

OFFICE OF PARTICIPANT EXPERIENCE

Presented By
Jim Courtney, Office of Participant Experience (OPE)

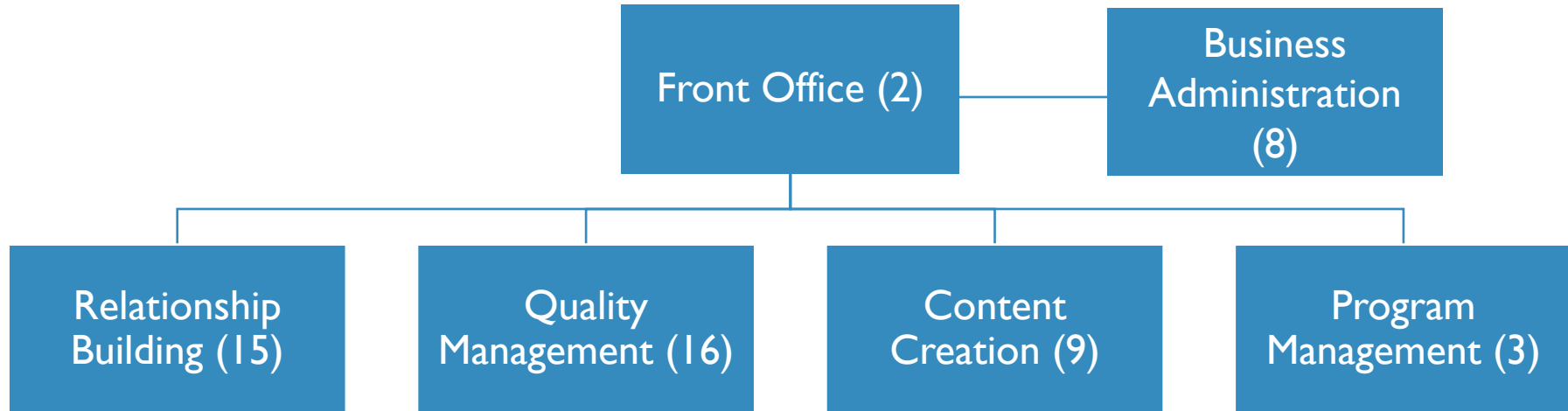
May 28, 2026

What We Do

OPE Functional Statement

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

OPE Organizational Chart



Participant Initiated – May 2025 to April 2026

- Logins to MyAccount – 99,254,938
- Calls queued ThriftLine – 3,382,948
- Fund transfers – 2,423,178
- Withdrawals – 4,490,131
 - Post-separation – 3,864,699
 - In-service – 625,687
- Loans – 506,231
- Rollovers in – 40,288

PSAT	May 2025 - April 2026
Logins to MyAccount	95.45%
Phone	94.29%
Fund transfers	96.65%
Withdrawals	95.69%
Loans	93.96%
Rollovers in	86.77%
OVERALL	94.31%

Roth In-Plan Conversion (RIPC)

Roth in-plan conversions allow you to convert money from your traditional (pre-tax) balance to a Roth (after-tax) balance within your TSP account.

