

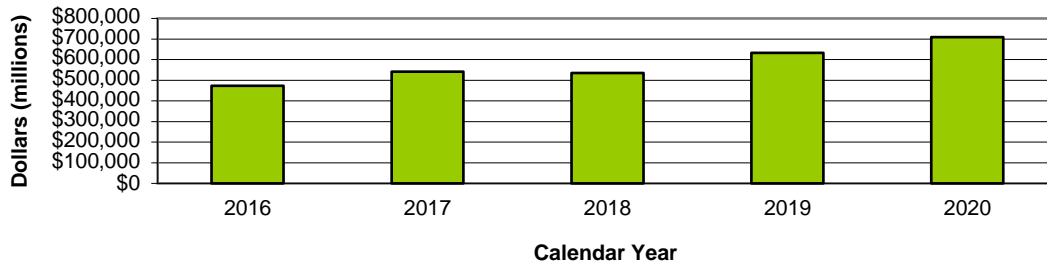
Thrift Savings Fund Statistics

January 2021

Highlights

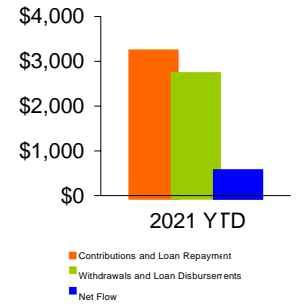
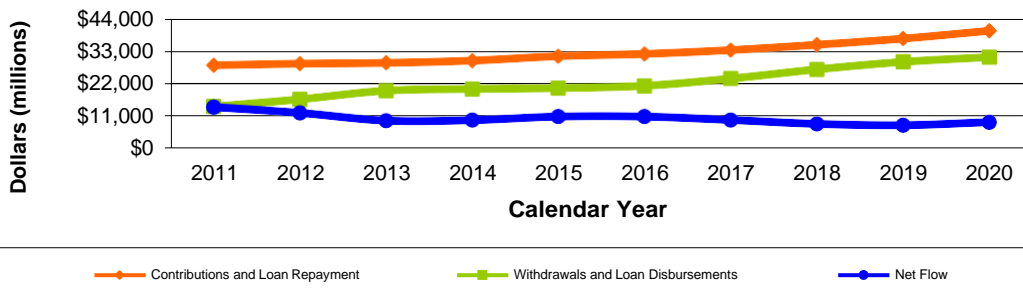
Participation rates reached all-time highs with the FERS participation rate at 94.1% and the Uniformed Services active duty participation rate at 76.7%. Following normal annual trends, post separation withdrawals increased moderately. Service level metrics at the Contact Center are improving although we are still below optimal service levels in call answer time.

Thrift Savings Fund Statistics



	Plan Balance	Roth
Jan	\$709,040	\$26,393
Dec	\$709,638	\$26,046
Nov	\$690,598	\$24,804
(in millions)		

Cash Flow Attributes

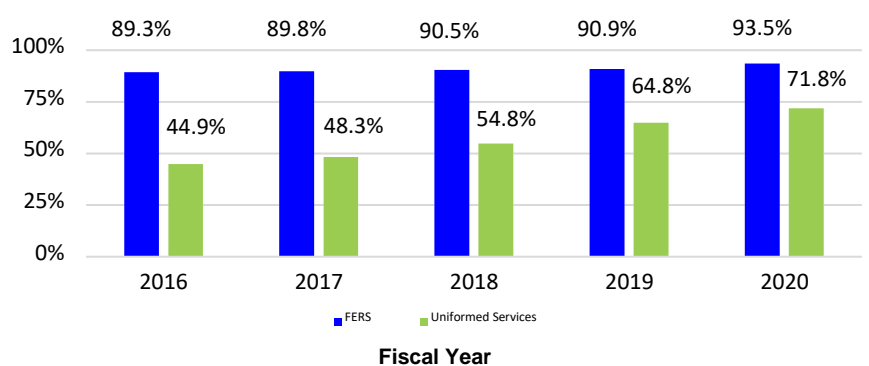
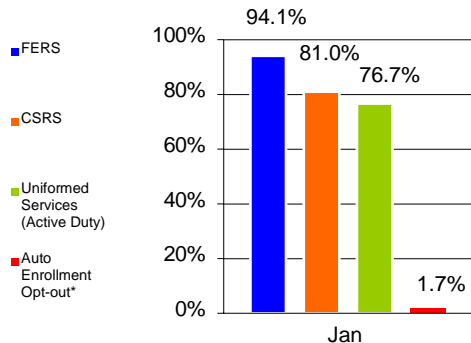


