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Description of document: List of Federal Retirement Thrift Investment Board (FRTIB)
Office of Participant Services (OPS) Policies and
Procedures 2022

Requested date: 26-January-2022

Release date: 01-March-2022

Posted date: 01-April-2024

Source of document: FOIA Request
FOIA Officer
Federal Retirement Thrift Investment Board
77 K Street N.E., Suite 1000
Washington, DC 20002
Fax: (202) 942-1676 (Attn: FOIA Officer: FOIA Request)
Email: FOIAREQUEST@tsp.gov

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FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
77K Street, NE Washington, DC 20002

March 1, 2022

I am responding to your request submitted through the National FOIA Portal and received on January 26, 2022, in which you made a request for records to the Federal Retirement Thrift Investment Board (Agency) under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, as amended. The request and our response are set forth below.

REQUEST

A copy of a listing of the Office of Participant Services (OPS) documents that are assigned document numbers in the format "OPS.XXX", where "XXX" is a three-digit number.

RESPONSE

The document you have described is a listing of the policies and procedures for OPS. Your request is granted, please see attached.

APPEAL

You may appeal this decision in writing to the Executive Director, Federal Retirement Thrift Investment Board, 77 K St. NE, Washington, DC 20002. Please cite FOIA request number 22-TIB-15. You must appeal within 90 days of receipt of this decision. 5 C.F.R. § 1631.10.

In addition to filing an appeal, you have the option to contact the Agency's FOIA Liaison at FRTIBFOIALIAISON@tsp.gov, if you have any concerns regarding your request. You may also choose to contact the Office of Government Information Services (OGIS). OGIS offers their own mediation services to help resolve disputes between FOIA requestors and agencies. You may contact them by writing to Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road – OGIS, College Park, MD 20740, by email at ogis@nara.gov, or by calling 1-877-684-6448.

If you have any further questions regarding this request, you may contact me at (202) 942-1660 or FOIAREQUEST@tsp.gov.

Sincerely,

Amanda Haas
FOIA Officer

Name
Contributions
Death Benefits Processing
Error Correction and Exception Processing
Government Shutdown
Legal Processing
Loans
OPOP.101 Contributions Procedures
OPOP.131 Loan Procedures
OPOP.141 Legal Processing Procedures
OPOP.161 Death Benefits Procedures
OPS Service Provider Performance Oversight
OPS.111 Participant Investment Services Procedures
OPS.121 Withdrawal Procedures
OPS.151 Error Correction and Exception Procedures
OPS.171 OPS Service Provider Performance Procedures
OPS.181 Plan Disbursement Procedures
OPS.182 Manual Reissues Procedures
OPS.183 Tax Withholding and Filing Procedures
OPS.184 Plan Ledger and Reconciliations Procedures
OPS.185 Special Processing Cases Procedures
OPS.191 Government Shutdown Procedures
OPS.201 Unauthorized TSP Disbursement Procedures
Participant Investment Services
Plan Disbursements
Unauthorized TSP Disbursements
Withdrawals
Appendix A - Form TSP-20, Loan Application.pdf
Appendix A - Form TSP-21-R, Loan Agreement.pdf
Appendix A - Form SF-50, Notice of Personnel Action.pdf
Appendix A - Form TSP-1.pdf
Appendix A - Form TSP-1-C.pdf
Appendix A - Form TSP-2.pdf
Appendix A - Form TSP-21-G Loan Agreement.pdf
Appendix A - Form TSP-25.pdf
Appendix A - Form TSP-26, Loan Payment Coupon.pdf
Appendix A - Form TSP-2-D.pdf
Appendix A - Form TSP-2-F.pdf
Appendix A - Form TSP-2-G.pdf
Appendix A - Form TSP-41, Notification to TSP of Non-Pay Status.pdf
Appendix A - Form TSP-5-R.pdf
Appendix A - Form TSP-65.pdf
Appendix A - Form TSP-90.pdf
Appendix A - Form TSP-U-1.pdf
Appendix A - Form TSP-U-1-C.pdf
Appendix A - Form TSP-U-2-R.pdf
Appendix A - Loan Default Notice.pdf

Appendix A - TSP-70 Request for Full Withdrawal.pdf
Appendix A - TSP-70-A Late Request for Full Withdrawal.pdf
Appendix A - TSP-77 Request for Partial Withdrawal When Separated.pdf
Appendix A Daily Fed Tax Remittance Spreadsheet.xls
Appendix A Fed Tax Deposit -Payment Date 06-30-2015.xls
Appendix A Manual Reissue Spreadsheet.xlsx
Appendix A Plan Reconciliation Samples.pdf
Appendix A Production Case Spreadsheet.xls
Appendix A SF1166 (Omni Pay to Omni Plus Reconciliation) and Omni TR20 Summary Report.xls
Appendix A Special Processing Case.pdf
Appendix A- TSP-3 Designation of Beneficiary.pdf
Appendix A- TSP-75 Age-Based In-Service Withdrawal Request.pdf
Appendix A- TSP-76 Financial Hardship In-Service Withdrawal Request.pdf
Appendix B Memorandum, Implementation of IFT Restrictions.pdf
Appendix C- Death Benefits Processing.pdf
Appendix C DRAFT Manual Reissues Flows.pdf
Appendix C Loans Flows.pdf
Appendix C OPS Oversight - Flowchart.pdf
Appendix C Participant Investment Services Flows.pdf
Appendix C Plan Disbursement Flows.pdf
Appendix C Plan Ledger and Reconciliation Flows.pdf
Appendix C Special Processing Cases Flows.pdf
Appendix C Tax Withholding and Filing Flows.pdf
Appendix C Withdrawal Flows.pdf
Contributions Process Flow 12 01 2020.vsd
DRAFT Tax Withholding and Filing RACM 10.2.15.xlsx
OPS.100 Contributions Policy Final.pdf
OPS.101 Contributions Procedures Final.pdf
OPS.110 Participant Investment Services Policy Final.pdf
OPS.111 Participant Investment Services Procedures Final.pdf
OPS.120 Withdrawal Policy Final.pdf
OPS.121 Withdrawal Procedures Final.pdf
OPS.130 Loans Policy Final.pdf
OPS.131 Loans Procedures Final.pdf
OPS.140 Legal Processing Policy Final.pdf
OPS.141 Legal Processing Procedures Final.pdf
OPS.150 Error Correction and Exception Processing Policy Final.pdf
OPS.151 Error Correction and Exceptions Processing Procedures Final.pdf
OPS.160 Death Benefits Policy Final.pdf
OPS.161 Death Benefits Procedures Final.pdf
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OPS.184 Plan Ledger and Reconciliation Procedures final.pdf

[OPS.185 Special Processing Cases Procedures Final.pdf](#)

[OPS.190 Government Shutdown Policy final.pdf](#)

[OPS.200 Unauthorized Disbursement Reimbursement Policy.pdf](#)

[OPS.201 Reimbursement Procedures for Unauthorized TSP Disbursements.pdf](#)