



Thrift Savings Plan BULLETIN for Agency TSP Representatives

Subject: Transition of Thrift Savings Plan Record Keeping Services

Date: May 17, 2006

As you are all aware, Hurricane Katrina has presented major challenges for the U.S. Department of Agriculture's National Finance Center, located in New Orleans, LA. With its transition back to New Orleans earlier this year, NFC has decided to concentrate on its primary business of providing personnel, payroll, and administrative services to its various Federal clients. Consequently, during the week of May 22, 2006, we will move those Thrift Savings Plan (TSP) services currently remaining at NFC to our other record keeping service providers, primarily the staff at SI International, Inc., located in Fairfax, VA. These functions include agency payroll office services, legal processing (e.g., court orders), and death benefits processing. NFC staff is closely involved in these transition activities to ensure as much transparency as possible for our agency and uniformed service contacts and TSP participants. Here is what will be happening:

I. Agency/Services Payroll Office Interface

- A. **Location.** Agency Technical Services (ATS) will be located in Fairfax, Virginia. (This is the same location used following Hurricane Katrina.) The staff will begin operations at this site on Monday, May 22, 2006.

Therefore, effective May 22, payroll offices should fax journal vouchers and Forms TSP-5R (Request to Restore Forfeiture) to ATS at 703-788-2936. (This is the same number used between September 2005 and February 2006.) The NFC fax machine will be disconnected at 4:15 p.m. central time on June 2, but payroll offices should stop using the NFC fax number on May 22.

- B. **Telephone number.** There will be no change to the toll-free ATS telephone number that you are now using to contact ATS staff. Questions regarding the processing of payroll office submissions should continue to be directed to ATS at 1-888-802-0179, Monday through Friday, 8:00 a.m. to 5:00 p.m. eastern time.

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Inquiries: Questions concerning this bulletin should be directed to the Federal Retirement Thrift Investment Board at **202-942-1460**.

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

- C. **Submission of data.** There will be no change to the location for data submission. If you submit data electronically, you should continue to submit it to our center in Reston, Virginia. If you submit data via cartridge, you should continue to send the media to: SI International, Inc., Attn: Glenn Meyers, Suite 700, 11781 Lee Jackson Highway, Fairfax, VA 22033.
- D. **Submission of payments.** There will be no change in the submission of payments for those payroll offices that do not use the Treasury system (non-224 agencies). You should continue to send your payment and the payment coupon to the TSP lockbox at: Thrift Savings Plan, P.O. Box 979004, St. Louis, MO 63197-9000, or by overnight delivery to: U.S. Bank, Box 9004, Government Lockbox, SL-MO-C2GL, 1005 Convention Plaza, St. Louis, MO 63101.
- E. **New TSP contacts.** Beginning May 18, the NFC's ATS staff will be contacting their agency and service counterparts to introduce you to the personnel who will be assigned to assist you once the transition is completed.
- F. **Correspondence.** ATS correspondence should be sent to: TSP Agency Technical Services, Fairfax Post Office, ATS — P.O. Box 4570, Fairfax, VA 22038-9998.
- G. **Completion date.** The transition from the NFC to SI International, Inc., will officially be completed by June 9, 2006.

II. Death Benefits Processing

Many agencies and the uniformed services provide advisory services to beneficiaries of deceased TSP participants. However, the actual processing of the death claim is handled by the TSP. This processing function is being moved to the Fairfax facility the week of May 22. Forms TSP-17/U-17, Information Relating to Deceased Participant, and other death benefits-related correspondence should be sent to: TSP Death Benefits Processing Unit, Fairfax Post Office, DEDIS — P.O. Box 4450, Fairfax, VA 22038-9998. The fax number is 1-703-592-0170.

III. Legal Processing

Most agencies and services are not involved in TSP court orders, other legal process orders, or powers of attorney, guardianship, or conservatorship affecting TSP accounts. However, for reference, these activities will also be moved to the Fairfax facility the week of May 22. If participants should inquire, court orders, legal process orders, and "powers of" should be sent to: TSP Legal Processing Unit, Fairfax Post Office, CODIS — P.O. Box 4390, Fairfax, VA 22038-9998. The fax number is 1-703-592-0151.

IV. Revised Communications Materials

- A. We are updating the Web site with this new information and are reprinting the court order and death benefits booklets and the related forms. These materials will be available in June if you wish to order them. (Check for announcements in the Information for Agency/Service Representatives section of the Web site.) In the meantime, the latest versions will be available on the Web site May 18. Although we have not made prior versions of the booklets and Forms TSP-17/U-17 obsolete, please make sure that you provide the updated address information if you continue to use the older versions.

- B. We continue to recommend that participants, agencies, and services use the TSP Web site as the source for the most recently published materials, particularly forms. Using an obsolete form or mailing it to an incorrect address can delay the processing of the participant's or beneficiary's request.



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