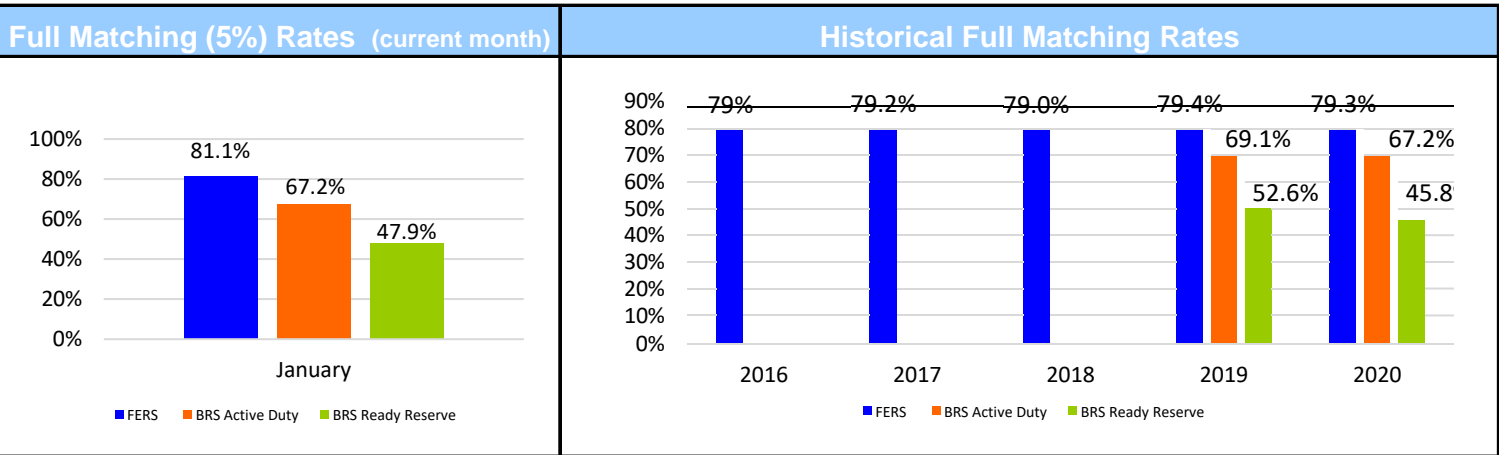
Participants and Average Balance (current month)

	Total Number of Participants	Average Balance	Number of Roth Participants	Average Roth Balance
FERS	3,639,690	\$164,124	713,554	\$19,136
CSRS	286,070	\$174,620	10,196	\$27,236
Uniformed Services	1,338,114	\$34,117	597,743	\$14,068
BRS Participants	911,656	\$8,801	498,143	\$8,133
Bene Participants	31,809	\$129,594	1,668	\$12,051
Total	6,207,339	\$114,226	1,821,304	\$14,475

