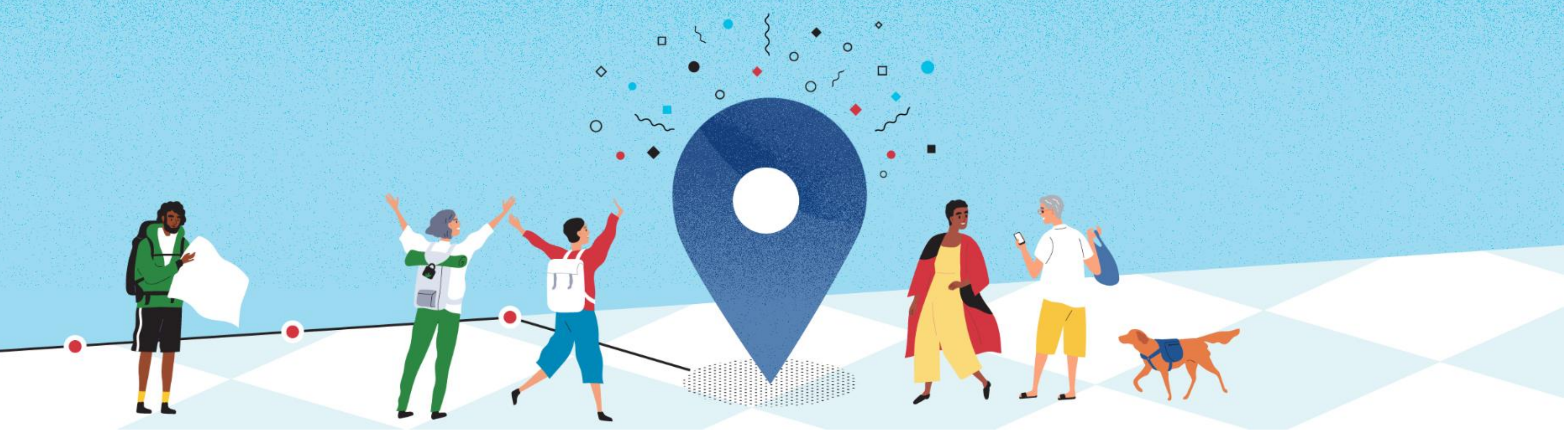
Welcome to the new My Account!



You can check your account balance, track fund performance, and make transaction requests all online, by using our new Virtual Agent, AVA, or by using the new TSP Mobile App. You can also sign and submit forms and documents, change your investment mix, scan rollover checks, and more.

Confirm Your Beneficiary

For a small number of participants, we did not transfer beneficiary information to our new system because it did not meet certain data quality standards. We encourage all participants to **review and confirm beneficiary information**.

Also, if your beneficiary is also a TSP participant, meaning they work or worked for the Federal Government or Uniformed Services, the new system “connects” their participant record to your beneficiary record. As a result, if they are an active participant, they will need to contact their agency’s payroll office to update their information in My Account. If your beneficiary is a separated participant, meaning they’ve left federal service, they need to update their information in My Account, or by calling ThriftLine. Once their account is updated, your beneficiary information will be updated accordingly.

Account Hold vs. Account Lock

If you initiated a hold on your account prior to June 1, 2022, we’ve transferred that hold to the new system, and it will still prevent processing of loan, withdrawal, and distribution requests. However, you won’t see information about this hold when you log in to My Account because we’ve introduced a new “account lock” feature in the new My Account, which we encourage you to set up for to replace the existing hold.

The new account lock feature has the same functionality as the hold in that it prevents processing of loan, withdrawal, and distribution requests from your account. The difference is that you can remove the lock yourself in My Account without having to call the ThriftLine.

If you need to request a loan, withdrawal, or distribution from your account with a hold, you'll need to call the ThriftLine first to release the hold, even if you also create an account lock in My Account. Once you remove a hold from your account, you'll use only the account lock feature for this extra layer of security.

Access to Historical Information

You currently have access to year-to-date employee contributions for 2022 in My Account. **In mid-June, ten years of prior year-ending account balances will also be available online**. Historical statements, documents, and other messages from the prior system have not been transferred to the new My Account. If you need access to historical documents, you can request them by calling ThriftLine.

Year-to-Date and Conversion-to-Date Personal Rate of Return Information

In My Account, you will see "year-to-date" and "conversion-to-date" information. Please note this information for the rate of return for your personal TSP investments represents data **as of the transition to our new system on June 1**, not the beginning of the calendar year. Please visit tsp.gov for more information regarding TSP fund performance by month and calendar year.

Address Change in Document History

In the Document History section of My Account, you may see an "Address Change" activity. Please note this refers to the action that was recorded when you established your new online account log in. For more information on how to change your address, click here.

References to "Deposits"

In the Online Account Statement section of My Account, you will see a reference to "Deposits." Your payroll contributions and loan repayments are accounted for here.

Contribution Information in the Mobile App

In the official TSP Mobile App, you may find a page that indicates you are not making Contributions. If you are making contributions, please do not be alarmed by this information. We know it may not be accurate and apologize for any inconvenience. Thank you for your patience as work to resolve this issue.