



Converge Update

January 2024

Accenture Federal Services

Agenda

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Converge Program Performance

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Helping FRTIB Deliver its Mission & Strategic Plan

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Update on Year 2 Focus Areas

04

Open Discussion

91.6M

Participant Interactions

82.4M+

My Account
Log Ins

4.43M+

ThriftLine Calls Answered

Converge Performance

The Converge program continues to see high volumes as participants continue to take advantage of TSP features.



In December, the average ThriftLine wait time was 34s & the average call duration was 9m 50s.



1.2M+ Mobile
App Downloads



1.2M AVA
Chats & Live
Chat Sessions



29K+
Concierge
Rollover Ins



1.58M+
eSignatures



5.43M+
Electronic
Payments



271K+ 2nd
General
Purpose Loans
processed

Information based on data from June 2022 – December 2023.



Plan administration activities continue to demonstrate strong participant engagement and plan health.



Information based on data from June 2022 – December 2023.

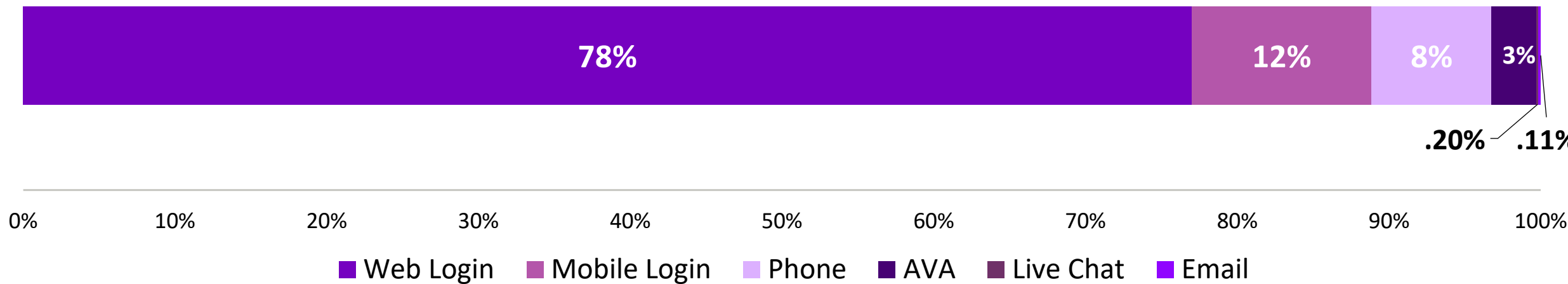


Participant Satisfaction and Interactions

Participant satisfaction scores have stabilized across all channels.

- Overall satisfaction – currently at 90.9% and maintained over 90% since August 2023, exceeding industry standards and contractual requirements.
- Phone satisfaction is 92.86% today.

92% digital interactions online



Information reported in January 2024, based on December 2023 results.



Helping FRTIB Deliver its Mission & Strategic Plan



Goal A: Improve participant retirement outcomes

The Retirement Income Modeler – a new tool that uses information specific to a participant’s account to help them determine their savings goals – is just one of the ways Converge is helping to improve retirement outcomes.



Goal B: Provide top-tier defined contributions services to participants

TSP Rollover Concierge Service, mobile app, virtual agent, and expanded eSignature options provides participant with personalized support in their channel of choice.



Goal C: Function as a high-performing Agency

Upon the Converge go-live, FRTIB was able to fully remediate 21 prior audit findings. Additionally, the Converge environment has significantly increased FRTIB’s security environment, increasing the agency’s FISMA rating in 4 domains from 2022 – 2023.



Goal D: Transition successfully to a managed services operating model

Moving to the Converge operating model has demonstrated the agency’s ability to prepare for and move to a managed services environment.



FRTIB Strategic Plan FY 2022-2026



Update on Year 2 Focus Areas

The following items were outlined as focus areas for the Converge team during the June 2023 Board meeting.

Participant Satisfaction

- Currently, overall participant satisfaction is currently 91%*.
- The team continues to take a data-driven approach to improving participant experience across all channels and functions (e.g., online loan status tracker, My Account homepage redesign, managing installment payments online).

Operational Excellence

- Converge continues to use a comprehensive participant-centric approach to identify, prioritize, and implement enhancements.
- Examples include improvements made to Bank Verification, the deployment of a new e-mail platform, increased transparency with processing timeframes, and specific improvements in the death claims process.

Innovation

- Innovation is a daily focus for the Program and feeds strategic investment in improving participation satisfaction and continued operational excellence
- Specific investments have been made to introduce and investigate innovations (e.g., generative AI, improved participant-facing retirement planning tools, and zero trust).

*Information reported in January 2024, based on December 2023 results.



thank you