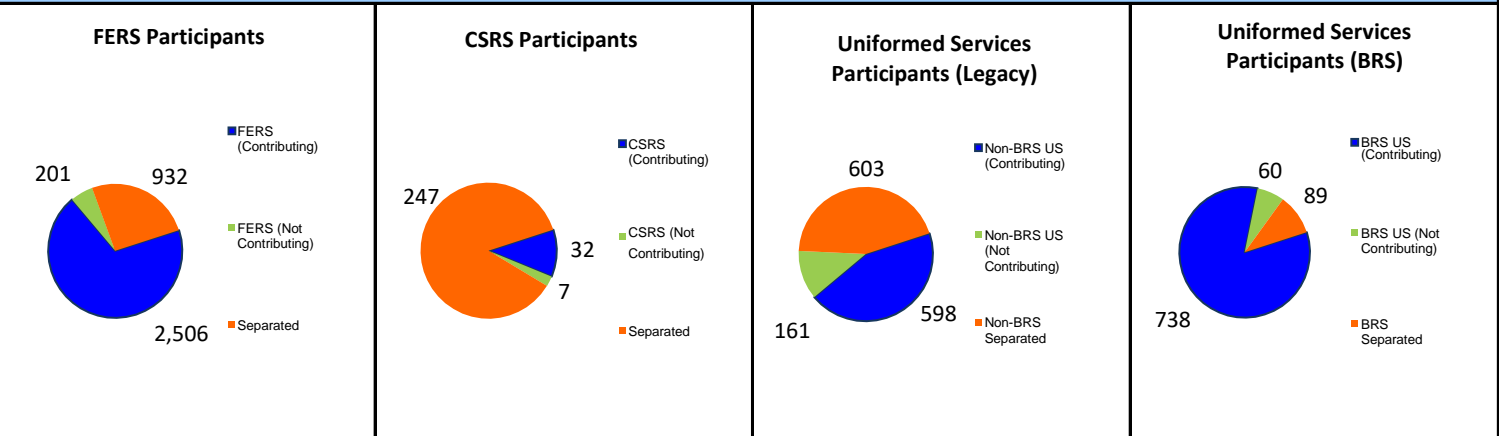
Participation Rates (current month)

