

# Annual Board Report

---

Office of Enterprise Planning  
May 18, 2015

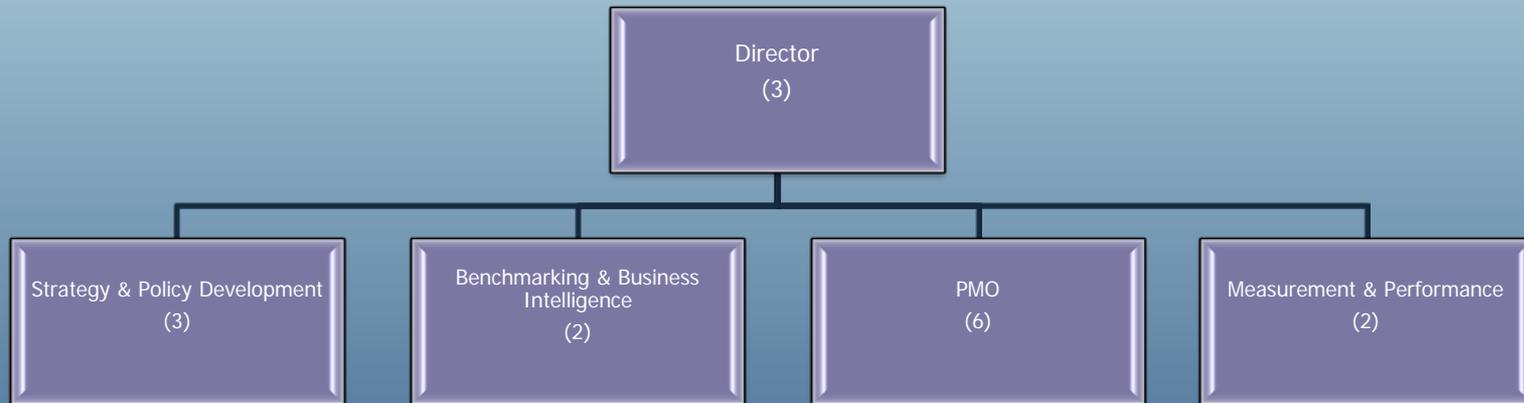
Renée Wilder

# OEP Mission

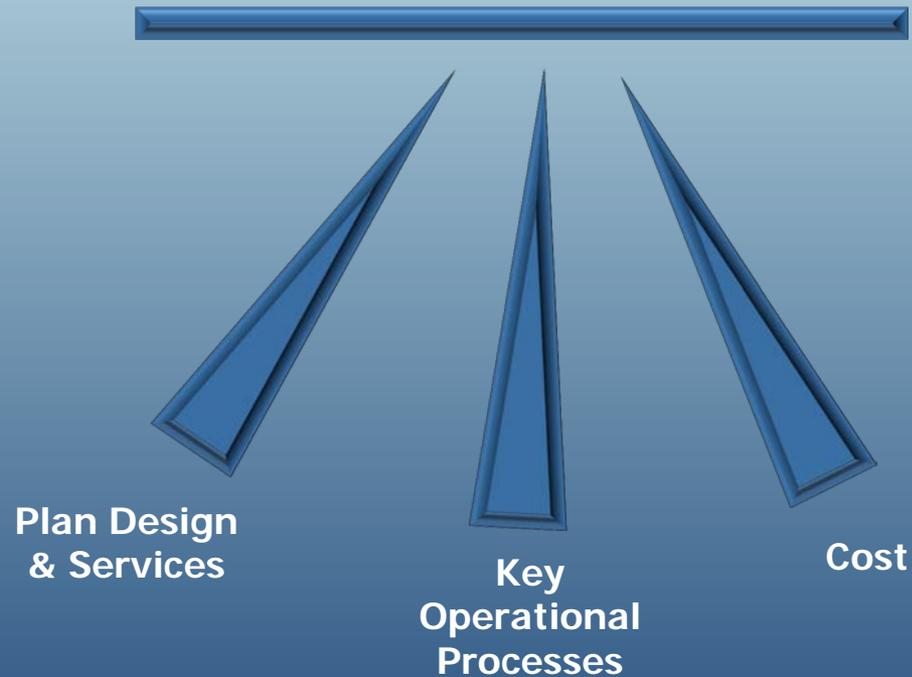
*OEP supports the Agency's decision-making and planning efforts from visioning, research and analysis through implementation, measurement and continuous improvement*



