

OFFICE OF PARTICIPANT EXPERIENCE

PRESENTED BY
JIM COURTNEY

May 22, 2023

Office of Participant Services

Office of Communications & Education

Office of Participant Experience

tsp.gov

Statements

Webinars

Withdrawals

Annuities

Participant Experience

Installment
Payments

Rollovers

ThriftLine

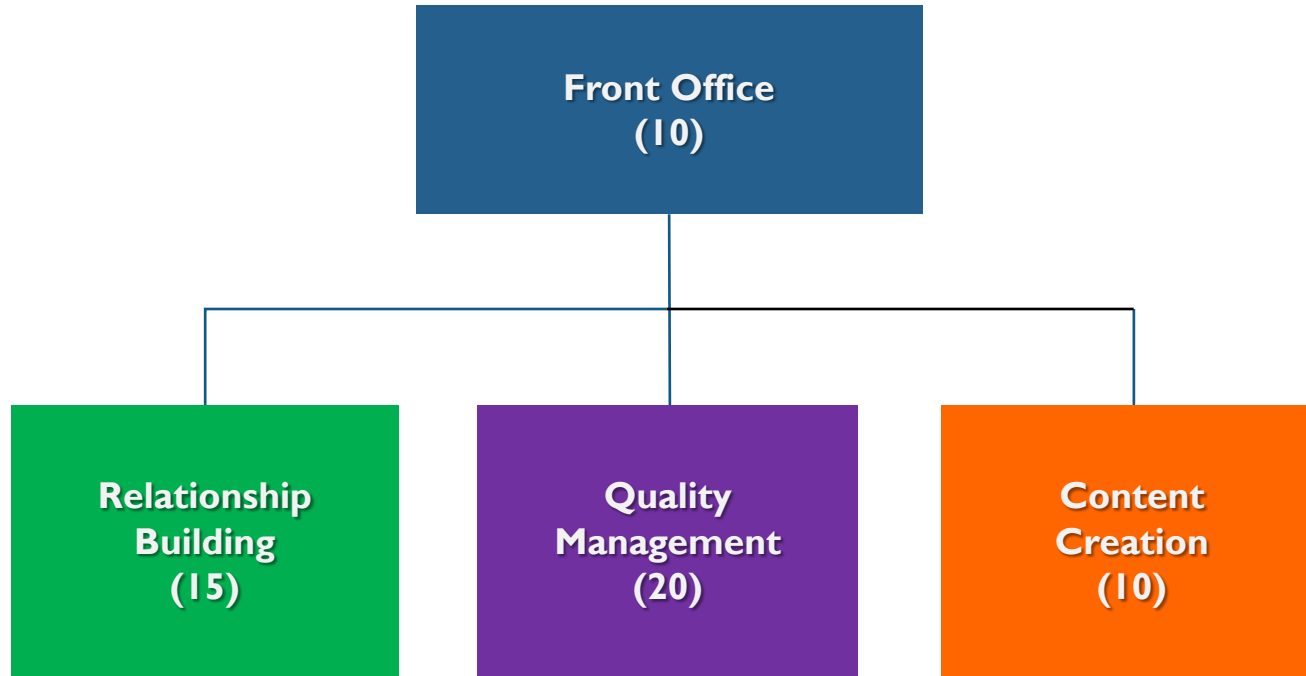
Publications

Loans

WHAT WE DO

We create an excellent participant experience through effective program operations, outreach, and external partnerships.

OPE ORGANIZATIONAL CHART



Convenient New Features

- Less Paperwork
- Updating your contact information
- Rollover concierge service

