

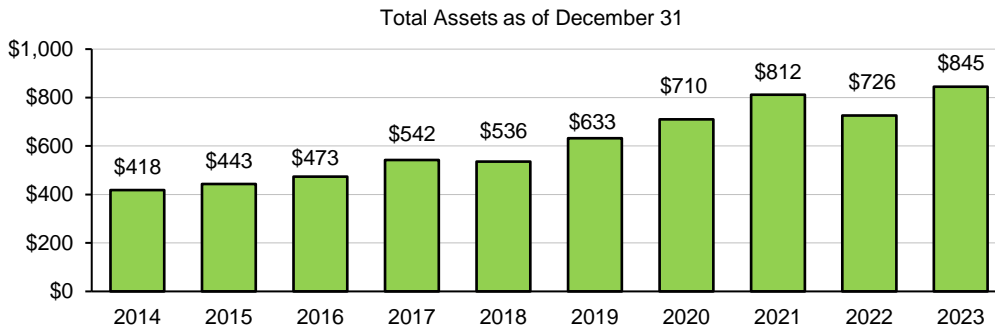
Thrift Savings Fund Statistics

January 2024

Highlights

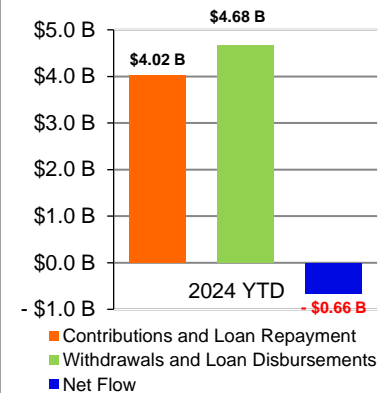
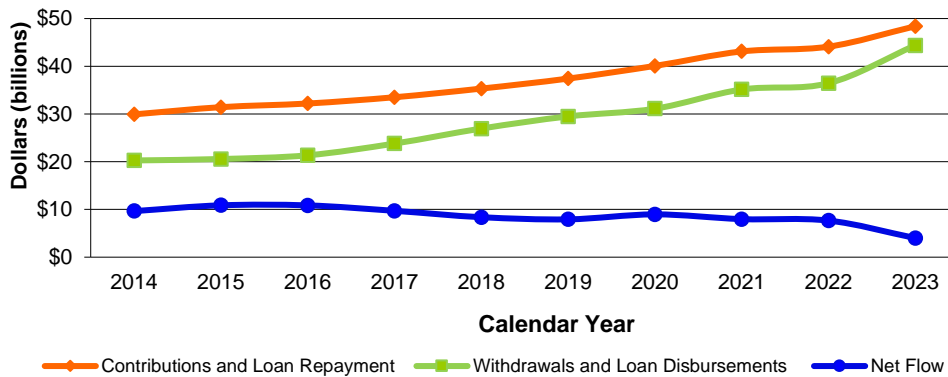
In January, the number of participant accounts reached seven million for the first time in plan history. Call center performance during January was good, with an average wait time of 40 seconds; 80% of all calls answered within 20 seconds; and participant satisfaction of 93.5%. Approximately 6.9 million annual statements were mailed and posted in My Account during February.

Thrift Savings Fund Assets (billions)