Historical Participation Rates

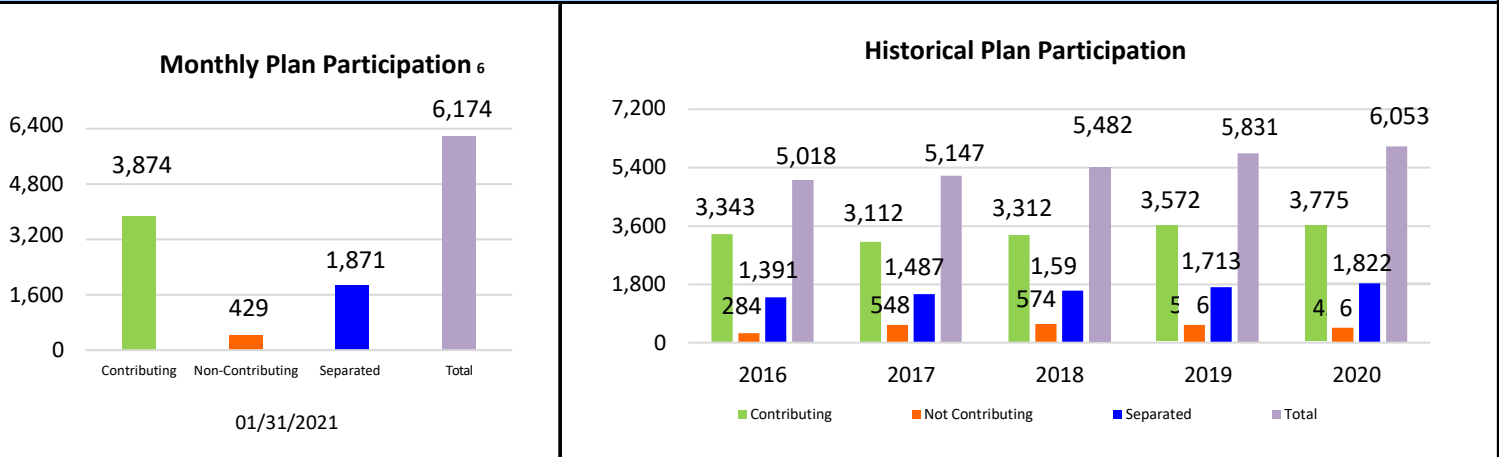




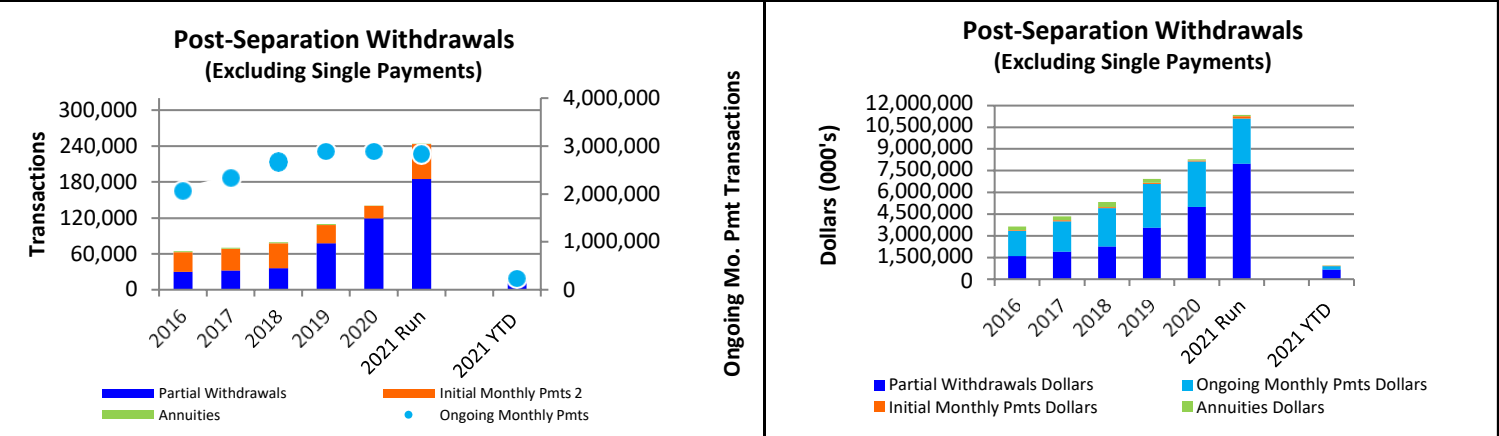
Participant Composition (current month in thousands)



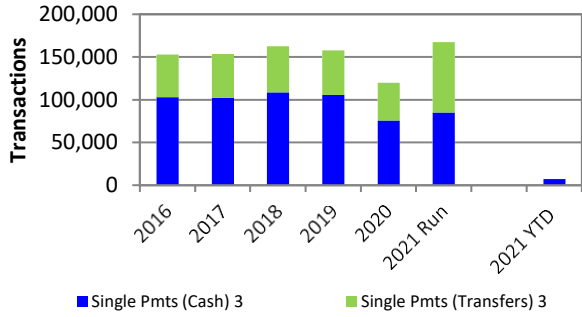
Plan Participation (in millions)



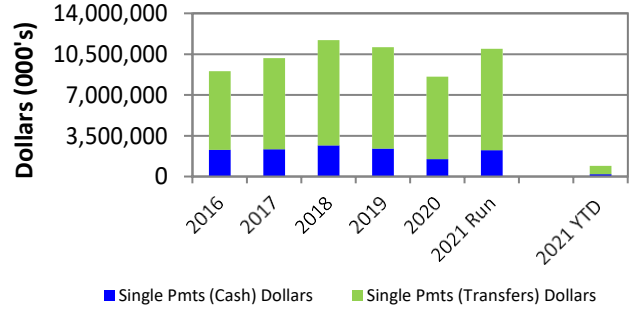
Post-Separation Withdrawal Activity



Post-Separation Withdrawals Single Payments (Cash & Transfers)

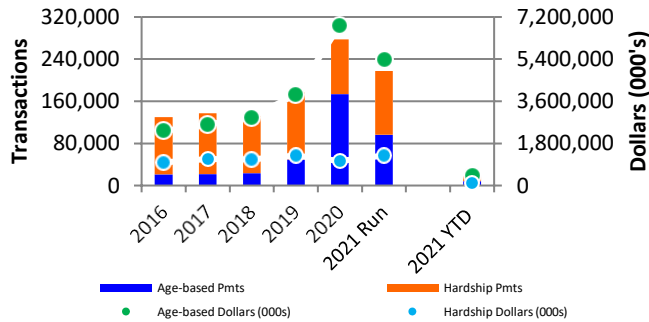


Post-Separation Withdrawals Single Payments (Cash & Transfers)