Roth In-Plan Conversion: January 28 - April 30

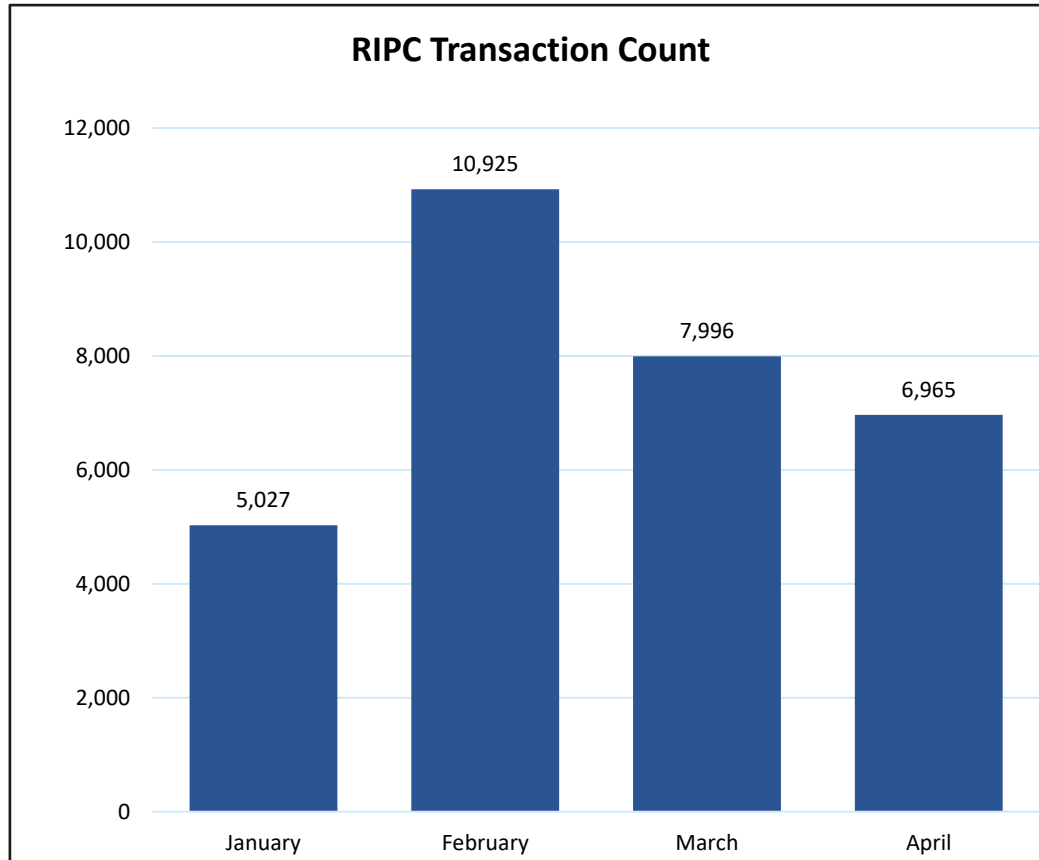
Conversions Since
Launch:
30,913

Dollars Converted:
\$683,799,809

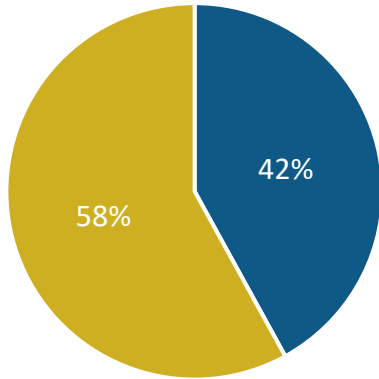
Total Unique
Participant:
26,439

Median Amount
Converted:
\$9,932

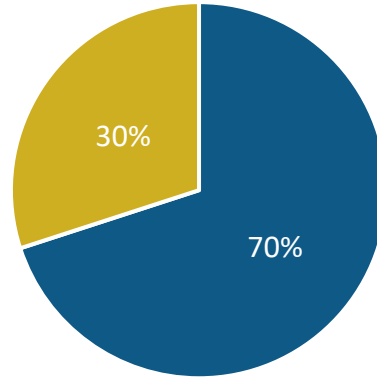
Roth In-Plan Conversion: January 28 - April 30



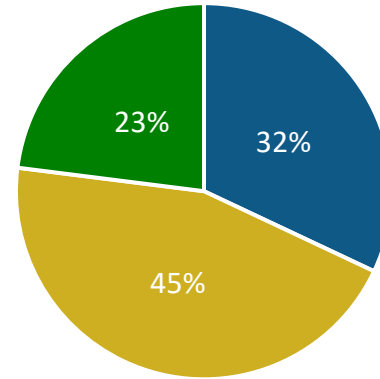
Roth In-Plan Conversion Demographics



■ Civilians ■ Uniformed Services



■ Active ■ Separated



■ <35 ■ 35-59 ■ >59

How Easy Was It?

93% said the conversion process as
“easy”

- 71% said the conversion process was “very easy”
- 22% said the conversion process was “somewhat easy”

“It was easy and straightforward, with plenty of easily accessible information regarding the process.”