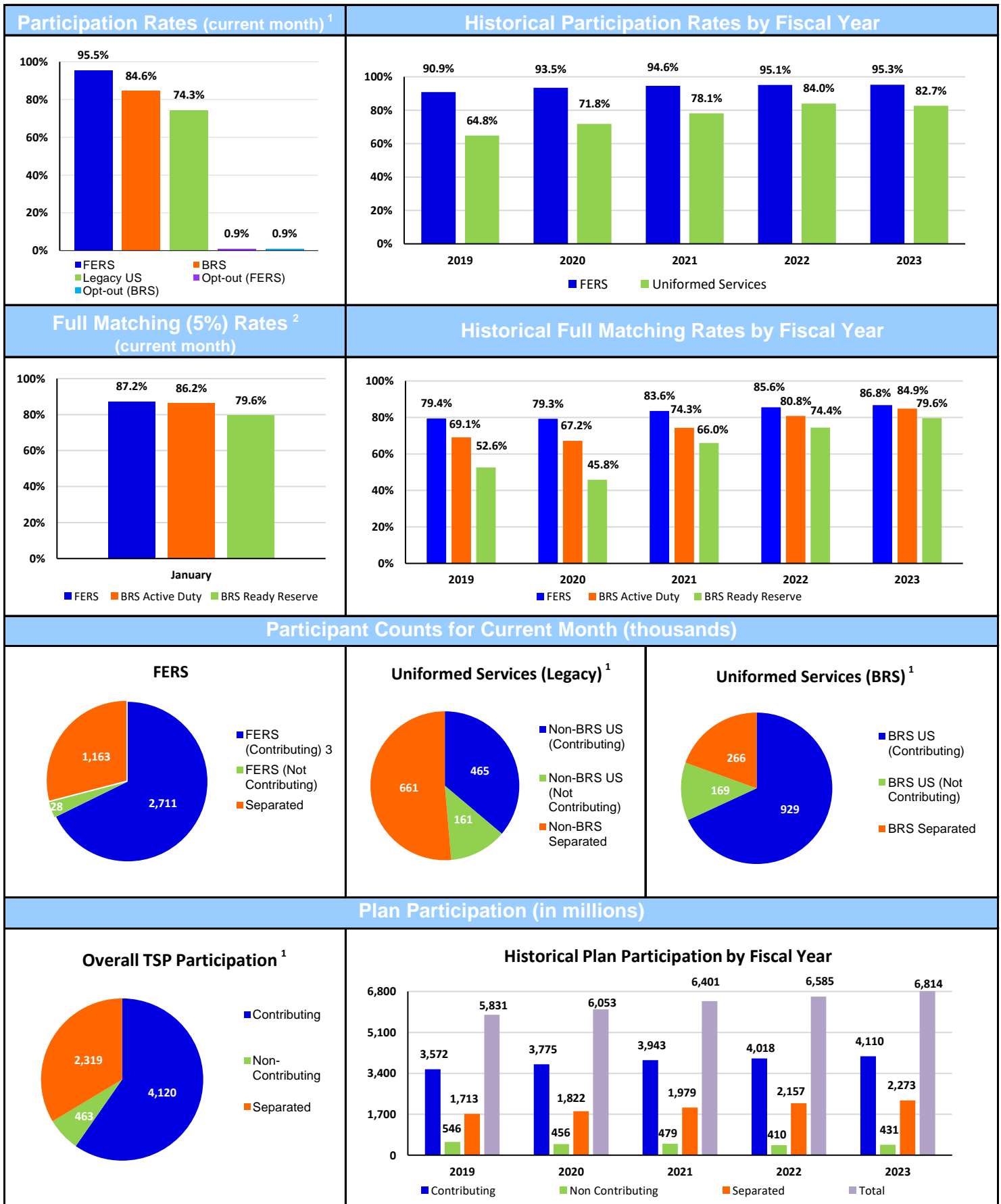
	Total Assets	Roth Assets
Jan	\$849	\$55
Dec	\$845	\$54
Nov	\$814	\$51

Cash Flow Attributes



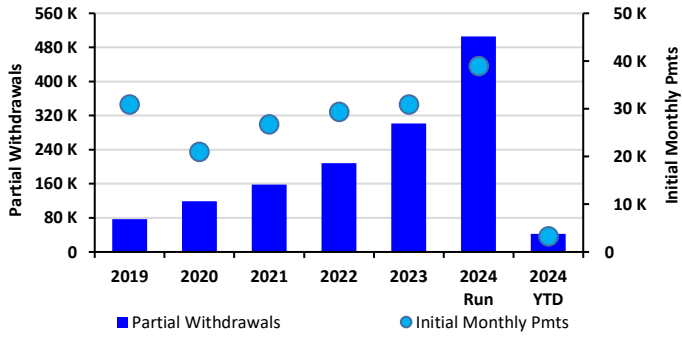
Total Accounts and Average Balance (current month)

