



Creating a New TSP Experience

A Presentation for HR Representatives



**DoD 2022 Benefits Symposium
Defense Civilian Personnel Advisory Service
Department of Defense
29 September 2022**

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Learning Objectives

- Review the Thrift Savings Plan (TSP) changes that became effective on 1st June 2022.
- Recognize new tools.
- Identify applicable resources regarding TSP changes for helping participants and beneficiary participants.

Agenda

- Account Access Security
- Enhanced Personalized Participant Support
- New Investment Options
- Money-Out Changes
- Beneficiary Designation Changes
- Resources

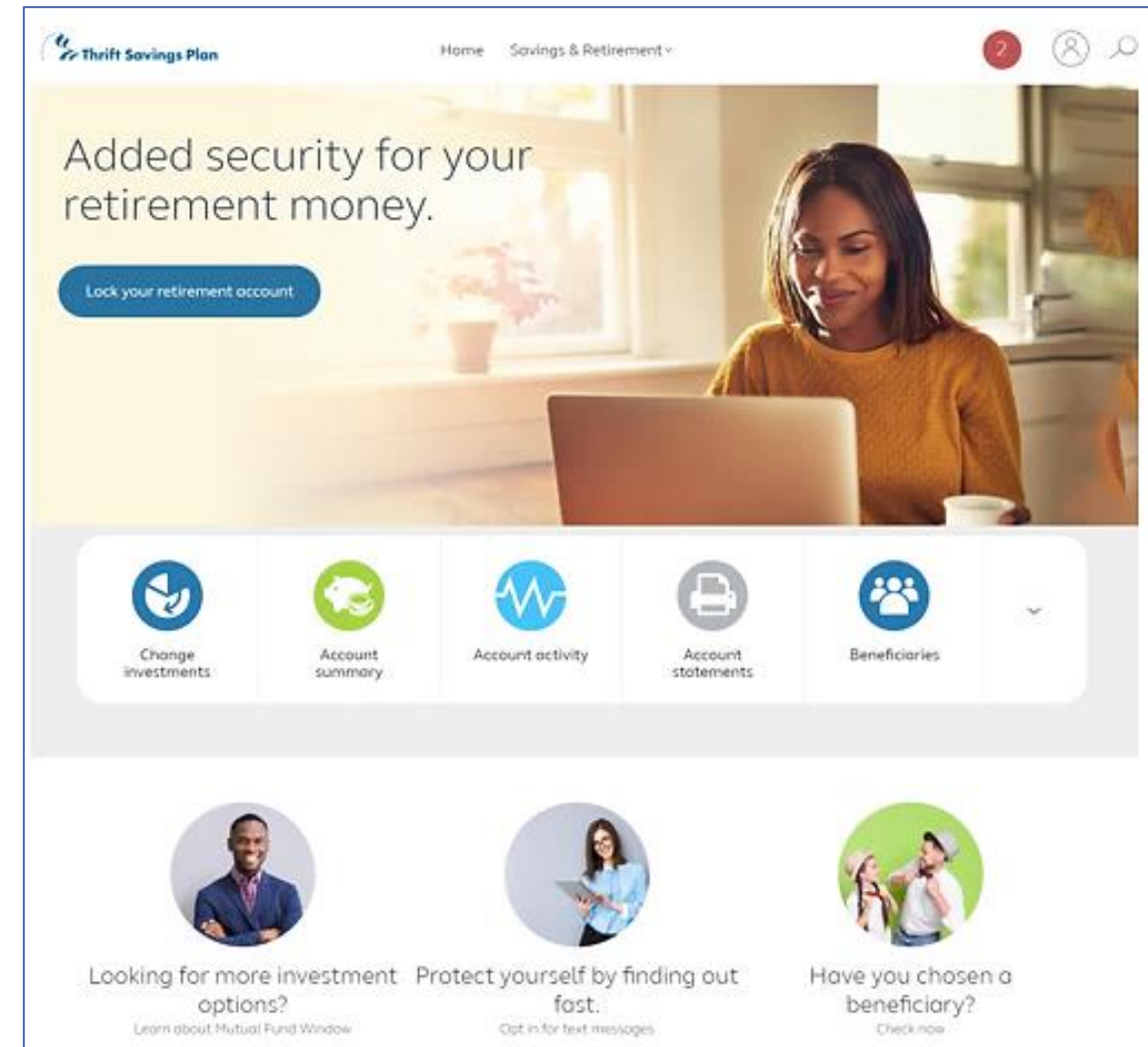


Account Access Security

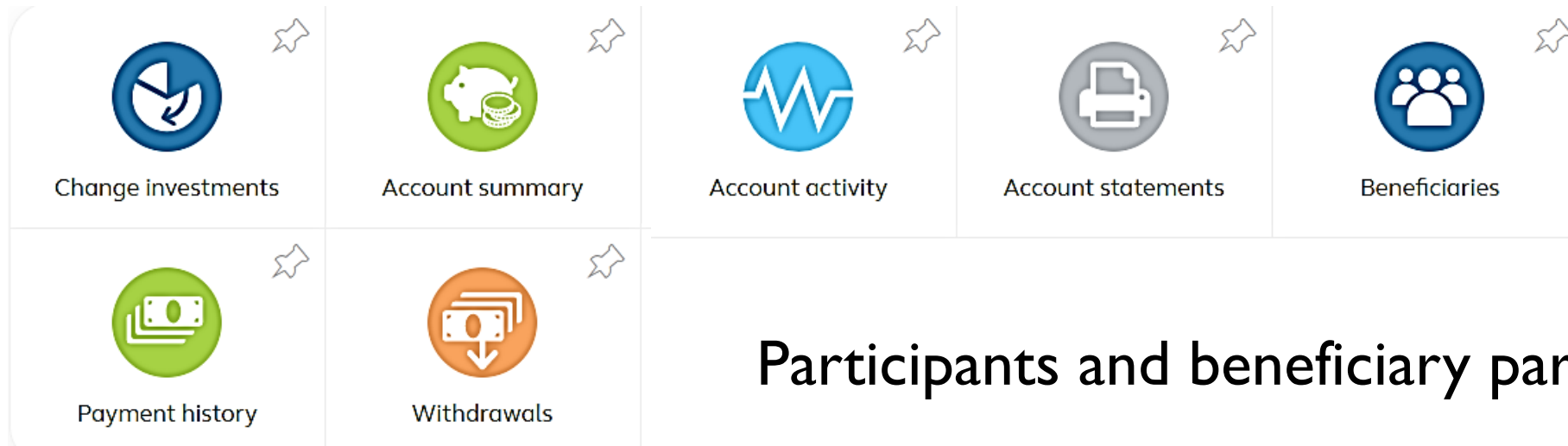
Account Access and Security

TSP participants and beneficiary participants **must** set up a **new** login for My Account by visiting tsp.gov. To set-up the login:

- Verify identity (may need driver's license/passport).
- Create username and password.
- Update contact information.
- Enroll in multifactor authentication.
- Set up ThriftLine PIN and have the PIN sent to via mail.
- Set up communication preferences.



User Friendly My Account



Participants and beneficiary participants:

- Can customize My Account dashboard to see all account information in one place.
- Complete secure online transactions and check account balances.
- Receive account-specific communications.

