



## Facts about Creating a New Login for the TSP & Two Acknowledgement Letters

June 2022

On June 1, 2022, the Federal Retirement Thrift Investment Board changed recordkeepers for Thrift Savings Plan (TSP) participants.

- Participants' funds remained invested in accordance with their previous investment choices.

As a result of the transition, all participants and beneficiaries must set up a new login for the new My Account.

The new login makes a secure system even safer. It is a one-time setup process that requires participants to verify their identity, create a username and password, update their contact information, and set up their account security.

- The ability to claim and create account access online is different from the previous process where a participant received a temporary password in the mail.
- Should participants not be able to verify their identity online, the TSP can still mail them a PIN to allow them to move forward with the login process.

After you have created a new login, the TSP will mail participants **two** acknowledgement letters.

One acknowledgement letter will say, "***Your Account Has Been Claimed.***" This indicates that the participant has successfully completed the login process.

The other acknowledgement letter will say "***Your Contact Information Has Changed.***" This indicates that the participant has successfully provided contact information during the login process.