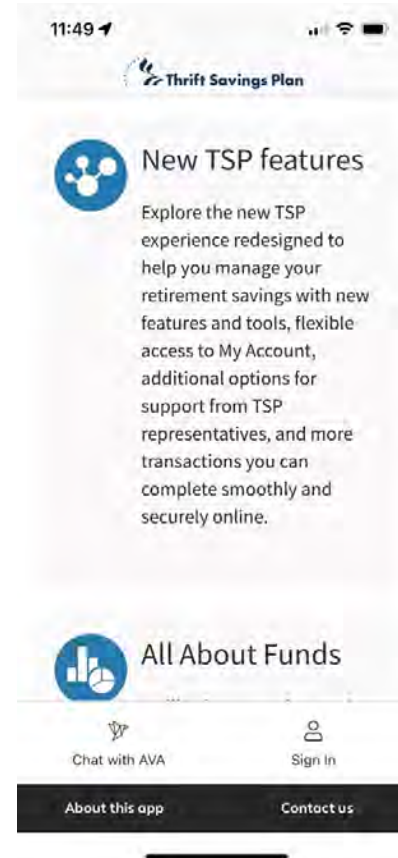
Convenient New Features

- TSP Mobile app



Thrift Savings Plan

Federal Retirement Thrift Investment Board



New Ways to Contact the TSP

- Ava



- Live-agent chat



- inside My Account

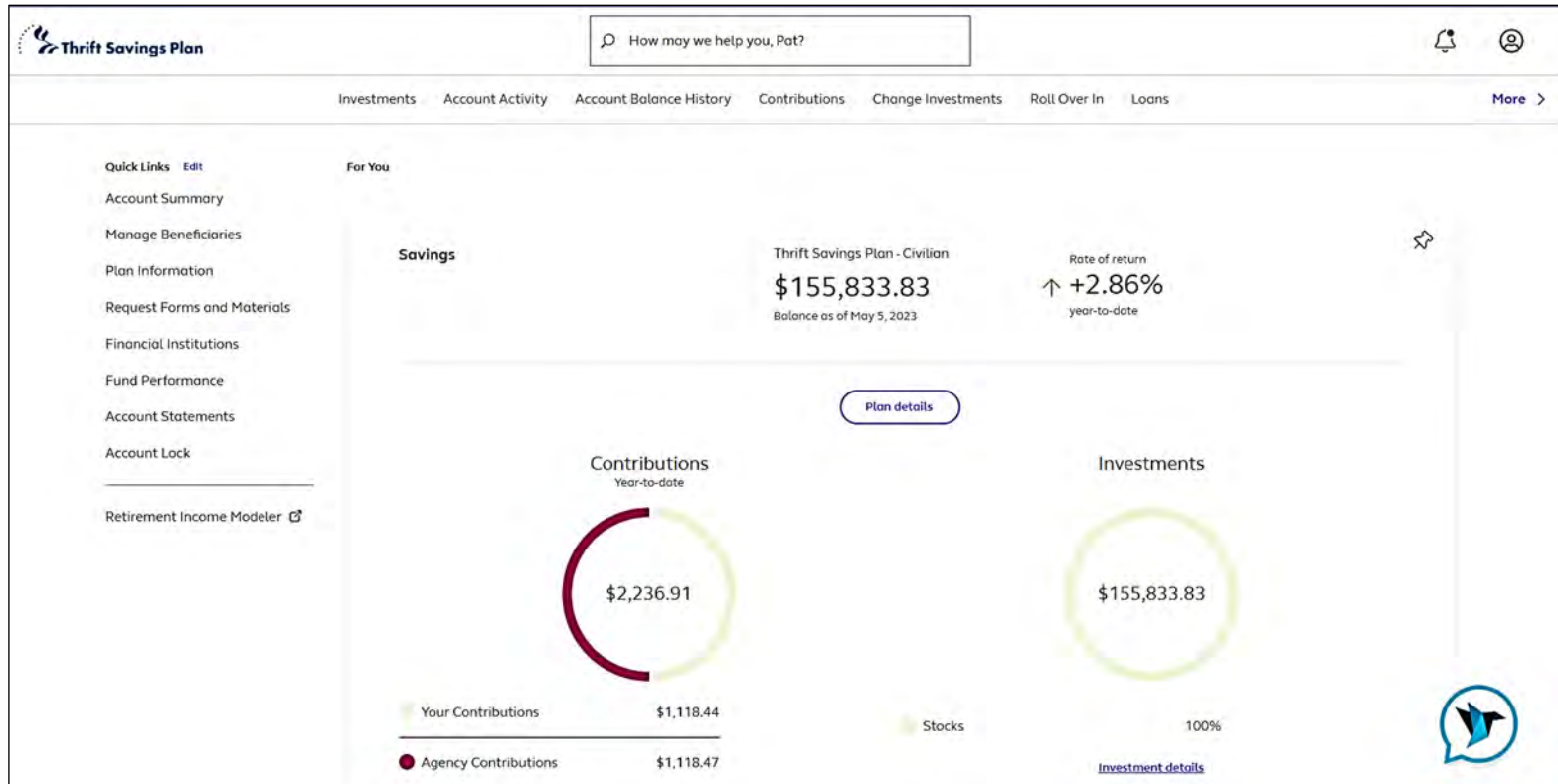
- Email the ThriftLine

- ThriftLine@tsp.gov

ThriftLine