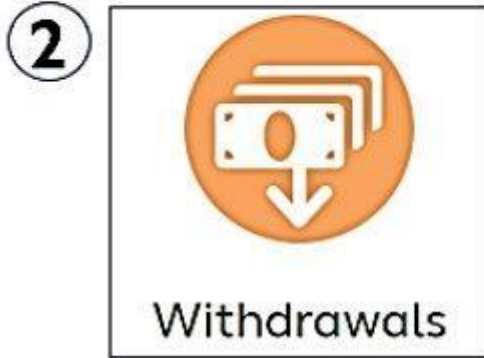
Secure Participant Mailbox

- Can receive account-specific communications (notices, transaction confirmations, documents, and statements).
- Can only receive messages; cannot send messages.
- Replaces the Secure Message Center.



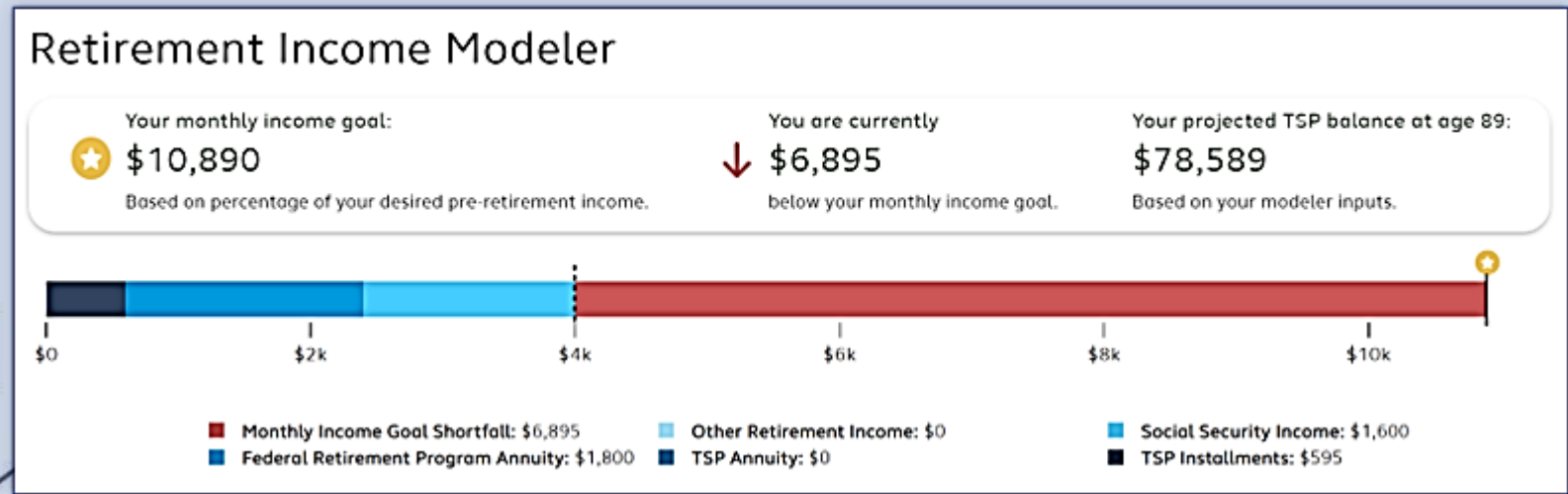
My Account – Retirement Income Modeler

1  Thrift Savings Plan [Log in](#)



3 [Withdrawals and Rollovers](#)

4 Estimate how much income you may have in retirement.
Model withdrawal options



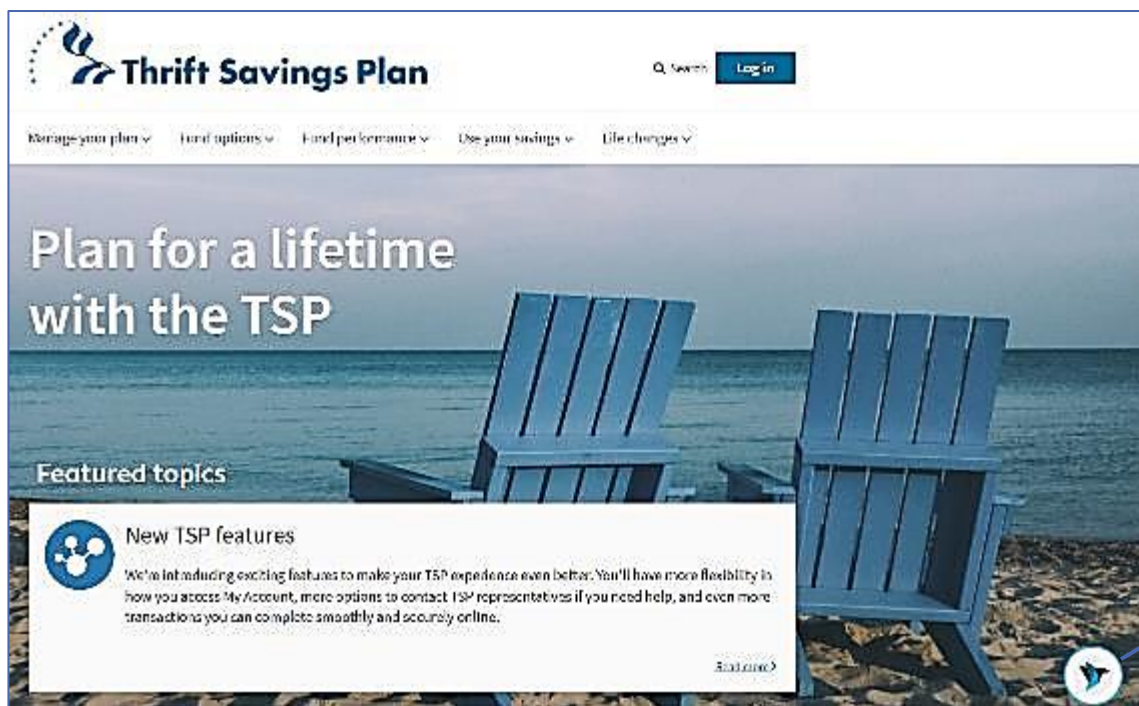
Summary of Account Access and Security

- Complete a one-time process to set up a new login for the new My Account.
- Receive account-specific communications in the Secure Participant Mailbox.
- Customize My Account Dashboard.
- Complete secure online transactions.
- Use the Retirement Income Modeler to project retirement income.

