
**Office of
Participant Operations and Policy**

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**Presentation to FRTIB Board Members
July 28, 2014**

OPOP Functional Statement

“We talk to our participants, efficiently execute their requests, help solve their problems, and continually improve the TSP experience through policy and process innovation.”

Possumus et Volumus
(We can, and We Will)

Achieving “We Can” and “We Will”

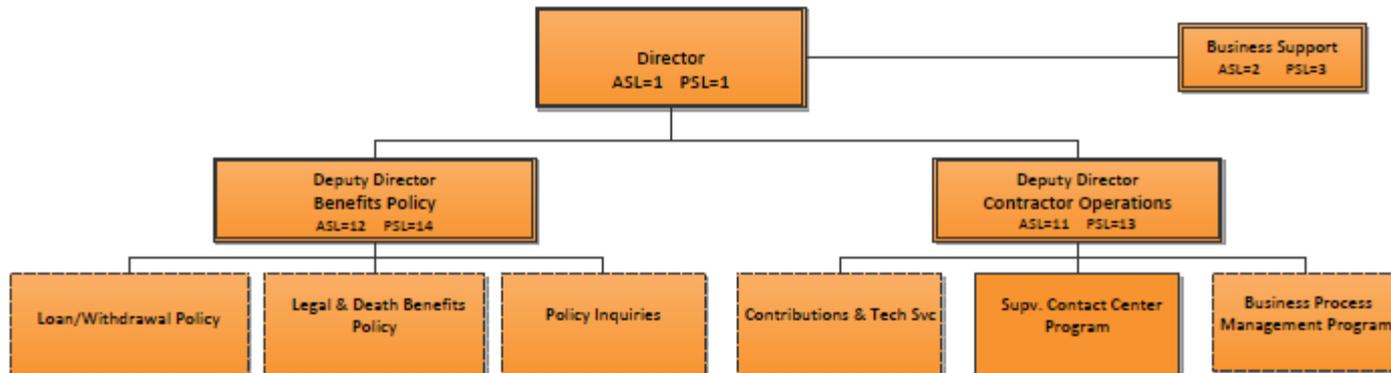
We Can:

- **Establishing a new organizational structure**

We Will:

- **Achieving an improved participant experience**
-

OPOP Organization



Authorized Staffing Level (ASL) = 26

Proposed Staffing Level (PSL) = 31

OPOP Recent Accomplishments

- Steady State
- Led Efforts to Deploy Stronger Passwords
- Designation of Beneficiary Enhancement Project
- Collaborative Approach at Call Centers – Pilot Program
- CAMS Implementation
- Annuity Contract Awarded
- Closed Ten Audit Recommendations

Future Improvements

- Provide Roth In-Plan Conversions & Other Changes
- Streamline Roll-ins
- Implement Adaptive Authentication
- Finalize Participant Contact & Service Center Acquisition Strategy
- Establish Deaccumulation Strategy
- Introduce Automatic Restart After Hardship
- Offer Investment Advice
- Automate 70 ½ Rules for Beneficiary Participant Accounts
- Allow Participants to Change Monthly Payments Anytime

Questions?