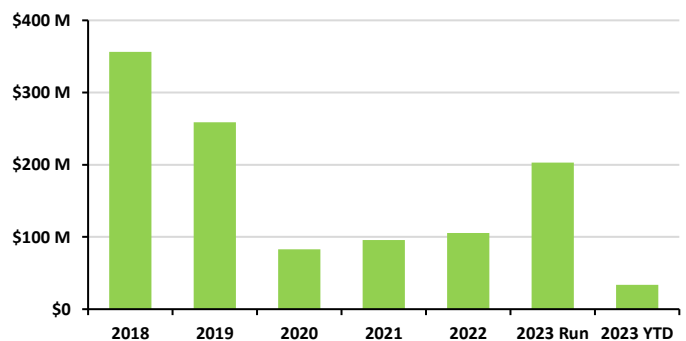
**Post-Separation Withdrawals Dollars
(Ongoing Monthly Pmts)**



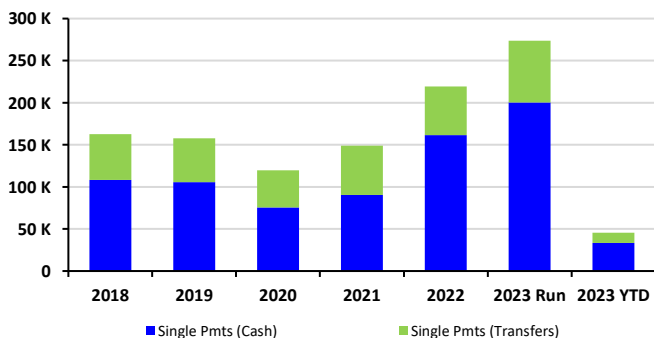
Post-Separation Annuity Transactions



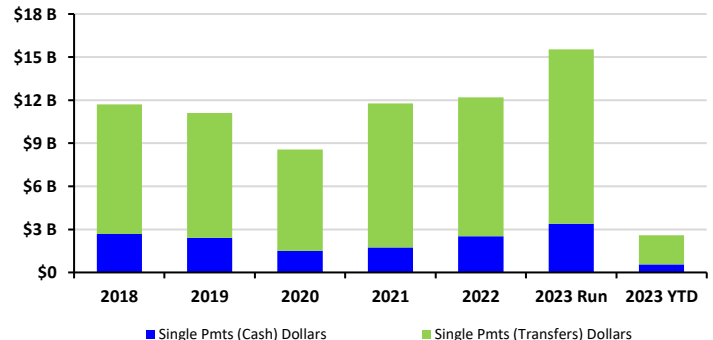
Post-Separation Annuity Payments



**Post-Separation Withdrawals Transactions
Total Distributions (Cash & Transfers) ⁴**

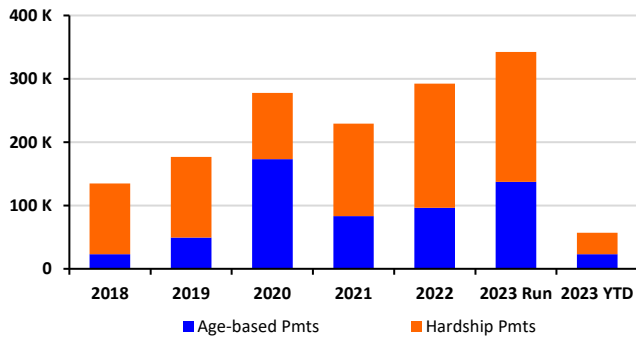


**Post-Separation Withdrawals Dollars
Total Distributions (Cash & Transfers)**