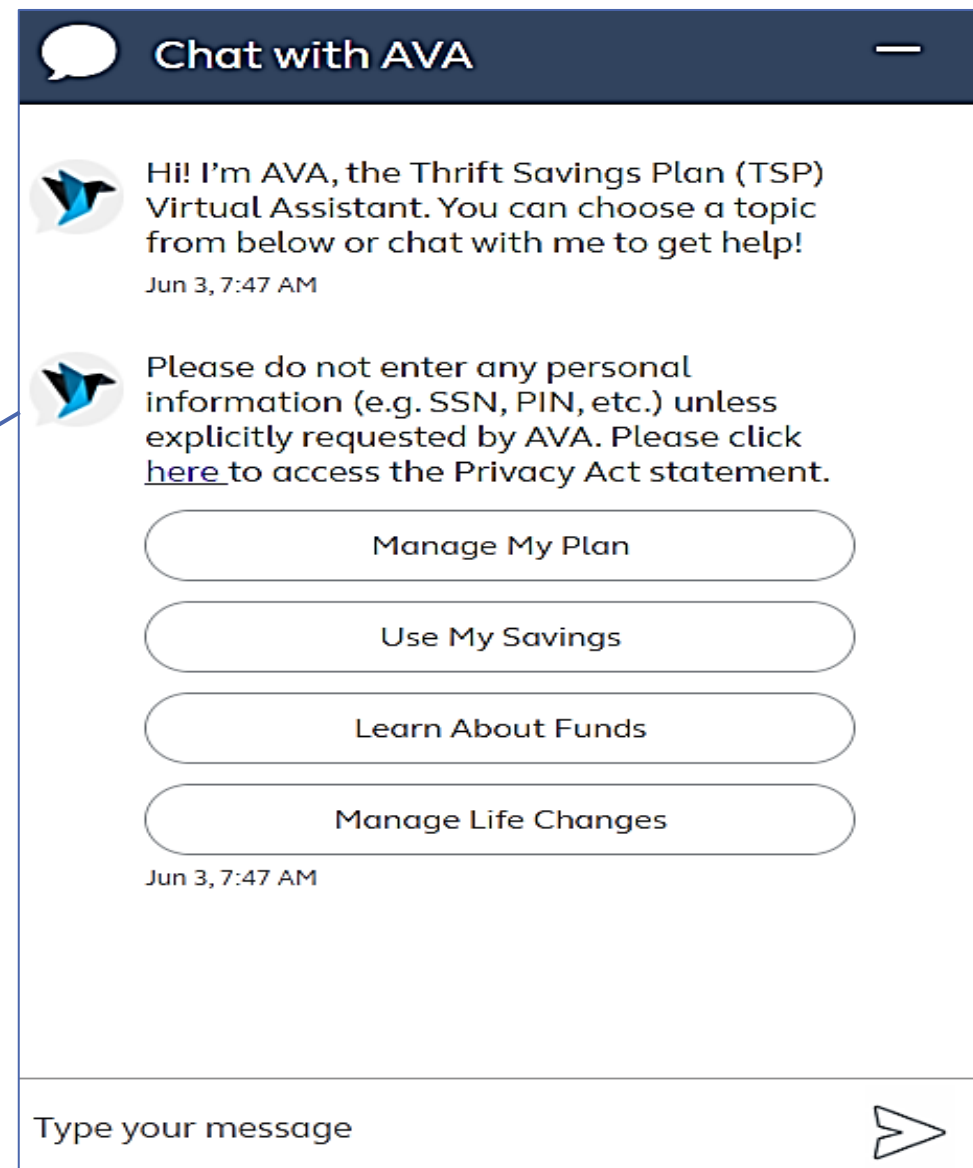


Enhanced Personalized Participant Support

Virtual Assistant (AVA)



- Get answers to general questions with AVA.
- For account-specific questions and loan requests, login into My Account to ask AVA.



TSP Mobile App Features

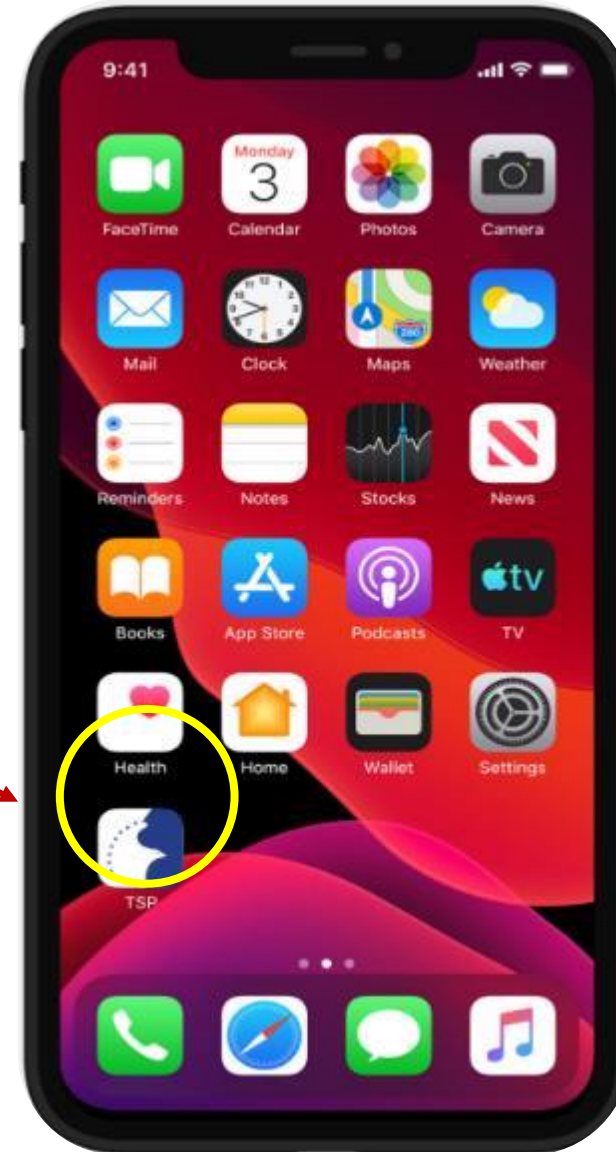
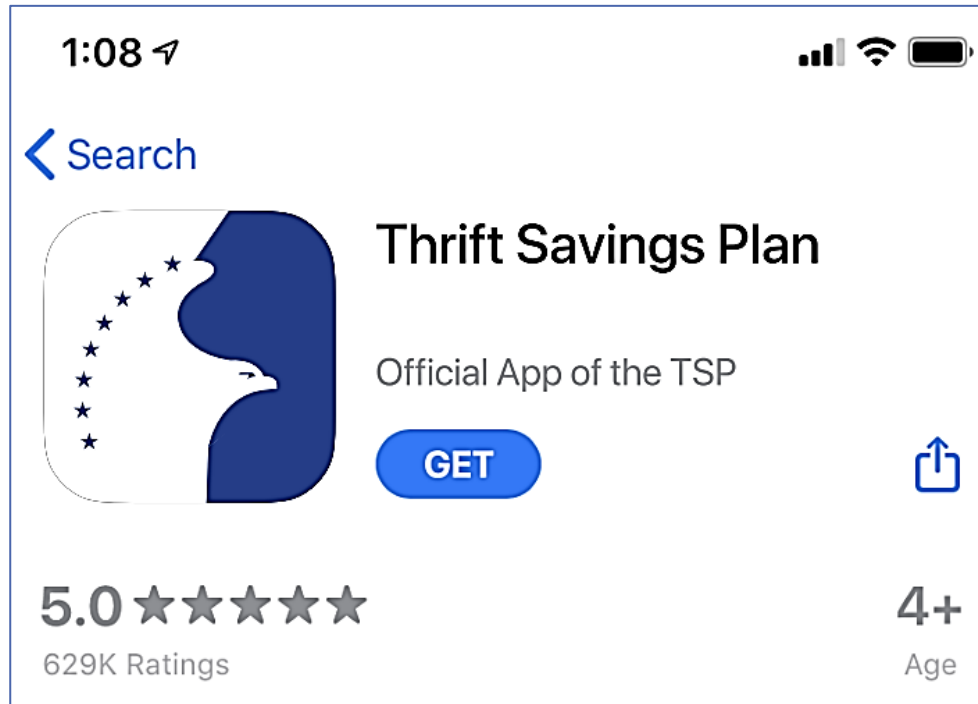
Includes many of the same features of the enhanced My Account:

- Check TSP account balance.
- Track fund performance.
- Change to investment elections; request fund reallocations, and fund transfers (including moving money into and out of the mutual fund window).
- Take participants to the TSP website for beneficiary designation and request for loan, withdrawal, and distributions.
- Submit loan payments via direct debit.
- Chat with AVA.