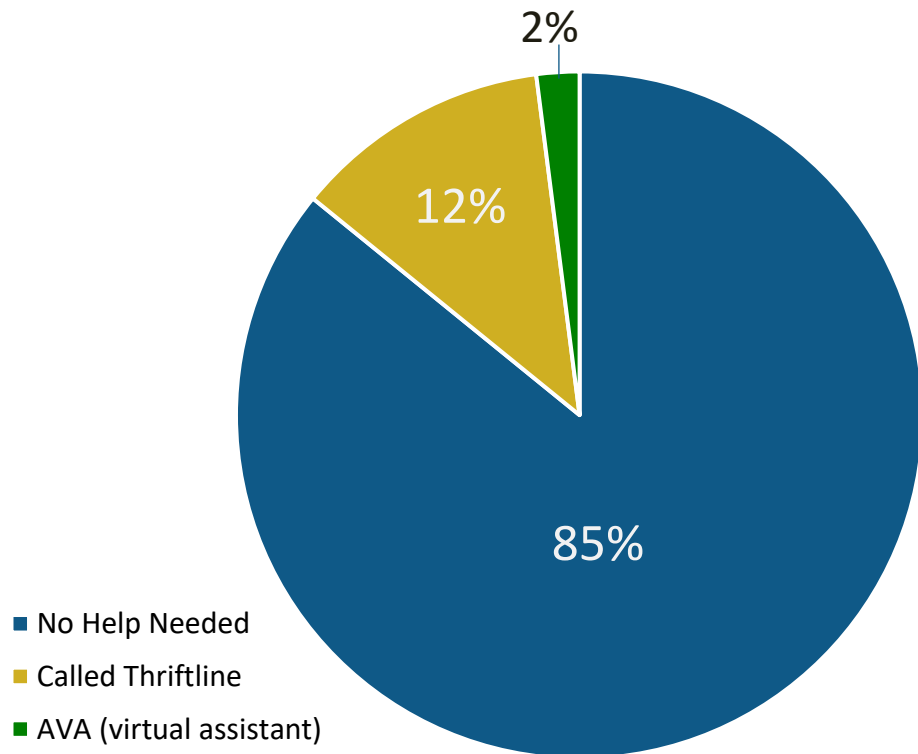
“The ease of completing my conversion was awesome.”

“The user interface was very straightforward and easy to navigate. I like that it’s stressed the tax impact which some people may not be aware of.”

“Surprisingly easy to do. I was able to accomplish what I set out to do in minutes. The warnings about tax impact just right – prominent without being a barrier.”

“I have done multiple Roth conversions with other financial institutions, and this was by far the easiest. Thank you for the hard work creating such an excellent tool!”

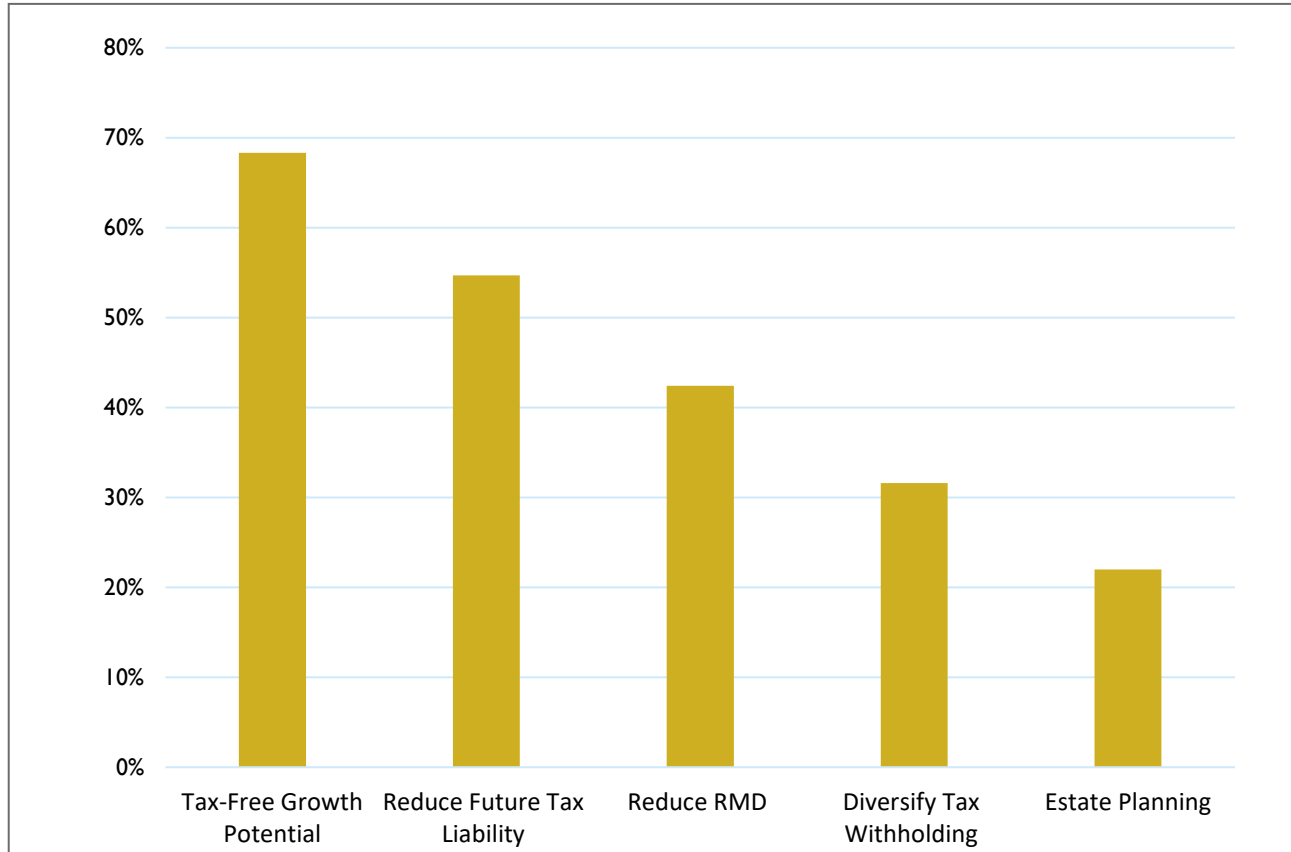
Did You Need Any Help?



