



# Thrift Savings Plan BULLETIN for Service TSP Representatives

**Subject:** Relocation of Federal Retirement Thrift Investment Board Office

**Date:** March 16, 2012

The Federal Retirement Thrift Investment Board (the Agency) moved its offices effective March 16, 2012. The new address is:

77 K Street, NE  
Suite 1000  
Washington, DC 20002

Included in this bulletin is current information available to service/payroll representatives to assist them in implementing the Thrift Savings Plan (TSP), including points of contact and services available through the Agency and its record keeper.

**Service representatives may reach the TSP in the following ways:**

General assistance	202-942-1460
Payroll office reporting policy	202-942-1450
Training activities	202-942-1450
Training fax number	202-942-1451
Ordering TSP materials	202-942-1673
Ordering TSP materials fax number	202-639-6829
TSP website	<a href="http://www.tsp.gov">www.tsp.gov</a>

The Agency requests that payroll and personnel office representatives within a service contact their service TSP personnel and/or payroll coordinator before calling the Agency regarding policy issues and problems. Payroll and personnel office representatives should follow their service's procedures for handling TSP questions, including those from employees.

Service representatives should also use internal service procedures for inquiring about or ordering TSP materials.

**The TSP's Agency Technical Support (ATS)** is responsible for monitoring the system that processes contribution-related data and loan payments. ATS monitors both the electronic

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**Inquiries:** Questions concerning this bulletin should be directed to the Federal Retirement Thrift Investment Board at **202-942-1450**.

**Chapter:** This bulletin may be filed in Chapter 2, General Information.

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data and Web-based submissions for input into the system (employee data records, payment records, negative adjustment records, etc.). ATS also provides a variety of reports to services regarding the processing of their submissions and assists them in the reconciliation of the data provided. **This contact information is specifically for payroll offices that submit contribution data and to resolve submission issues.** Service payroll representatives who have questions regarding the processing of payroll office submissions should call ATS at 1-888-802-0179, Monday through Friday, 8:00 a.m. – 5:00 p.m., Eastern time.

**Participants, whether active or separated, can access information about their accounts or general TSP information in the following ways:**

The website, [www.tsp.gov](http://www.tsp.gov), is available 24 hours a day. Participants can access their accounts with the 13-digit account number (or the customized user ID they created) and an 8-character Web password provided when the account was established (or a custom password, if applicable). Participants may also call the ThriftLine, 1 –TSP-YOU-FRST (1-877-968-3778) to speak with a Participant Service Representative (Monday – Friday, 7:00 a.m. – 9:00 p.m., Eastern time) or access their accounts on the ThriftLine 24 hours a day using their 13-digit account number (or customized user ID) and the 4-digit Personal Identification Number (PIN) provided when the account was established.



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