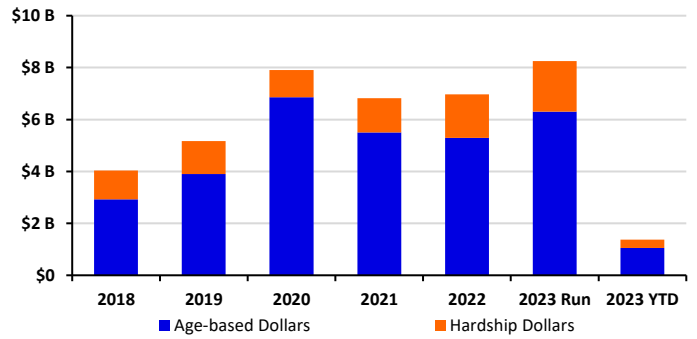


In-Service Withdrawal Activity

Age-Based & Hardship Transactions

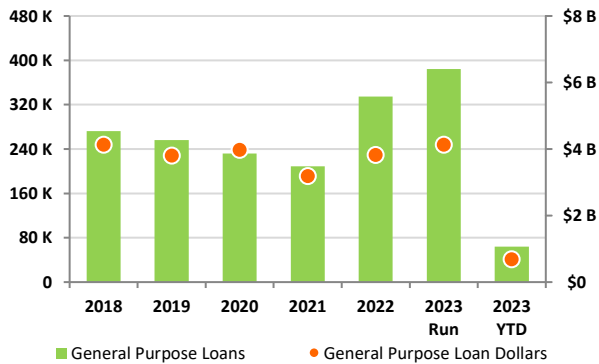


Age-Based & Hardship Dollars

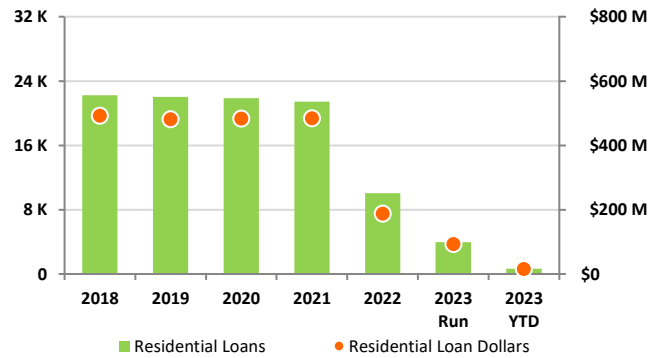


Loan Activity

General Purpose Loans

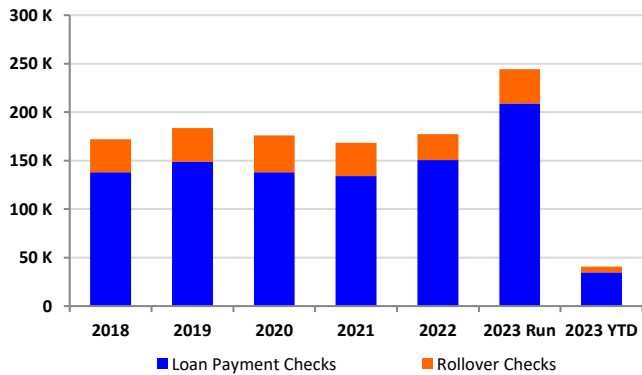


Residential Loans

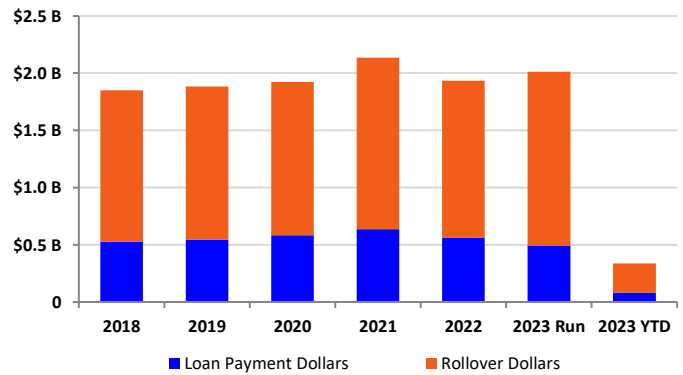


Other Activity

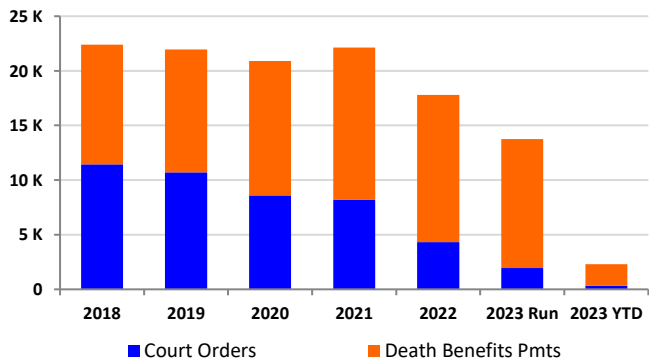
Participant-Submitted Check Transactions



