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.