Download TSP Mobile App



Search "TSP" or "FRTIB"

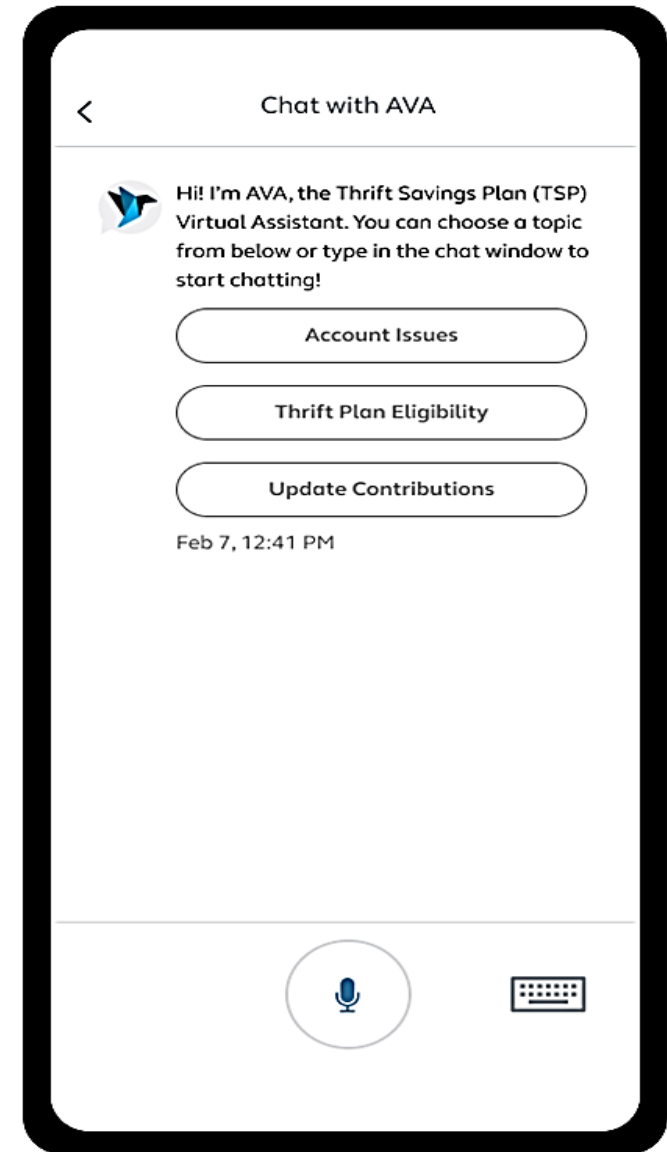
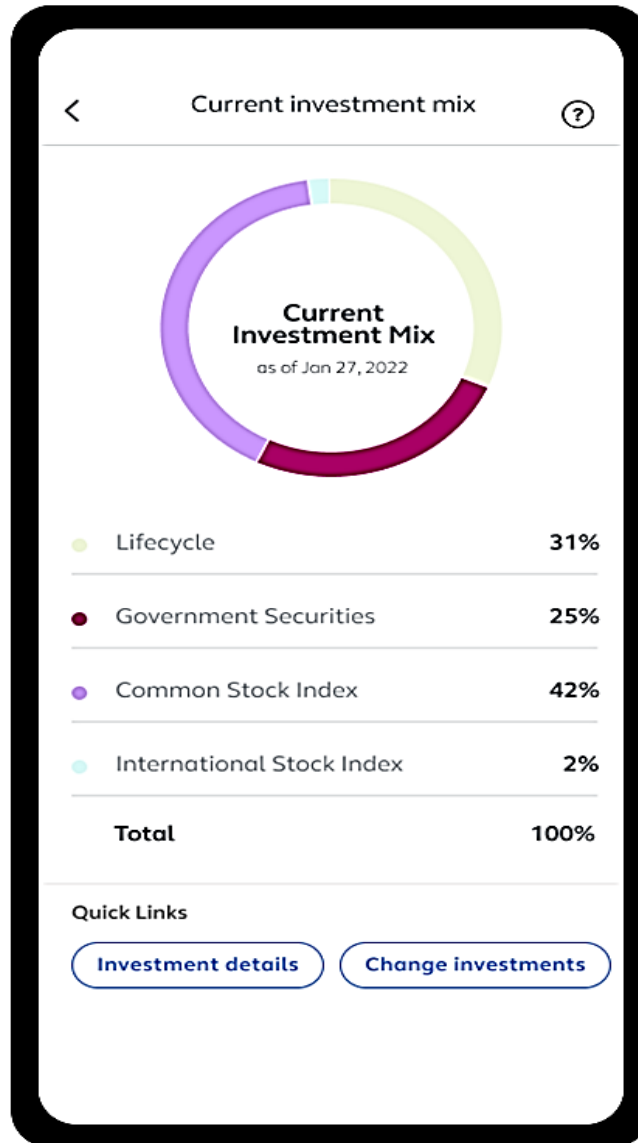
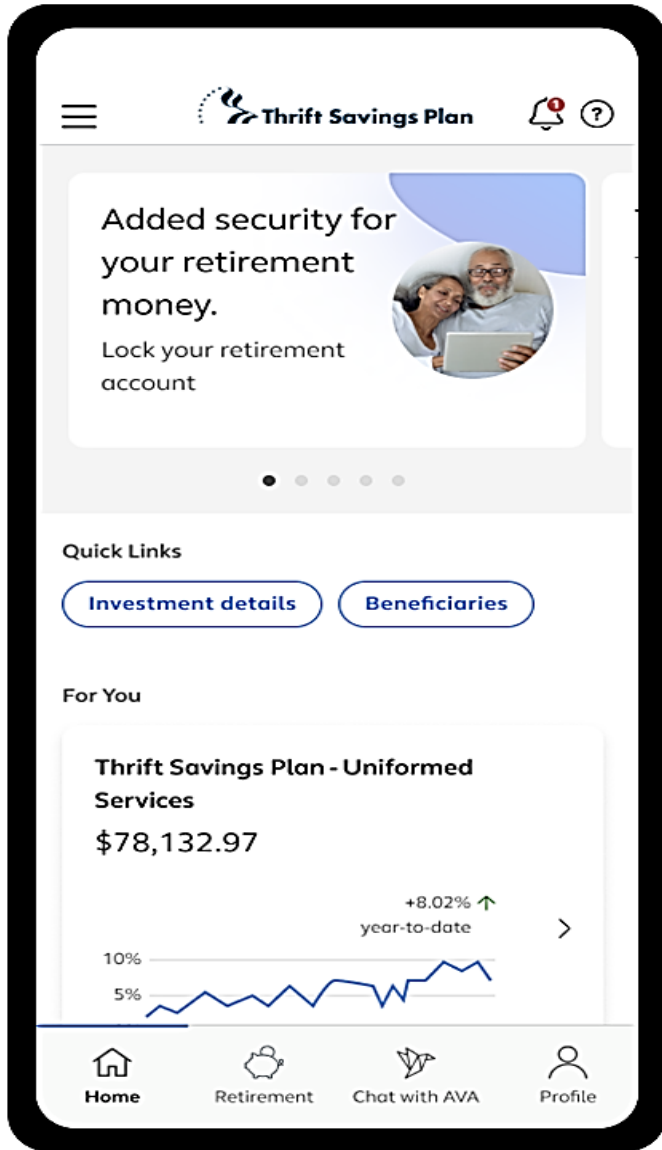