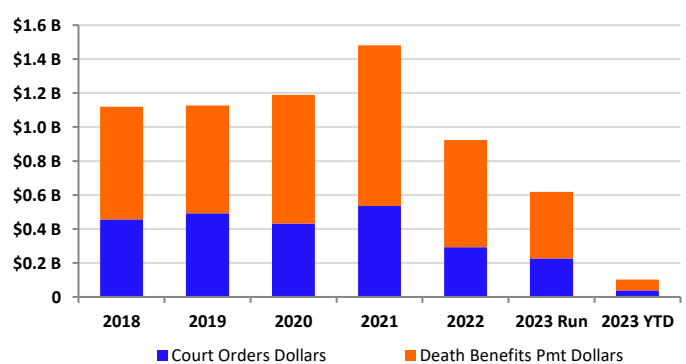
Participant-Submitted Checks Dollars



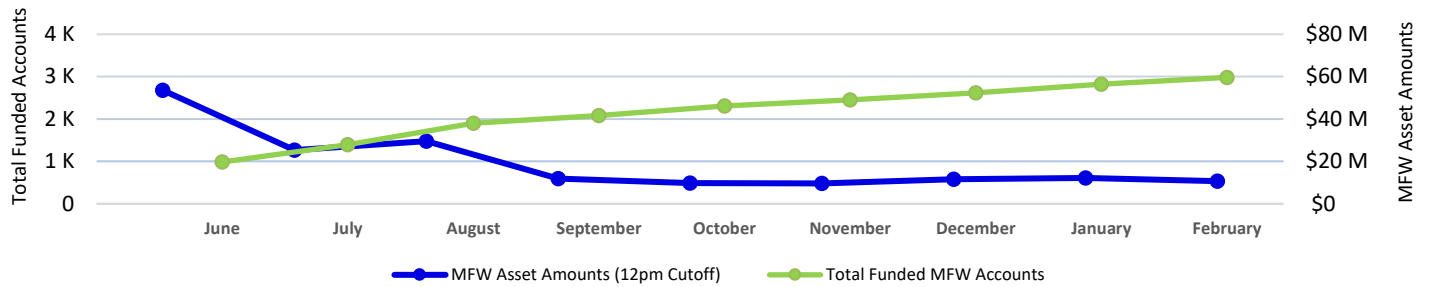
Legal Processing Transactions



Legal Processing Dollars

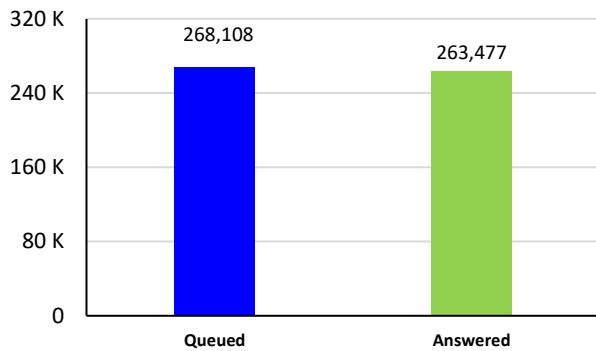


Mutual Fund Window

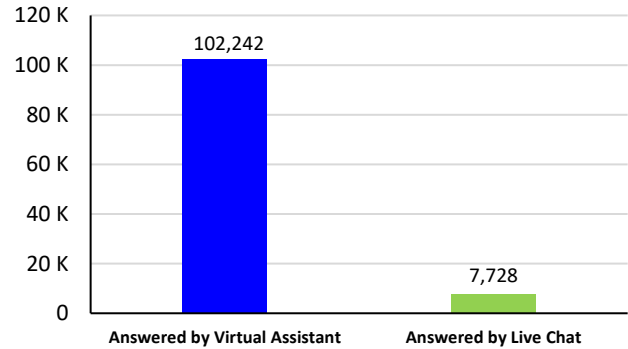


Human Interaction and Complex Service Channels (current month)

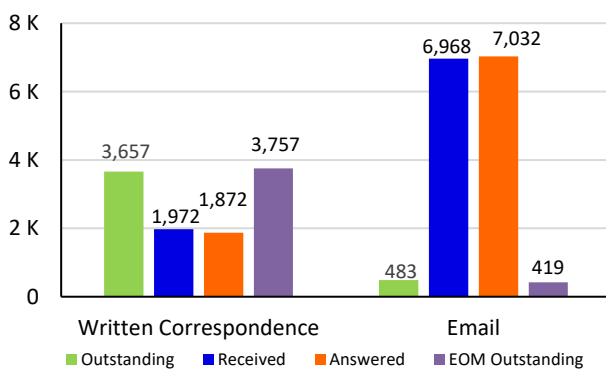
Calls



AVA / Live Chat

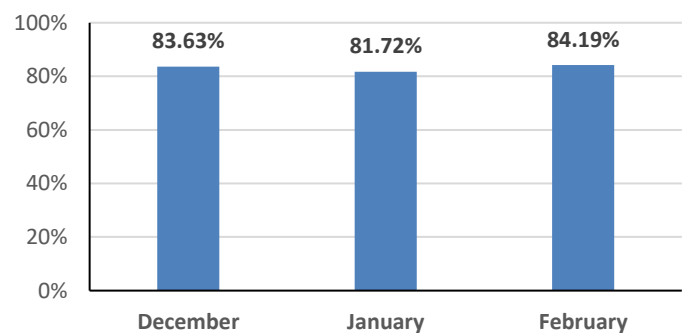


Written Correspondence and Email



Participation Satisfaction Score ⁵

(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.