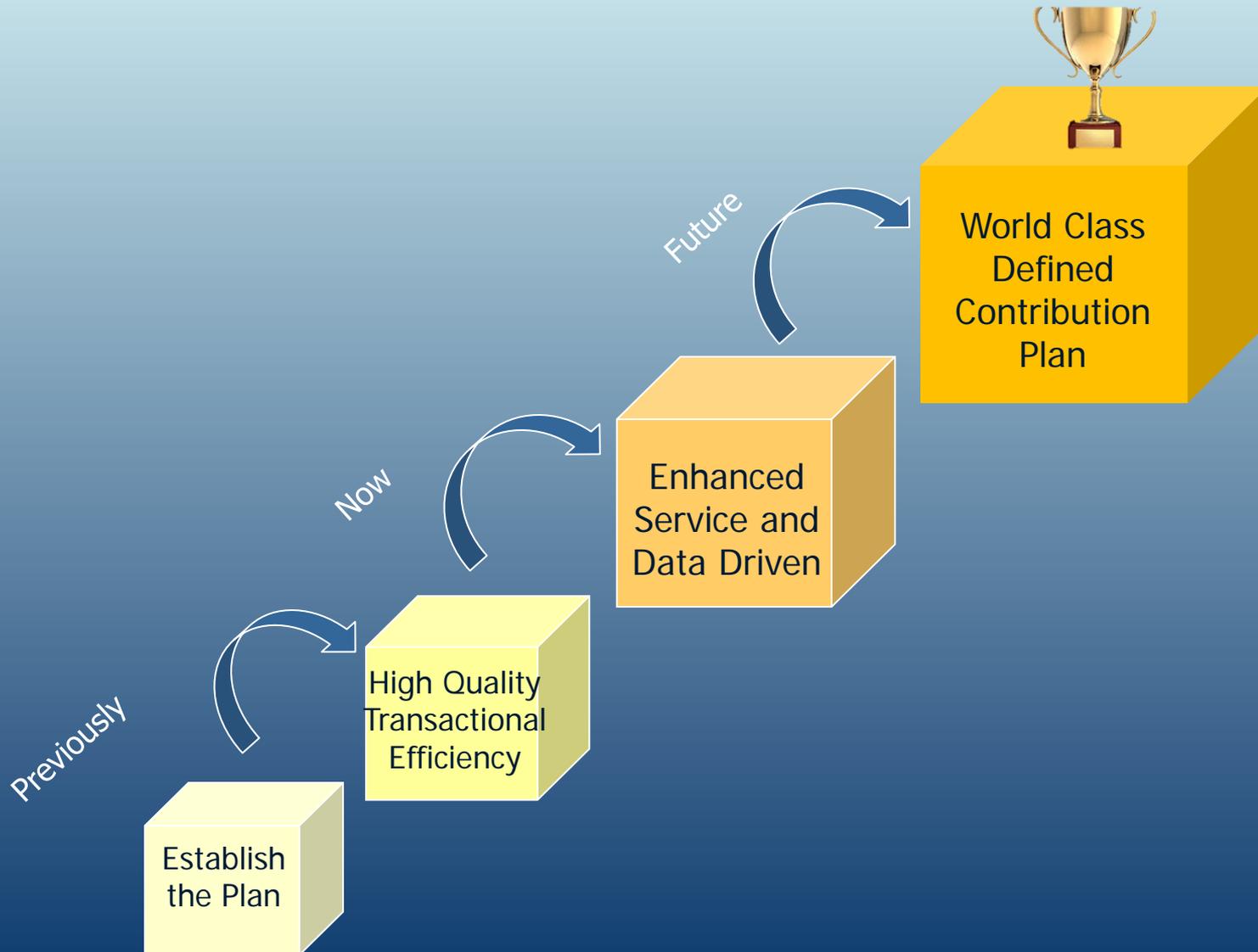
# OEP Organization



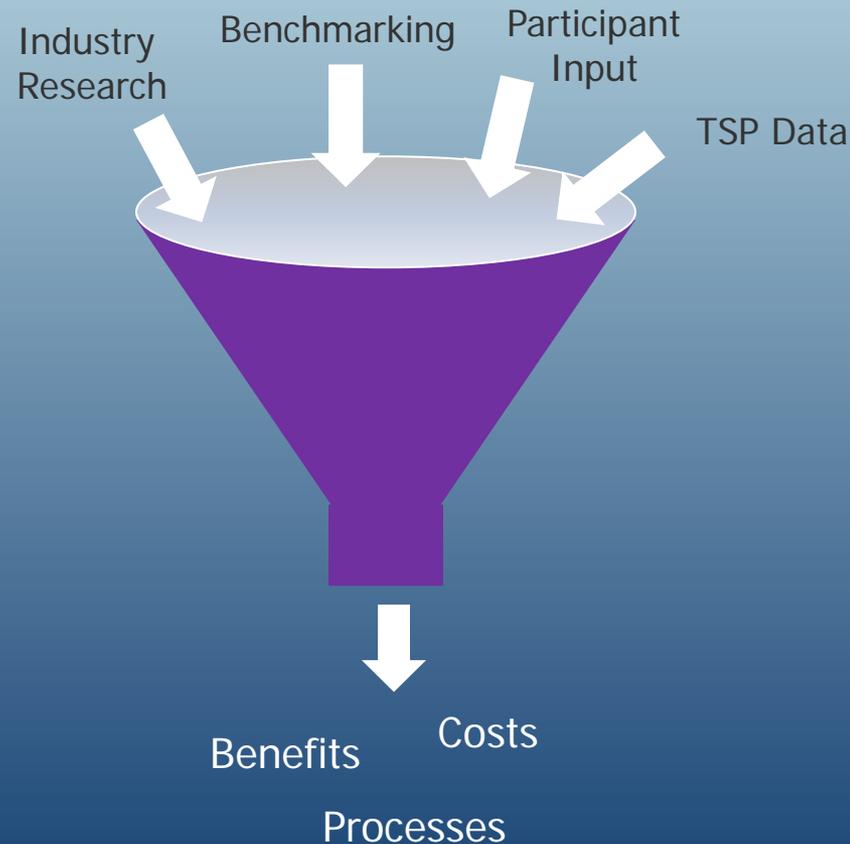
# TSP Benchmarking Initiative



# EVOLUTION OF TSP



# Becoming a World Class DC Plan



# Benchmarking Objectives

---

- **Comparing Plan benefits, services, processes and costs to other defined contribution providers**
- **Identification of opportunities for improvements and cost reductions**
- **Model for future scenario testing**

*Bringing greater value to TSP participants*

# BENCHMARKING UNIVERSE

- Compared to approx. 30 plan sponsors in 7 industries:
  - 15 companies with plan assets > \$15B
  - 10 companies participants > 50,000
- Data sources included:
  - Deloitte Annual 401(k) Benchmarking Survey
  - Third party surveys and research
  - Deloitte's relationships with plan sponsors and providers

Annual Defined Contribution  
Benchmarking Survey  
Stronger economy provides the building  
blocks for positive trends in DC plans



# PLAN DESIGN RECOMMENDATIONS

- Targeted/personalized communications
- Auto escalation
- Greater investment diversity
- Withdrawal flexibility
- Hardship re-start
- Advice/individualized guidance

# KEY OPERATIONAL PROCESS RECOMMENDATIONS

- Reduce manual processes for better quality controls
- Allow participants to make deferral changes and update addresses and other indicative data with the TSP
- Reduce dependence on paper forms
- Automate on-line password resets
- Consolidated view of civilian and uniformed services accounts
- Allow interfund transfers without making full re-allocation
- Online beneficiary designations
- On-line loan/withdrawal issuance

# COST RECOMMENDATIONS

- Reduce manual processing and multiple levels of manual reviews
- Enhance automation
- Charge fees to offset specialized service costs
- E-delivery of notifications, storage of e-mail addresses
- Allow participants to choose communication preferences
- On-line completion of forms
- Minimize use of custom applications

# ✓ KEY TAKE-AWAYS

---

- ✓ Advice
- ✓ Personalized Communications
- ✓ Investment Flexibility
- ✓ Withdrawal Flexibility
- ✓ Self-service and straight-through processing
- ✓ Website capabilities and enhanced usability
- ✓ Automated processes and controls

**QUESTIONS?**