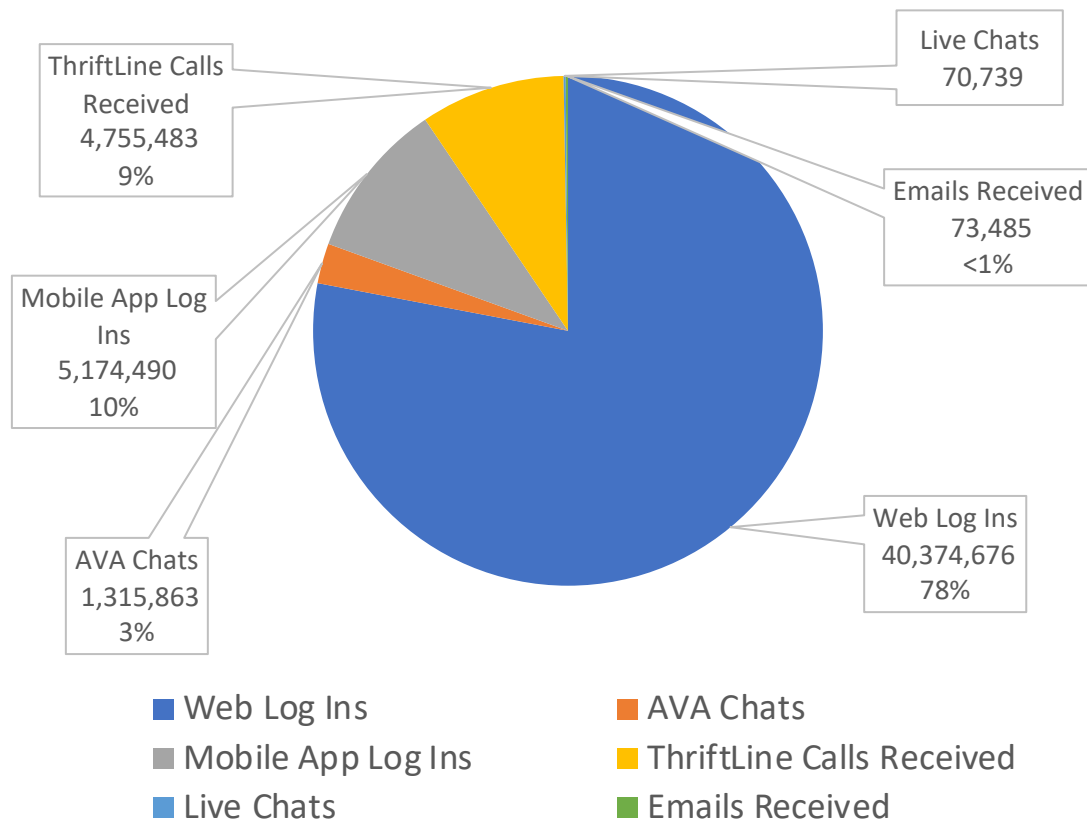
	Calls Answered by PSRs	Average Wait	Participant Satisfaction (Phone)
Jan 2022	192,696	0:01:40	88.74%
Jan 2023	▲ 260,076	▼ 0:07:53	
Feb 2022	198,806	0:01:52	89.21%
Feb 2023	▲ 263,477	▲ 0:00:54	
Mar 2022	206,574	0:00:07	90.14%
Mar 2023	▲ 248,413	▼ 0:00:10	
Apr 2022	195,725	0:00:30	90.38%
Apr 2023	▲ 205,367	▲ 0:00:13	