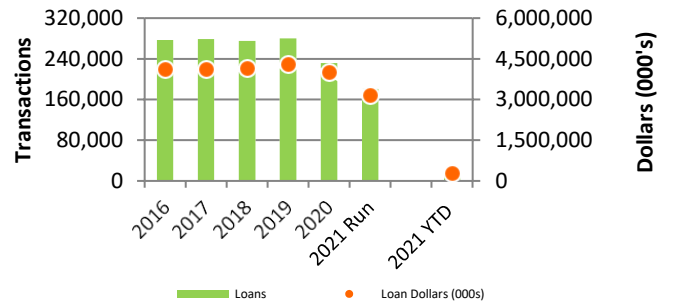


In-Service Withdrawal and Loan Activity

Age-Based & Hardship

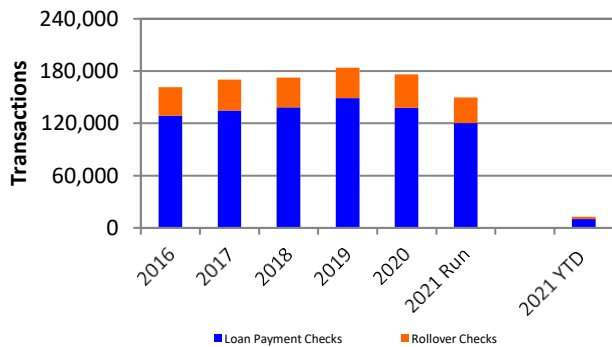


Loans

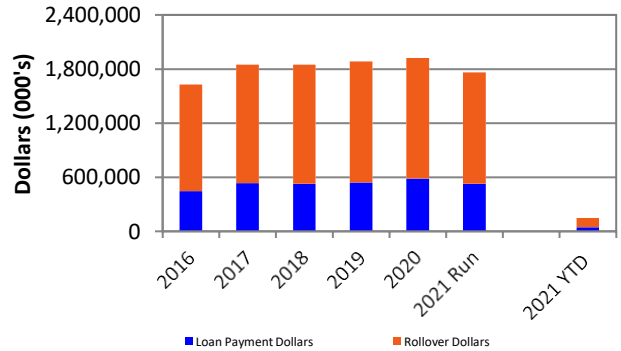


Other Activity

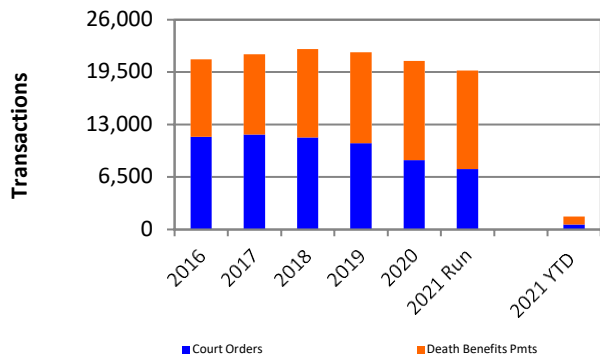
Participant-Submitted Checks



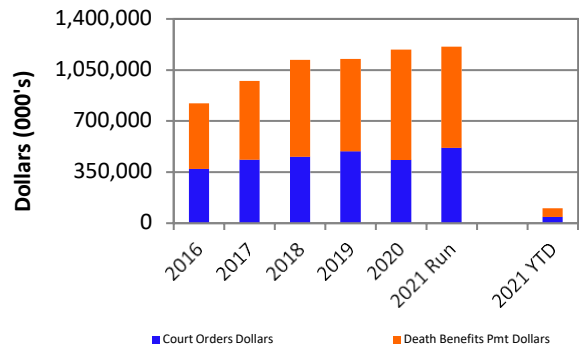
Participant-Submitted Checks



Legal Processing

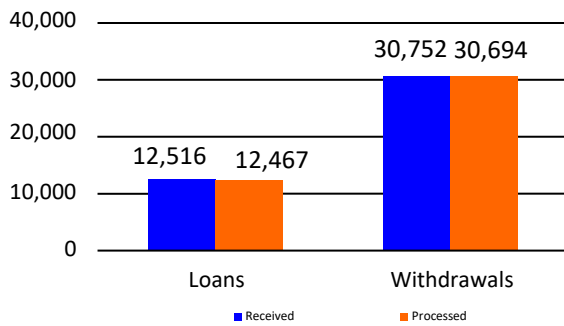


Legal Processing

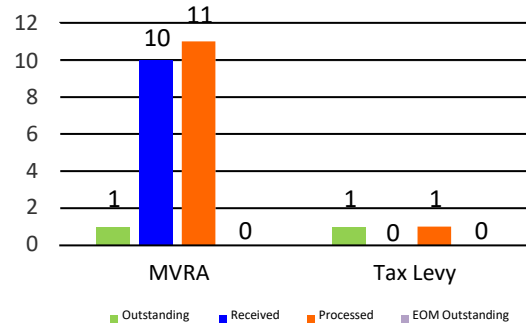


Forms Processing (current month)