	Total Number of Accounts	Average Balance	Total Number of Roth Accounts	Average Roth Balance
FERS	4,065,911	\$176,090	1,024,178	\$27,349
US - Legacy	1,287,073	\$44,639	666,284	\$25,162
BRS Participants	1,364,076	\$13,847	824,042	\$11,930
CSRS	249,163	\$198,366	9,305	\$34,972
Beneficiary Participants	41,281	\$150,924	3,019	\$18,792
Total	7,007,504	\$121,178	2,526,828	\$21,438

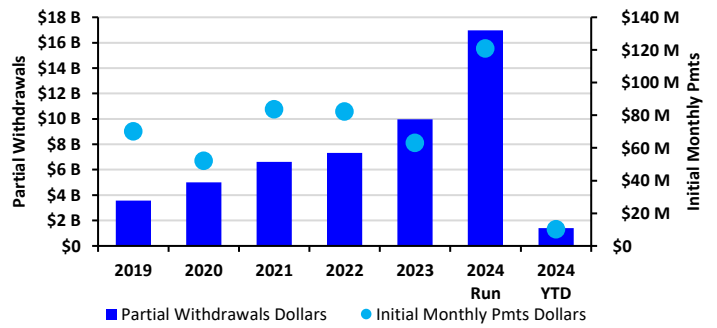


Post-Separation Withdrawal Activity

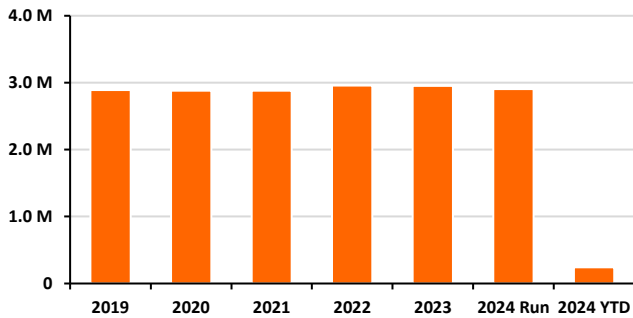
**Post-Separation Withdrawals Transactions
(Partial Withdrawals & Initial Monthly Pmts)**



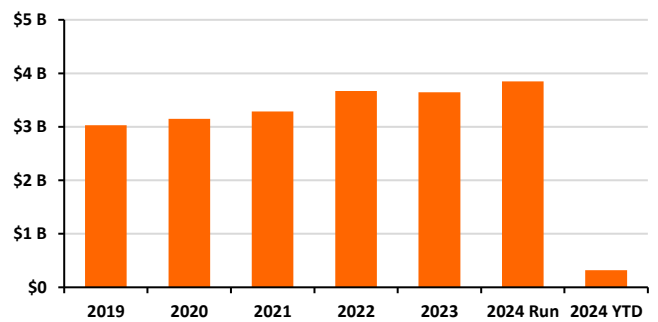
**Post-Separation Withdrawals Dollars
(Partial Withdrawals & Initial Monthly Pmts)**



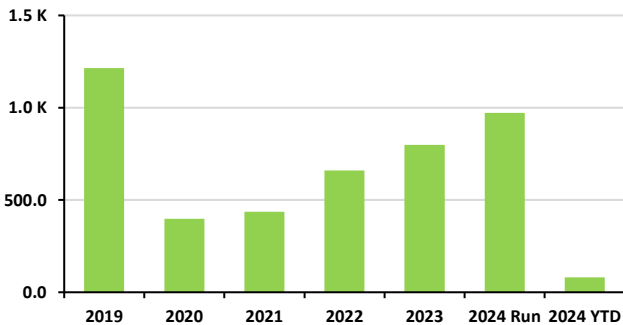
**Post-Separation Withdrawals Transactions
(Ongoing Monthly Pmts)**



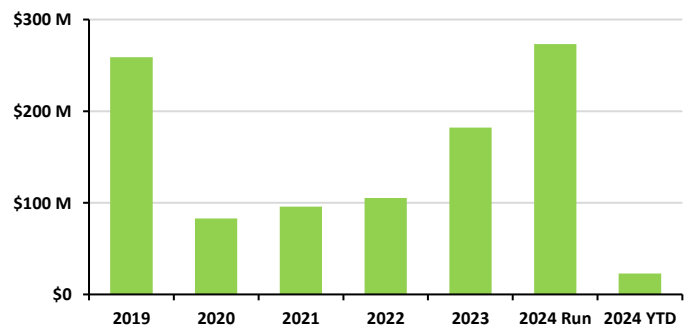
**Post-Separation Withdrawals Dollars
(Ongoing Monthly Pmts)**



