



Converge Update

January 27th, 2026



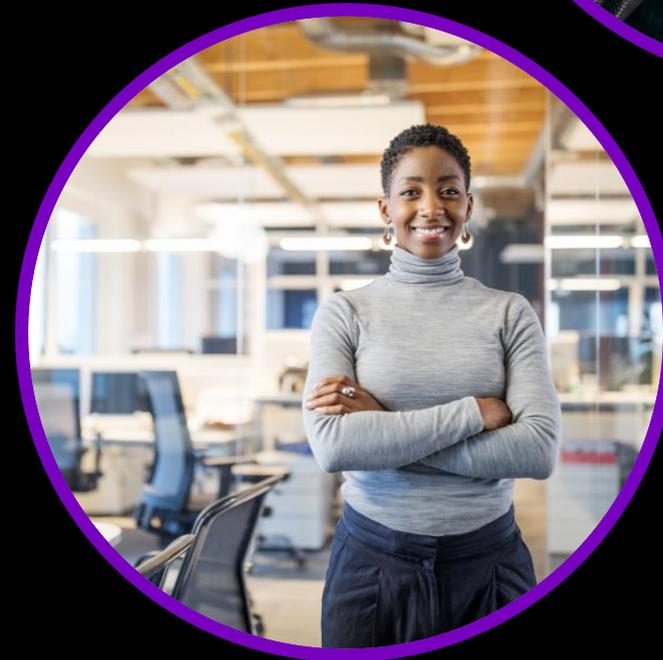
Today's Agenda

Converge Program Performance

Government Shutdown Recap

2025 Program Highlights

Open Discussion



Converge Program Performance in 2025

Participant satisfaction is up across all channels in calendar year 2025 for our **7.3M** participants

95% Mobile
94% Phone
94% Virtual Assistant
94% Overall
84% of calls answered in <20 seconds
↓ **13%** YoY decrease in AHT

Participant interactions since 2024 were **largely through digital channels**

97%+ of interactions involved digital channels
↑ **9%** YoY increase in mobile app downloads
↑ **84%** YoY increase in mobile app logins

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

↑ **3%** YoY increase in number of loans processed
100% loan processing accuracy
100% loan processing timeliness
98% satisfaction with ability to take out a loan through web and mobile

Improved public participant engagement channel with virtual assistant, **AVA Reinvented**

↑ **5%** YoY increase AVA PSAT
↓ **56%** decrease in average exchanges per interaction since Go-Live
↓ **2%** decrease in users asking for human agent since Go-Live

Successful implementation of new **AI capabilities** contributing to 50% reduction in agent training time

Agentic IVR | **Case tags** | **Call summarization** | **Call transcripts** | **100% quality assurance**



Government Shutdown Recap

October 1, 2025 – November 12, 2025

Key Impacts

Increased digital activity

30.5% more My Account logins vs. same period in 2024

12.5M My Account logins

46,304 visits to TSP.gov shutdown webpage

Increased loan and withdrawal activity

77.5% more hardship withdrawals initiated vs. same period in 2024

71K hardship withdrawals initiated

49.7% more loans initiated vs. same period in 2024

89K loans initiated

Participant Experience

PSAT remained high at 94% overall

“

Very professional and helpful. I appreciate the work you all do especially in these tough times with the government shutdown. THANK YOU GUYS!!

”

“

I am truly grateful even during a shutdown when stress is high, I felt calm and [the PSR] was so patient with every question I had. Thank you!

”

“

Even during a shutdown, the service is second to none.

”

2025 Program Highlights



AI delivering value in the call center

100% quality assurance

Case tags



New participant engagement channels

AI-powered IVR

AVA Reinvented on TSP.gov

Proactive SMS/email



Improved back-office processes

Enhanced automated payment reissues

Authentication enhancements



New security & compliance wins

FISMA 5 with new domain

Secure 2.0 Provision 603 adherence

On time delivery for every Secure 2.0 management provision



New retirement readiness tools

Roth in-plan calculator*



Coming next

Roth in-plan conversion

Continued cybersecurity improvements

Death processing streamlining



Questions?