Service Bureau Activity ⁴



MVRA & Tax Levy ⁵



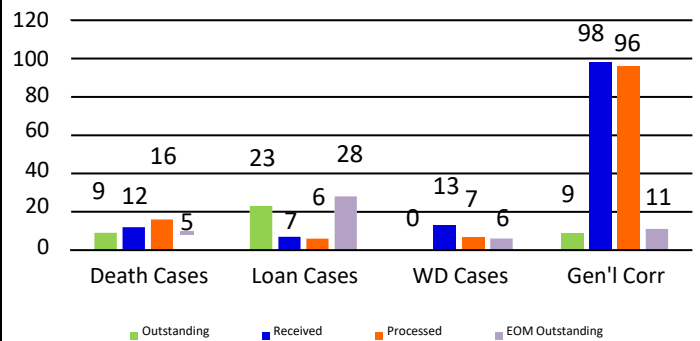
Inquiries (current month)

Top 5 Inquiry Reasons

Rank	Inquiry Code	Count	Percentage
1	Post-Separation Withdrawal Program	30,744	14.97%
2	Transaction Verification	16,701	8.13%
3	Participant Profile	14,241	6.93%
4	EDR, Contributions, Neg Adjustments, Acct Balance	11,903	5.80%
5	In-Service Withdrawal Program	10,575	5.15%

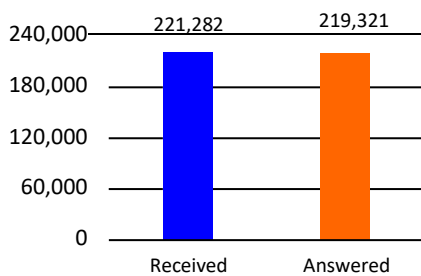
OPS Casework (current month)

Issue Management

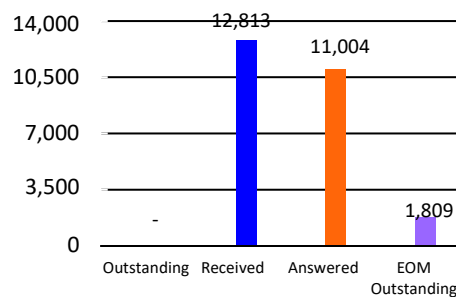


Contact Center Activity (current month)

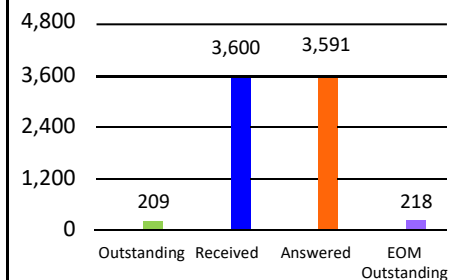
Calls



E-Messages *



Written Correspondence *



1. Active participants with no current contributions include non-separated CSRS and uniformed services participants who have terminated contributions or had them suspended because of hardship withdrawal, participants whose employing agencies have not submitted their separation status, and beneficiary participants.

2. In addition to the initial monthly payments, 235,782 ongoing monthly payments were disbursed in January, 2021.

3. Participants may elect to transfer all or part of their single payments. If only a portion is transferred, each portion (cash and transfer) is counted separately.

4. Forms Processed includes accepted and rejected forms.

5. Mandatory Victims Restitution Act and Tax Levy Processed means that the decision letter has been sent, but payment has not been made.

* Previous Month Outstanding + Received = Processed + Current Month Outstanding. Slight discrepancy due to times when reports are run and real time tasks are entered.

6. This number does not include the FERS Agency Contributions only.