



# Converge Update

January 28<sup>th</sup>, 2025



**Accenture Federal Services**



A woman with dark curly hair, wearing a yellow sweater, is sitting on a couch and smiling while talking on a black smartphone. The background is a blurred indoor setting.

# Today's Agenda

Converge Program Performance

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Helping FRTIB Deliver on its Strategic Plan

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Program Highlights

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Open Discussion



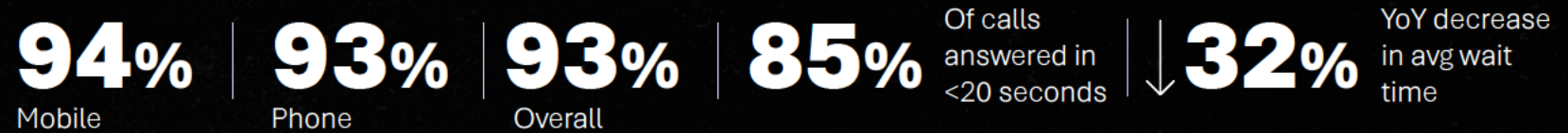


# Converge Program Performance in 2024

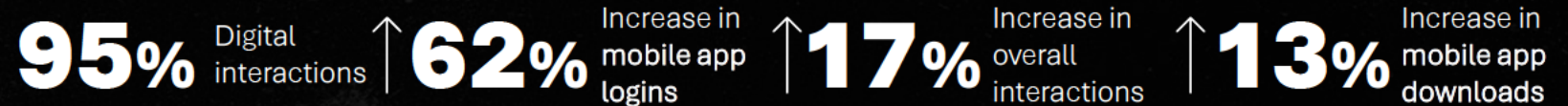
We continue to see increased digital adoption, satisfaction, and account rollovers in processed, **indicating enhanced trust and perceived value in the TSP** by participants.



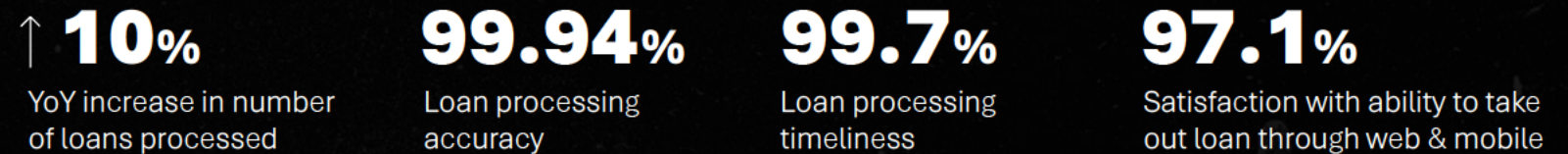
Participant satisfaction is **up** across all channels in calendar year 2024



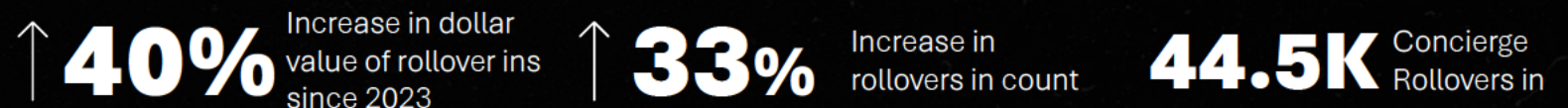
Increase in participant interactions since 2023 was **largely through digital channels**



We are **processing more loans** at a faster pace and with greater accuracy



Volume and value of **account rollovers** in increased in 2024





# Helping FRTIB Deliver on its Strategic Plan

## Goal A Improve participant outcomes



- Achieved highest satisfaction in 2024 for the ability to **manage and track TSP investments** in My Account and the mobile app
- Worked to **meet recalibrated service level requirements (SLR)** and **key performance indicators (KPI)** to better track and meet outcomes for participants
- Continued to enhance Retirement Income modeler

## Goal B Provide top-tier defined contribution services to participants



- Achieved a **high of 93% in participant satisfaction** for vendor managed service compared to industry average (80%).
- Delivered all mandatory SECURE 2.0 provisions **successfully and on-time**
- Achieved 75%+ of survey results ratings with **5s “extremely satisfied”**

## Goal C Function as a high-performing Agency



- Implemented AI generated case summaries and call transcripts, which is **reducing call length, improving first call resolution** and **enhancing interaction documentation**
- Received **5/5 FISMA** audit grading in most recent year
- Realized statistically significant increase in those “extremely satisfied” with the security of the TSP

## Goal D Transition successfully to a managed services operating model



- **Exceeded the performance target** for all Timeliness and Accuracy SLRs consistently for every month in 2024





# Program Highlights

Executing Secure 2.0, updating L fund options, and listening and responding to participant's and beneficiaries needs to **meet their service expectations** and help them **retire with dignity**.

## What We Heard



Participants wanted ability to withdraw funds **sooner after their first withdrawal**

Some participants expressed a preference to not receive **paper mail**

Some participants **expressed interest** in Roth-in Plan conversion

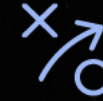
## What We Did



Removed **30-day wait** between withdrawals

Introduced **eDelivery** to deliver notices according to participant preferences set in My Account

## What's Next



**Building Roth-In Plan** conversion and modeling capability for early 2026 implementation

## Ongoing Efforts

**Lifecycle funds** need to be updated to align with participant retirement ages

**SECURE 2.0 Section 603** is effective January 1<sup>st</sup>, 2026

**Implementing a new L2075 fund** and rolling L2025 fund into L Income as it reaches its maturity date

Continuing coordination and payroll agency collaboration efforts to **communicate and deliver SECURE 2.0 Section 603** on time