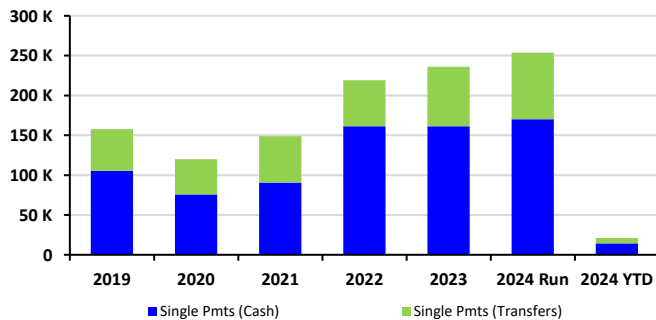
Post-Separation Annuity Transactions



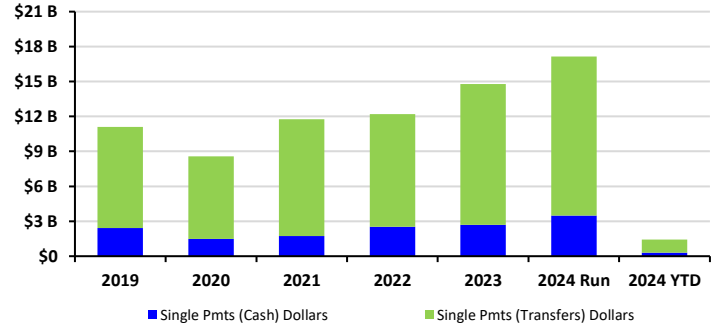
Post-Separation Annuity Payments



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

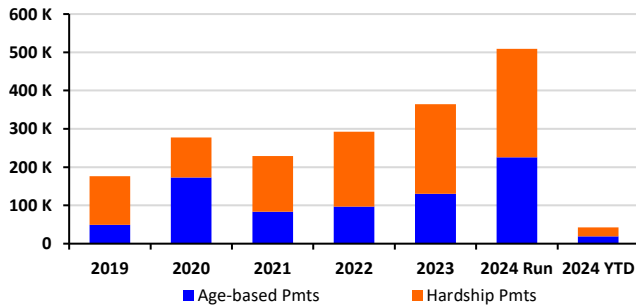


**Post-Separation Withdrawals Dollars
Total Distributions (Cash & Transfers)**

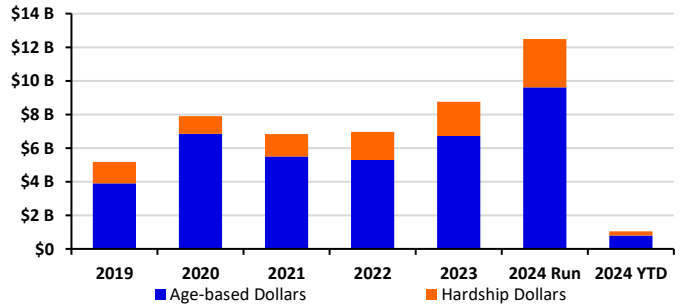


In-Service Withdrawal Activity