TSP Mobile App Security

- Create a secure password.
- Use multi-factor authentication.
- Set up biometric security on Android devices, such as fingerprint and facial recognition.



Mobile App Screen Captures



Personalized Support for Rollovers

New Terminology

Direct Rollovers (previously known as Transfers).

What's New

- Personalized support to “Roll Over In”- move money from IRAs, SIMPLE IRAs, and eligible employer plans into the TSP.
- Submit online with pre-populated rollover form + check scan via TSP Mobile App.



Summary of Enhanced Participant Support

Participants and Beneficiary Participants can:

- Chat with AVA.
- Use TSP Mobile App.
- Get help by phone, email, or live chat.
- Have access to support from specialized agents when rolling over money from an IRA or other eligible retirement plan.



New Investment Options

New TSP Investment Terminology

Investment Election

(previously known as Contribution Allocation)

Fund Reallocation

(previously known as Interfund Transfer)

Fund Transfer

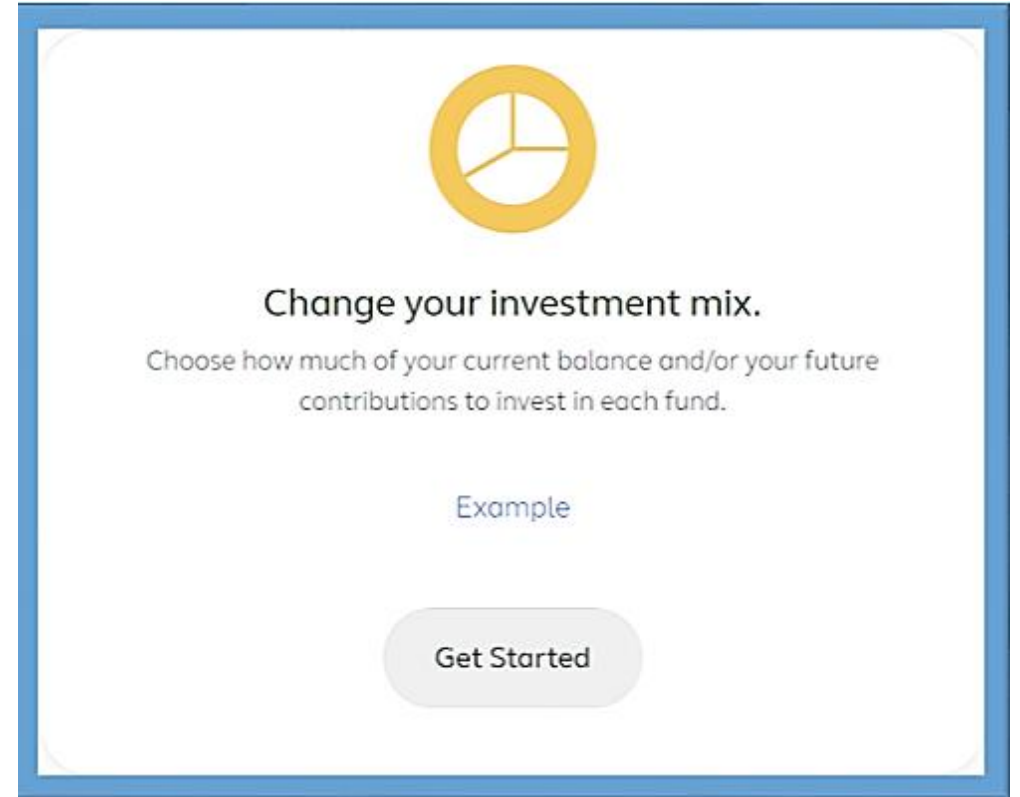
(new)

Investment Election

- **Investment Election** specifies how participants want to invest new money going into their TSP account (G, F, C, S, I, and L Funds).
- The change will be effective the following business day (were previously subject to the noon EST cut off).
- Only in whole percentage.

Fund Reallocation

- **Fund Reallocation** redistributes the entire balance with new percentages in TSP funds already in participant's account among the TSP core funds (G, F, C, S, I, and L Funds).
- Requests made by noon EST will be effective that same business day.
- Only in whole percentage (not dollar amounts).
- Counts toward two-per-month limit.



Fund Reallocation Example

BEFORE Reallocation

G Fund	39%	\$39,000
F Fund	4%	\$4,000
C Fund	23%	\$23,000
S Fund	19%	\$19,000
I Fund	15%	\$15,000
Total	100%	\$100,000

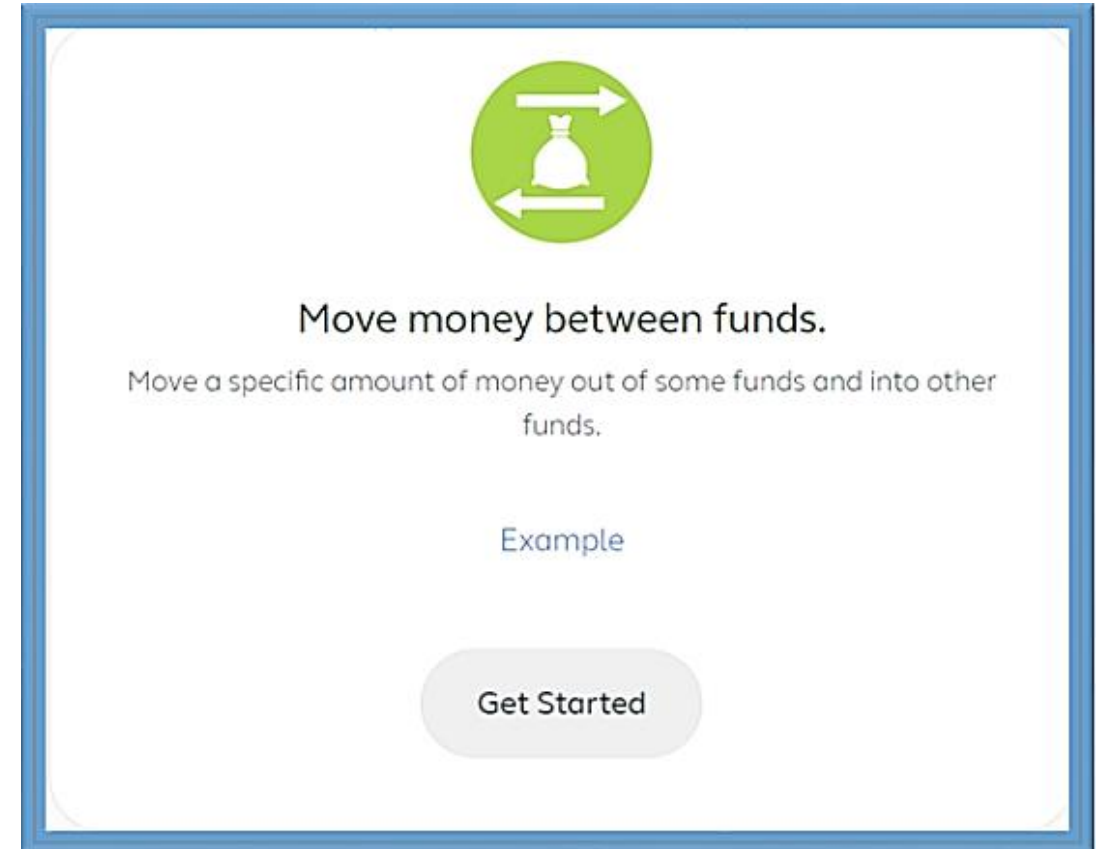
Rebalance
the
Portfolio
(only in whole
percentage)