“Had to take RMD before making conversion. A surprise but no big deal.”

“Called the help line only to unlock my account”

Why did you do an RIPC?



Did you use the TSP Calculators?

Authenticated Calculator in MyAccount

- 59% usage rate
- 92% found it helpful

“Used the Roth conversion calculator to help me understand the tax implications. It was extremely important in my decision process.”

“The calculators were very helpful for me in arriving at an appropriate amount to convert. I also like the fact that you can do up to 26 conversions in a year.”

“I LOVED that the calculator pulled data from my account and calculated the max I could convert.”

“There was enough information that facilitated a well-informed decision.”

Public Calculator on TSP.gov

- 50% usage rate
- 87% found it helpful

Resources Used to Prepare

TSP	
TSP educational materials	53%
TSP “how-to” video	20%
TSP Roth Webinar	13%

Non-TSP	
Outside research	43%
Family or friends	35%
IRS.gov or other govt sites	21%
Financial advisor or planner	19%
Tax professional	15%

Thrift Savings Planner

- More than 6 million email addresses
- >50% open each TSP newsletter
- Participants provide direct feedback and ask questions

Was this TSP newsletter helpful?

Please complete our [very short survey](#) to provide feedback.



[Yes](#)



[No](#)



Thank you for your feedback about the Thrift Savings Planner.

We truly appreciate your feedback about the Thrift Savings Planner newsletter. Your response helps us create high-quality content for TSP participants.

Please do not provide any account-specific or other sensitive or personally identifiable information on this form. For questions related to your account, [contact the Thrift Line](#).

Please select the 3 topics you found most helpful in this newsletter:

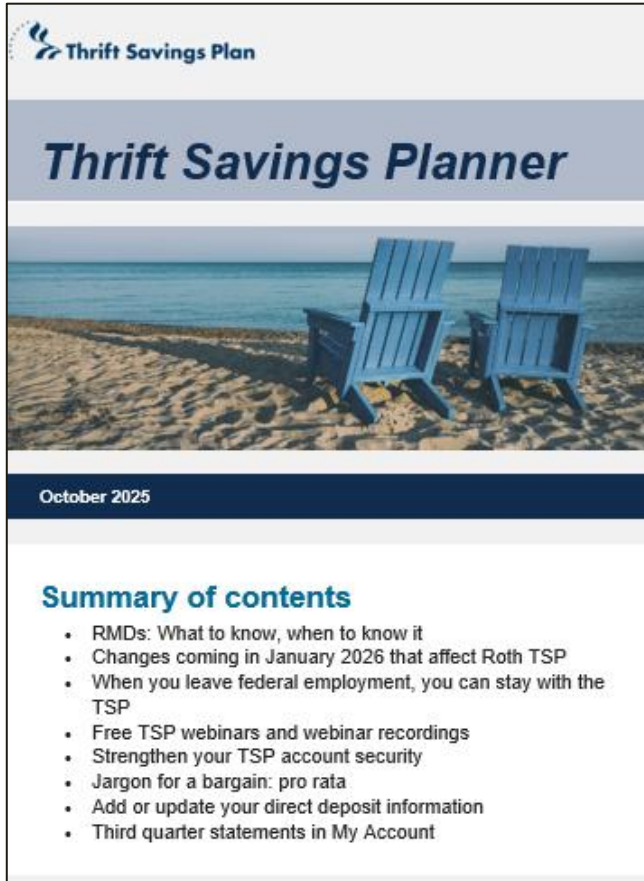
- RMDs: What to know, when to know it
- Changes coming in January 2026 that affect Roth TSP
- When you leave federal employment, you can stay with the TSP
- Free TSP webinars and webinar recordings
- Strengthen your TSP account security
- Jargon for a bargain: pro rata
- Add or update your direct deposit information
- Third quarter statements in My Account

Please let us know which topics or questions you'd like us to cover in the Thrift Savings Planner newsletter:

20

Done

October Newsletter



RMDs: What to know, when to know it

You can keep money in your TSP for life, but [beginning in your 70s](#), the IRS requires annual withdrawals from your traditional (pre-tax) balance. These are “required minimum distributions” (RMDs). Even if you’re decades away from RMDs, knowing the basics can help you make decisions now to manage them later.

One thing to know is that **we’ll take care of RMDs for you, so you don’t have to worry**. We’ll automatically send you the RMD amount by the deadline each year. (Just make sure we have your correct account information.)

Calculating your RMD

If you have a federal civilian or uniformed services TSP account, RMDs only apply to your traditional (pre-tax) balance, and only withdrawals from your traditional balance can satisfy your RMD amount. **Distributions from your Roth (after-tax) balance won’t count toward satisfying your RMD because Roth TSP money isn’t subject to RMDs.** (If you’re a beneficiary TSP participant, the rules are different, and RMDs apply to the entire account balance.)

We calculate the amount you’re required to receive using your age, your traditional balance at the end of the previous year, and the IRS Uniform Lifetime Table. You can find the IRS Uniform Lifetime Table and an example calculation on page 20 of our TSP booklet, [Tax Rules about TSP Payments](#).

Taxes on your RMD

We receive a lot of questions about taxes on RMDs, and the best way to plan ahead is to consult a tax advisor. Because the RMD amount comes from your traditional (pre-tax) balance, it becomes part of your taxable income for the year you receive it. That means the tax you owe depends on your [federal income tax rate](#) and any state or local income tax rate.

In most cases, RMDs on your account are treated as “non-periodic payments,” which means we must withhold 10% for federal income tax unless you [contact us on the ThriftLine](#) to change it. However, there is an exception. See page 12 of our TSP booklet, [Tax Rules about TSP Payments](#), for more information.

October Newsletter

“Was this email helpful?”

- **99% feedback rating**
- Highest rating any email has received
- The RMD article was ranked the highest of any topic

“I also didn't know anything about RMDs, so I feel like my financial literacy just went up a notch. Thank you, thank you. I don't have anyone in my family who can advise me about such matters, so all the information I get from TSP is really useful.”

“I have been trying to find something about RMDs for awhile and then BAM! there it was and I got all my questions answered.”

“I was just talking to my financial planner about RMD involving an account from a prior employer. The newsletter reminded me I need to be cognizant of my tsp account for RMD too!”

Message from the Executive Director



A MESSAGE FROM THE EXECUTIVE DIRECTOR

January/February 2026

Dear Participants,

Welcome to the start of a new year, with all the optimism and fresh motivation that comes with it. I have plenty of good news to share about your Thrift Savings Plan. It's news that I hope will increase your confidence in the TSP on your journey to and through retirement.

Low expenses. Reliable service.