Age-Based & Hardship Transactions

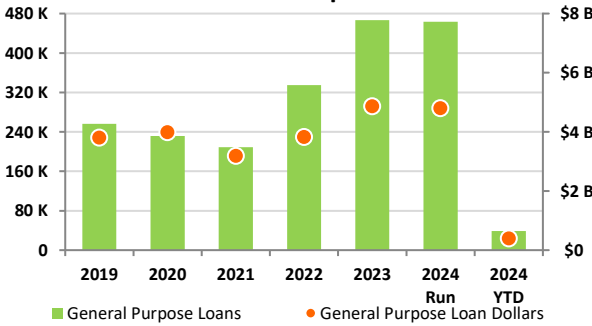


Age-Based & Hardship Dollars

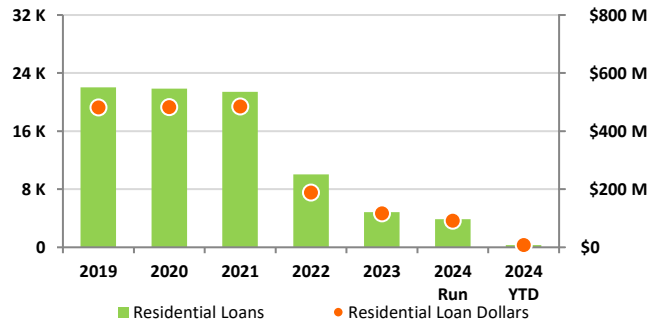


Loan Activity

General Purpose Loans

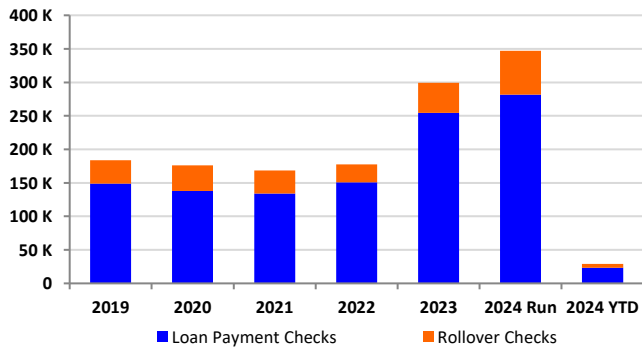


Residential Loans

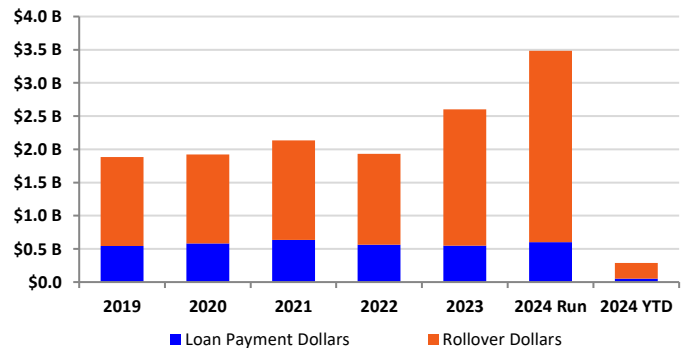


Other Activity

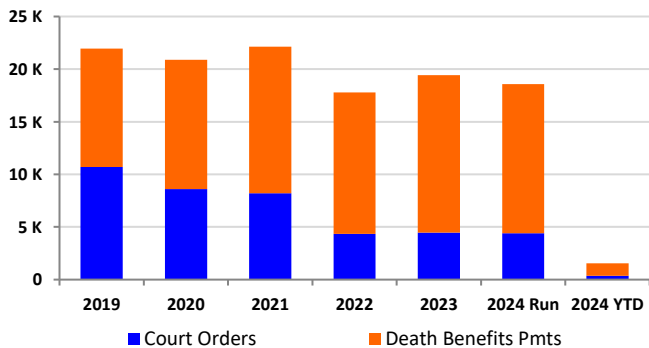
Participant-Submitted Check Transactions