AFTER Reallocation

G Fund	35%	\$35,000
F Fund	5%	\$5,000
C Fund	25%	\$25,000
S Fund	20%	\$20,000
I Fund	15%	\$15,000
Total	100%	\$100,000

Fund Transfer

- **Fund Transfer** moves money from one or more specific TSP funds to another specific TSP fund or funds without affecting the rest of the account.
- Also describes moving money from TSP funds to and from the Mutual Fund Window (MFW).
- Requests made by noon EST will be effective that same business day.
- Counts toward two-per-month limit.



Fund Transfer Example

BEFORE Transfer

G Fund	39%	\$39,000
F Fund	4%	\$4,000
C Fund	23%	\$23,000
S Fund	19%	\$19,000
I Fund	15%	\$15,000
Total	100%	\$100,000

Transfer (\$3,000)
 \$2,000 out of G
 \$1,000 out of F
 (Can be by dollar amount or percentage)


Transfer
 34% to C Fund
 33% to S Fund
 33% to I Fund
 (Must be by percentage)

AFTER Transfer

G Fund	37%	\$37,000
F Fund	3%	\$3,000
C Fund	24.02%	\$24,020
S Fund	19.99%	\$19,990
I Fund	15.99%	\$15,990
Total	100%	\$100,000

Change Investments

Change Investments

 Check Plan Information for transfer restrictions that might impact investment changes.



Change your investment mix.

Choose how much of your current balance and/or your future contributions to invest in each fund.

Example

Get Started



Move money between funds.

Move a specific amount of money out of some funds and into other funds.

Example

Get Started



Set up a Mutual Fund Window Account

Learn more about and enroll in a Mutual Fund Window (MFW) account available through your plan.

Learn more

Get Started

Mutual Fund Window Portal

Thrift Savings Plan

Home Savings & Retirement

Looking for more investment options?

Learn about Mutual Fund Window

Change investments Account summary Account activity Account statements Beneficiaries

Mutual Fund Window (MFW)

Participants and beneficiary participants may:

- Open a MFW account.
- Transfer money from TSP account via fund transfer to MFW account.
- Buy, sell, and exchange among thousands of mutual fund options in the MFW account.



Initial Investment for the Mutual Fund Window

- Participant's initial transfer to the mutual fund window must be **\$10,000** or more but may not be more than **25% of the total TSP savings**.
- Participant must have at least **\$40,000** in the TSP account to ensure that the initial transfer is not more than **25% of the total TSP savings**.

Reference:

Code of Federal Regulations (CFR)

5 CFR Part 1601 – Participants' Choices of TSP Funds

Subpart F – Mutual Fund Window

<https://www.ecfr.gov/current/title-5/chapter-VI/part-1601>

25% Restriction for the Mutual Fund Window

- May not invest more than **25% of the total TSP account balance** in the MFW **at any time**.
- Can **keep the investment earnings in the mutual funds** that caused the MFW account balance to exceed 25% of the total TSP account balance.
- Will not be permitted to transfer more money from the TSP account to the MFW account if:
 - The MFW account balance (including the earnings) already exceeds the 25% restriction.
 - The Fund Transfer would cause the MFW account balance (including earnings) to exceed the 25% restriction.

Mutual Fund Window Fees

- \$55 annual administrative fee.
- \$95 annual maintenance fee.
- \$28.75 per trade fee (charged by the brokerage service provider for buying and selling the mutual funds).
- Other fees and expenses specific to participant's chosen mutual funds. These will be disclosed in the fund prospectus available online.
- The above fees **do not apply** to participants who invest only in TSP Core Funds (G, F, C, S, I, and Lifecycle Funds).

Mutual Fund Window Accounts

- Participants may have three Mutual Fund Window (MFW) accounts – civilian, uniformed services, and beneficiary participant account.
- Each MFW account will act independently.
- Annual fee will apply to each MFW account.

Mutual Fund Transfer Limits



- The TSP allows two fund transfers per month, after which only transfers into the G Fund are allowed.
- Reallocations, previously called “interfund transfers,” also count against the fund transfer limit.
- Moving money in and out of the mutual fund window counts toward the TSP’s monthly transfer limits.

Mutual Fund Window Trading Page

Accessing the MFW takes participants out of the tsp.gov site.