At the TSP, our mission is to act solely in the interests of our participants and beneficiaries. We are dedicated to serving you while keeping administrative expenses low, so that more of your money stays in your account and continues to grow for your retirement. In fact, did you know the TSP's expenses are lower than 99% of investment options? We keep our operational expenses low, and whatever we don't spend stays in the TSP and continues earning for you.

The TSP remained open and available for all transactions during the 2025 lapse in appropriations. We were proud to help participants and were encouraged by their expressions of gratitude. "Thank you for working through the shutdown," one participant wrote. "I was thankful for being able to speak with someone and feel a sense of relief that the TSP is still functioning," commented another.

The Lifecycle Funds: Working for you

The Lifecycle Funds (L Funds) are designed to help you invest with confidence, no matter where you are on your retirement journey. In June, we introduced the L 2075 Fund, which is designed for participants who were born after 2009 or expect to begin withdrawing from their account sometime around 2075.

Each of the TSP's eleven L Funds is designed to grow your savings while managing risk based on when you'll need to withdraw retirement income. The L Funds rebalance daily and become more conservative over time, shifting from stocks (C, S, and I Funds) to more stable investments (G and F Funds) as you get closer to retirement. The L Funds buy shares as they go down in price and sell shares as the price increases, keeping your investments on track without you having to time the markets. Learn more on tsp.gov/funds-lifecycle.

So, what's in store for 2026? Plenty.

As of the end of January 2026, you have the option to convert money in your traditional (pre-tax and tax-exempt) balance into a Roth (after-tax) balance through a "Roth in-plan conversion." If you don't have a Roth balance in your account, your first Roth in-plan conversion can create one. You'll need to pay taxes on the money you convert to Roth, and you cannot pay them out of your conversion amount. The taxes will need to be paid with personal funds from a separate account.

If you're wondering if a Roth in-plan conversion is right for you, we strongly recommend you consult a tax advisor. You'll want to consider how it will affect your taxable income for the year and how it will fit into your long-term financial plan. You can find more information about Roth in-plan conversions on tsp.gov/roth-in-plan-conversions.

There's another change in 2026 that may affect you if you're turning 50 or older. If you plan on making catch-up contributions, which are designed to allow older participants to save a higher yearly amount as they approach



Ravi Deo, Executive Director

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Reminders for 2026

As you make your own plans for the coming year, here are some reminders for good management of your TSP:

- Log in to My Account on tsp.gov periodically to ensure your contact information and any beneficiary designations are up to date. If you're having trouble logging in, call our ThriftLine for help at 877-968-3778. It's one of many tasks our team can assist you with.
- Add your direct deposit information in My Account today. Adding this information now can help you get your money much faster when you need it.
- Protect your account. Remember, we will never call you to ask for a username, password, ThriftLine PIN, or one-time passcode. If you are unsure about correspondence or calls claiming to be from the TSP, do not provide any personal or financial information. Contact us directly if you have questions or if you need to report suspicious activity.
- If you get a raise, consider increasing the amount you contribute to your TSP. You can channel more money to your retirement without feeling a pinch. You'll have to [do this through your agency or service payroll system](#).
- Consider setting up emergency savings outside the TSP. According to our recent Financial Wellness Survey, nearly 8 in 10 TSP participants have separate savings set aside for emergencies. And studies show those who have emergency funds are less likely to borrow from their retirement savings while still working.

SECURE Act 2.0 - Provision 603

- **As of January 1, 2026:** Age 50+ catch-up contributions must now be made on a Roth basis for participants whose wages exceed \$150,000* in the prior year
- New Roth Catch-up Rules Video
 - <https://www.youtube.com/tsp4gov>
- For most participants once pre-tax limit is reached, catch-up contributions will be contributed **automatically** as Roth

*Threshold subject to annual cost-of living adjustments

Improvements Coming Soon

Current Process

- Installments
 - Processed on the 15th (next business day if non-business day)
- Banking Info
 - Update online or via PSR
- Money out transactions
 - When adding or updating bank account or address – wait 7 days
 - Call or log in again to finalize transaction

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- Banking Info
 - Update online, via PSR, or IVR
- Money out transactions
 - Add/update bank account and address and submit money out transaction
 - Transaction will pend for those 7 days then automatically process

Questions