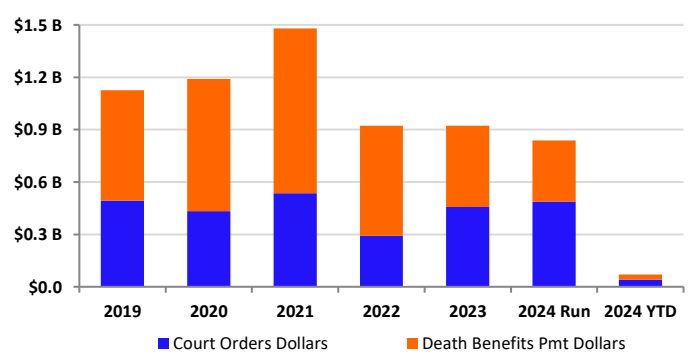
Participant-Submitted Checks Dollars



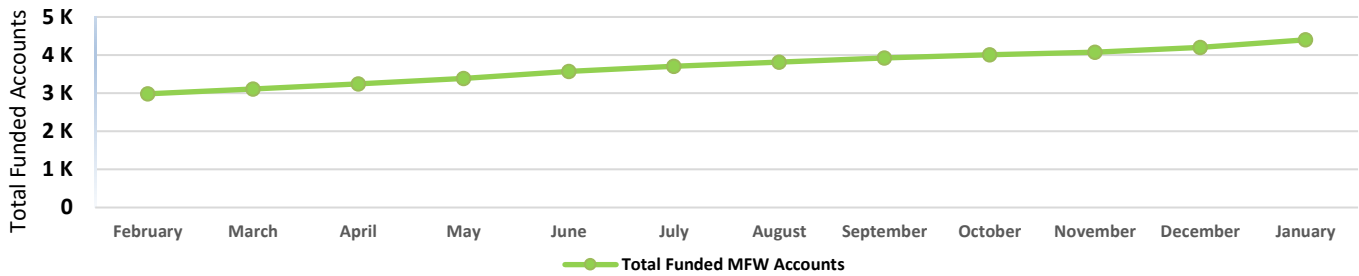
Legal Processing Transactions



Legal Processing Dollars

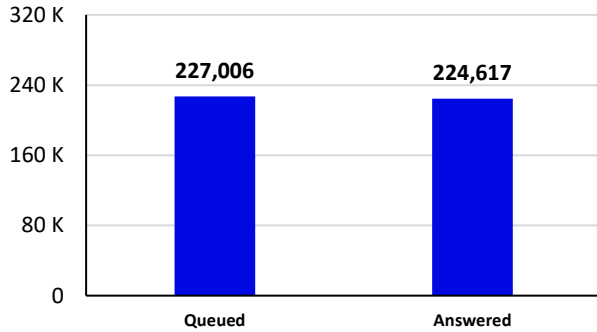


Mutual Fund Window

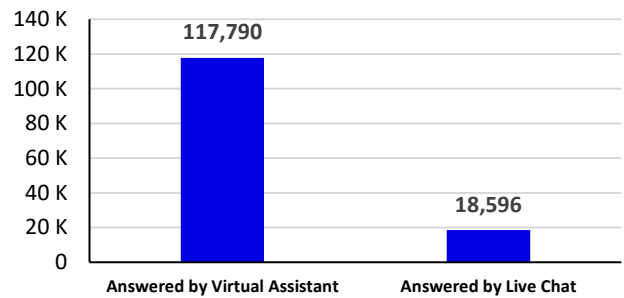


Human Interaction and Complex Service Channels (current month)

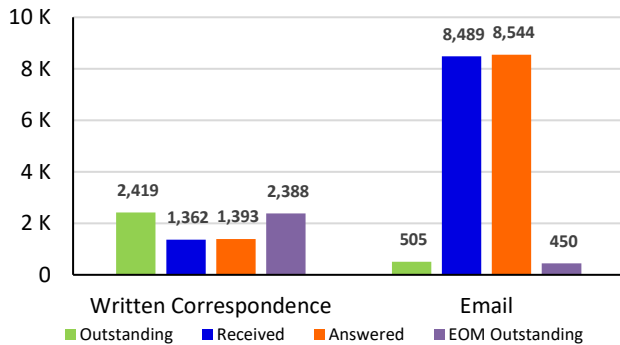
Calls



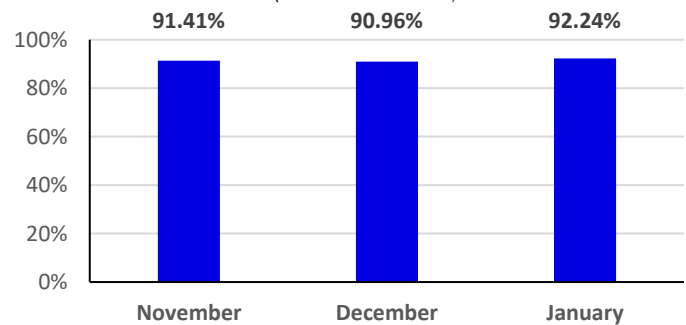
AVA / Live Chat



Written Correspondence and Email



Participation Satisfaction Score⁵ (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 into account phone calls, web, email, and chat.