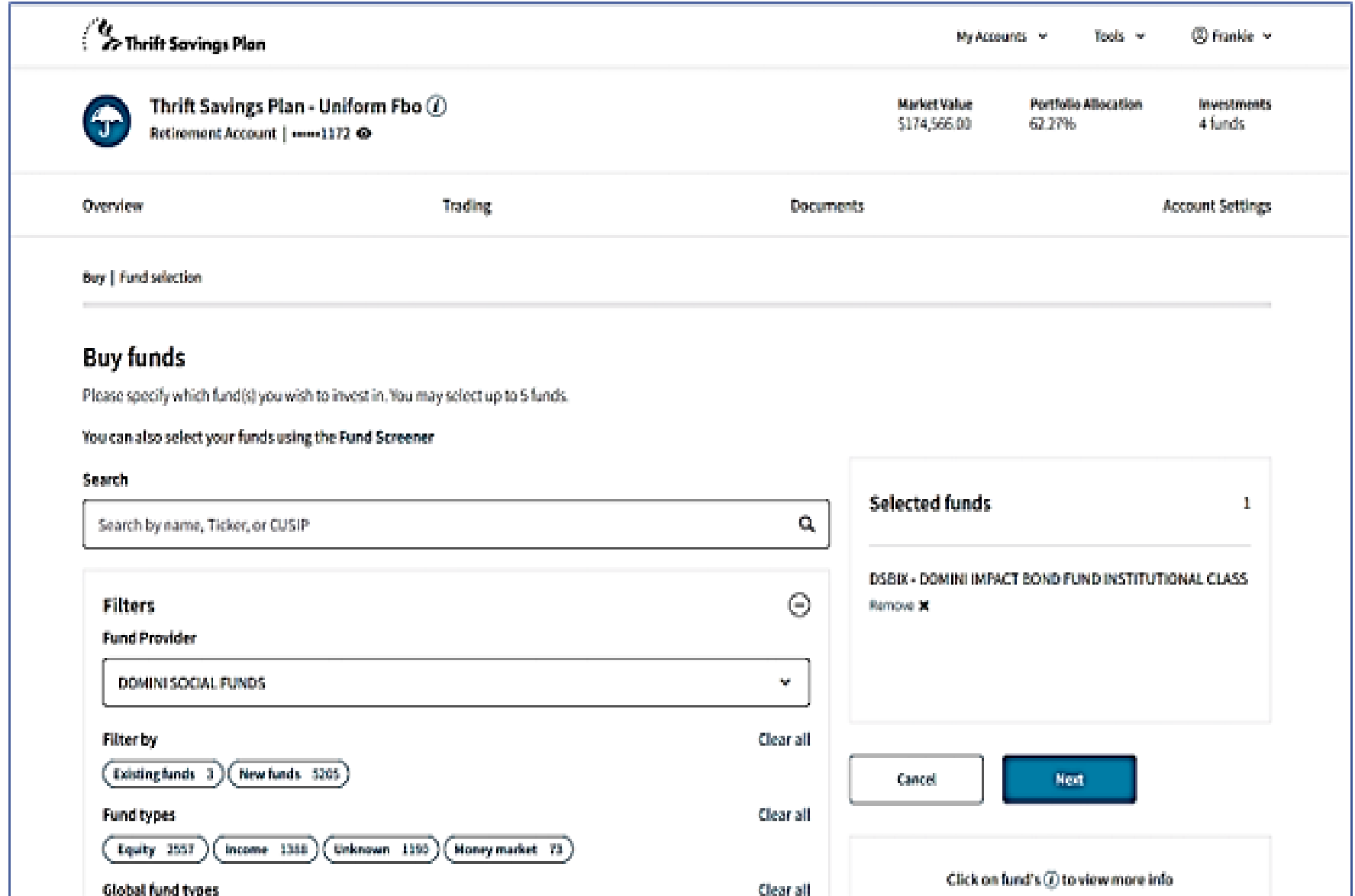


Set up a Mutual Fund Window Account

Learn more about and enroll in a Mutual Fund Window (MFW) account available through your plan.

[Learn more](#)

[Get Started](#)



Thrift Savings Plan My Accounts Tools Frankie

Thrift Savings Plan - Uniform Fbo Retirement Account | 1172

Market Value: \$174,566.00 Portfolio Allocation: 62.27% Investments: 4 funds

Overview Trading Documents Account Settings

Buy | Fund selection

Buy funds

Please specify which fund(s) you wish to invest in. You may select up to 5 funds.

You can also select your funds using the Fund Screener

Search

Search by name, Ticker, or CUSIP

Filters

Fund Provider: DOMINI SOCIAL FUNDS

Filter by: Existing funds (3) New funds (5205) Clear all

Fund types: Equity (3537) Income (1388) Unknown (1590) Money market (73) Clear all

Global fund types: Clear all

Selected funds 1

DSBIX - DOMINI IMPACT BOND FUND INSTITUTIONAL CLASS Remove

Cancel Next

Click on fund's ⓘ to view more info

Summary of New Investment Options

Participants and Beneficiary Participants can:

- Have an additional way to readjust the investment mix.
- Have more ways to invest through the Mutual Fund Window.
- Use My Account or TSP Mobile App to change investments.



Money-Out Changes

Changes to TSP Loan

New Terminology

Primary Residence Loan (previously known as Residential Loan).

Loan Processing Fees

- General Purpose Loan (remains at \$50).
- Primary Residence Loan (has increased to \$100).

Spouse's Consent (**Uniformed Services & FERS**)

Notary is not required but still need spouse's e-signature or consent.

Changes to TSP Loan - continued

Participants can have two loans outstanding at one time.

Two General Purpose Loans

Or

One General Purpose Loan and one Primary Residence Loan.



Changes to TSP Loan - continued

- Participant who has both a civilian account and a uniformed services account could have two loans for each account.
- The rules and eligibility requirements apply to the account from which the participant intends to borrow.
- Maximum Loan Amount calculation has changed to include only participant contributions (Traditional, Tax-Exempt & Roth) and earnings in 50% test.
- Loan Repayment Period:
 - General Purpose Loan (12 to 60 months).
 - Primary Residence Loan (61 to 180 months).
- The time between loans has decreased to 30 days from 60 days.

Loan Repayment for Active Participants

- Can make additional payments by direct debit, check, or money order to pay off loan or make up for missed payments.
- Cannot voluntarily “reamortize.”
- Loan payment amount will only change:
 - If there’s a change in the Participant’s payroll schedule.
 - Following the suspension of loan payments during a period of nonpay status.

Loan Repayment After Separation

- Separated participants can keep an outstanding loan after separation.
- Original loan terms will apply.
- To keep the loan open, must begin repayments by the deadline given by the TSP. The loan will foreclose if no payments are made in 90 days.
- Can make loan payments by check, money order, or monthly schedule payment by direct debit from participant's financial institution account.
- Can make additional payments or pay off the loan.
- Must pay off the loan in full by the deadline given by the TSP.

Withdrawals (In-Service)

New Terminology

Withdrawal (previously known as In-Service Withdrawal).

Financial Hardship and Age-based

- eSignatures and submit requests done entirely online.
- Distributed by direct deposit (bank account on file for at least seven days) or by check.
- Can increase the Financial Hardship Withdrawal amount up to 125% of the financial need to cover tax withholding.

Distributions (Post Employment)

New Terminology

Distributions (previously known as Post-Separation Withdrawals).

Distributions

- eSignatures and submit requests done entirely online.
- Distributed by direct deposit (bank account on file for at least seven days) or by check.
- Can choose the date for the first payment. All subsequent payments are made on the 15th of the month.
- Can pre-authorize and receive automatic direct deposit of Required Minimum Distributions (RMDs).

Summary of Money Out Changes

- Participants can have two General Purpose Loans but only one Primary Residence Loan.
- Notary is not required but still need spouse's e-signature or consent.
- Primary Residence Loan repayment starts at 61 months.
- Participants may continue to make loan payments after separation.
- Participants can make withdrawal (or distribution) transactions entirely online.
- Retired participants will be able to pre-authorize direct deposit of RMDs.



Beneficiary Designation Changes

Beneficiary Designation

- Online tool for submitting beneficiary information through **My Account** (no more TSP-3); requires e-signature from witness.
- Designate equal distribution to beneficiaries with one click.
- To change beneficiaries, must submit a new designation.
- Once beneficiaries are designated, cannot revert to the Statutory Order of Precedence.
- Some beneficiary designations were not transferred to the new system, though TSP-3 images have been maintained offline.
- Annual prompts to confirm beneficiary designation.