New My Account Homepage



Participant Interactions

Participant Interactions by Channel



Participant Outreach

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

Thrift Savings Planner

- Average email open rate 54.5%
 - ~2x Government overall
- Participants actually read emails
 - More than 8 seconds
 - At least 18 seconds
 - Consistently high click rates

Thrift Savings Planner

Set up your new login to My Account

If you haven't already, you need to **complete a one-time process to set up a new login to the new My Account**, even if you set up access before June 1. This means you need to create a new username, password, and ThriftLine PIN to access your account. (Login credentials you set up prior to June 1 will not work.) You'll follow step-by-step prompts to verify your identity, update your contact information, and set up your account security.

Once you log in, you'll find a redesigned My Account that includes the following:

- More transactions you can complete entirely online using your **electronic signature**.
- A **new fund transfer option** that allows you to move money from a specific fund(s) to another specific fund(s) without affecting the rest of your account.
- A **Secure Participant Mailbox** for you to receive secure, personalized account communications.
- Expanded TSP support from our **new virtual assistant, called AVA**, which will give you customized answers to your questions 24/7 or connect you to a ThriftLine Representative through **live chat during business hours**.
- Personalized tools like the **Retirement Income Modeler** that can help you set savings goals.

Learn more about [these features and other changes](#) available to you now.

Start the process [on the TSP website](#) by selecting **Log in**.

Get started

Use an account lock to prevent fraudulent withdrawals

An account lock is the ultimate way to protect your TSP savings. When you place a lock on your account, we won't process any new request related to loans or withdrawals. With an account lock, you can still access My Account normally, manage your savings, and change your TSP investments.

You can request an account lock by logging in to My Account. When you need to access your savings, you can unlock it at any time with a 10-digit key that you create.

Lock your account

Make sure the TSP distributes your money according to your wishes

We hope you'll have a comfortable retirement and enjoy using the money in your TSP account for a long time. But for peace of mind, take steps to make sure we have the information we need to pass on your savings as you wish. Keep this information in mind:

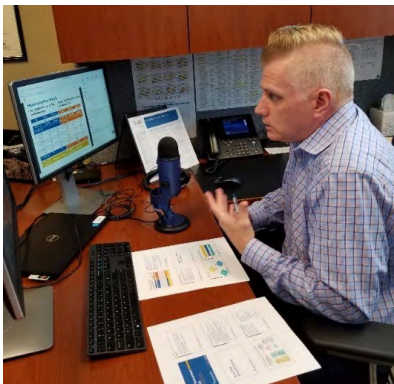
- The TSP can't accept a will, settlement agreement, court order, or any other document to determine who inherits your TSP account.
- If you haven't designated a beneficiary, death benefit payments from your TSP savings will follow the [order of precedence](#) required by law. If the order of precedence matches your wishes, you don't need to submit a beneficiary designation.
- To submit a beneficiary designation different from the order of precedence, log in to My Account or [contact the ThriftLine](#).

You may want to review your beneficiary designation periodically to make sure it stays up to date through life changes. And consider sharing [information for TSP beneficiaries](#) with whomever will inherit your TSP savings to help make the process smoother during a time that may be difficult for them.

American Forces Network

THE BOTTOM LINE

ONLINE LEARNING



Free TSP webinars

Build your expertise. Ask questions.

Our official TSP trainers host [free webinars on a variety of TSP topics](#) and always include time to answer your specific questions. **Register now to attend upcoming events.** We add new sessions throughout the year, so check frequently to find times that work for you.

[Register now](#)

tsp.gov/webinars

SECURE 2.0 AND THE TSP

- RMD age change for 2023
- No RMDs for Roth TSP 2024
- Reviewing the statute and requirements
- More updates as we finalize details

Questions