Contingent Beneficiaries

- Will no longer be linked to specific primary beneficiaries.
- All primary beneficiaries must be deceased for a contingent beneficiary to receive any money from the account.
- Previously submitted contingents prior to Go Live will be honored.



Non-Spouse Beneficiaries

- Temporary TSP Account for 90 days.
- Can initiate payment online.
- Can select method of payment.
- Can transfer to an inherited IRA account.



Summary of Beneficiary Designation Changes

Participants and Beneficiary Participants:

- Can designate beneficiaries online
- Get e-signature from witness.
- Contingents will not be linked to specific primary beneficiaries.
- All primary beneficiaries must be deceased for contingents to receive any money from the account.
- Must name new beneficiaries if removing prior ones. Cannot cancel a beneficiary designation to revert to order of precedence.



Resources

TSP Website (tsp.gov)



Q Search [Log In](#)

[Manage your plan](#) [Fund options](#) [Fund performance](#) [Use your savings](#) [Life changes](#)

Plan for a lifetime with the TSP

Featured topics



New TSP features

We're introducing exciting features to make your TSP experience even better. You'll have more flexibility in how you access My Account, more options to contact TSP representatives if you need help, and even more transactions you can complete smoothly and securely online.

[Read more](#)



All about funds

We'll help you understand each fund—their risks, rewards, and performance.

[Read more](#)



Every step, together

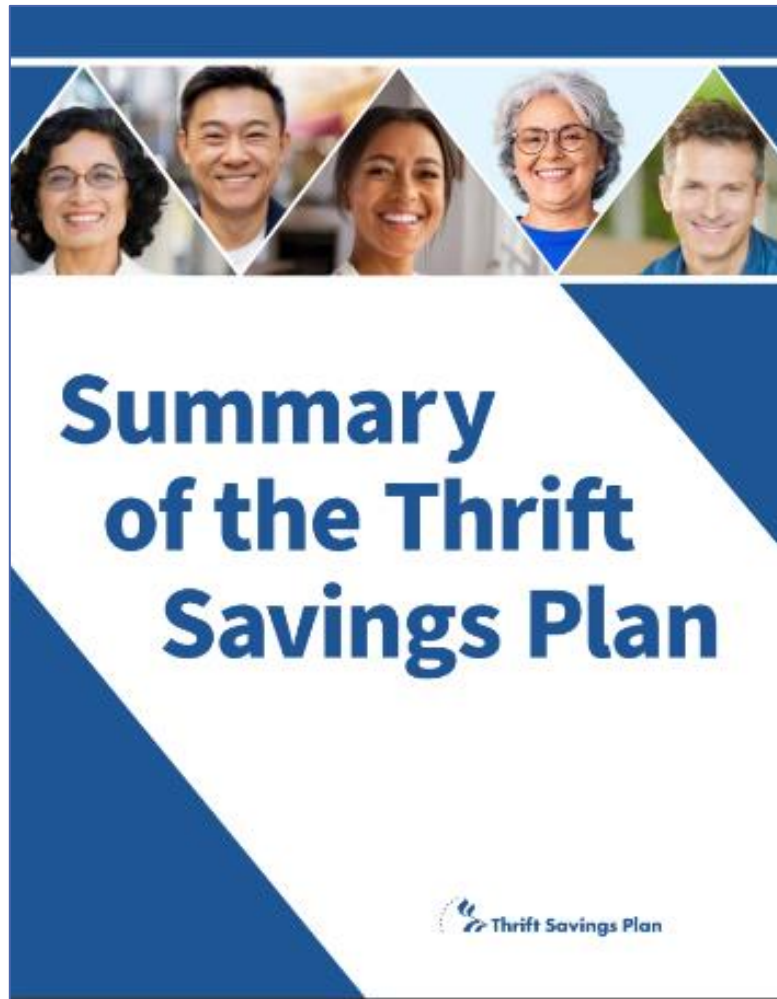
Whether you're new to the federal government or preparing to retire, we're here to help guide you.

[Read more](#)



Use New TSP Publications

Please download the TSP Publications Resource (pdf)



<https://www.tsp.gov/forms/>



Federal Retirement Thrift Investment Board TSP Resource Publications

Please share this resource page with your TSP participants and beneficiaries.



Title: Summary of the Thrift Savings Plan

URL: <https://www.tsp.gov/publications/tspbk08.pdf>

TSP Contributions



Title: Rollovers from the Thrift Savings Plan to Eligible Retirement Plans Fact Sheet

URL: <https://www.tsp.gov/publications/tspf05.pdf>



Title: Annual Limit on Elective Deferrals Fact Sheet

URL: <https://www.tsp.gov/publications/tspf07.pdf>



Title: Contributions Toward the Catch-Up Limit

URL: <https://www.tsp.gov/publications/tspf12.pdf>

TSP Bulletins and Announcements

Subscribe to TSP Bulletins and Announcements for Agency and Service Representatives.

<https://www.tsp.gov/agency-service-reps/bulletins/>

<https://www.tsp.gov/agency-service-reps/announcements/>

Agency Support Team (for HR/Payroll personnel)

Agency Support Team (for HR/Payroll personnel only, not for participants).

- Contact **Agency Support Team** for assistance:
- Call 1-888-802-0179.
- Email: agency.support@tsp.gov

Agency Portal for TSP Data Submission

- The Agency Portal allows authorized agency payroll representatives to upload **HR/Payroll Journal Vouchers** to the TSP via the Web on a secure (SSL) site.
 - Employee data.
 - Contributions.
 - Negative Adjustments.
 - Loan Payments.
- Pre-authorization is required to access this application.
- Call **Agency Support Team** at 1-888-802-0179 for assistance.

<https://www.tsp.gov/agency-service-reps/tsp-data-submission/>

Payroll Office Resources

HR/Payroll Data Journal Vouchers are accessible in the form of Excel files for download/upload in the Agency Portal.

- Payments.
- Employee data, contributions, and negative adjustments.
- Loan Payments.
- Earning Adjustments.
- Reports payroll offices receive.

<https://www.tsp.gov/agency-service-reps/payroll-office-resources/>

ThriftLine Service Center (for Participants)

Phone: 1-877-968-3778 (United States, toll-free)
+ 1-404-233-4400 (Outside the United States, not toll-free)
7:00 a.m. – 9:00 p.m. EST, Monday through Friday
Connect to a ThriftLine Representative during business hours for a live chat session.

Email: thriftline@tsp.gov

Fax: 1-866-817-5023 (United States)
+ 1-276-926-8948 (Outside the United States, not toll-free)

Mail: ThriftLine Service Center,
C/O Broadridge Processing, PO Box 1600, Newark, NJ 07101-1600

New TSP Webinars



Online Learning

<https://www.tsp.gov/online-learning/>

Review

- Reviewed the Thrift Savings Plan (TSP) changes that became effective on 1st June 2022.
- Recognized new tools.
- Identified applicable resources regarding TSP changes for helping participants and beneficiary participants.

Post-Training Survey

Please tell us what you think.

Thank you!



<https://www.surveymonkey.com/r/6SQFK7Q>



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Defense Civilian Personnel Advisory Service
Department of Defense
29 September 2022**