

# There are so many ways you can TSP!

If you need more information, want to learn something new, or have questions about your TSP, what do you do?

Whether you choose to attend our in-person trainings or follow us on social media, we offer several ways to help you find answers to your TSP account questions and find solutions to some of your retirement planning challenges.

In this issue, we're sharing all the ways that you can TSP:

- 1. Website** – [tsp.gov](https://tsp.gov) has current information, materials, and tools such as forms, publications, rates of return, share prices, and calculators, to assist you in managing your TSP account and planning for your retirement.
- 2. ThriftLine** – Our toll-free ThriftLine (1-877-968-3778) is an automated telephone service that has up-to-date information such as Plan News, share prices, and loan and annuity rates. You can use your TSP account number and ThriftLine PIN to access your account and perform certain transactions at any time, or you can choose to speak to a Participant Service Representative to answer your specific questions Monday – Friday, 7:00 a.m. to 9:00 p.m. eastern time.
- 3. Social media** – Check out our social media channels on YouTube at [youtube.com/tsp4gov](https://youtube.com/tsp4gov), and Facebook and Twitter at [@tsp4gov](https://twitter.com/tsp4gov), to get the latest updates and information about your TSP account, especially if you're in a hurry or on the go!

We want to engage with you whenever possible—whether you're communicating with us during one of our scheduled Twitter chats, posting a comment on our Facebook page, or viewing our videos on YouTube!

- 4. Webinars** – Our TSP webinars, hosted by our education team, are one-hour, topic-specific, live interactive events. For more information, contact your agency's or service's training or education representative.
- 5. In-person education** – You can experience one of our live TSP training classes also taught by a member of our TSP education team. You'll get in-depth information about your TSP in an interactive setting. It is as simple as having your agency's benefits specialist or your service's personal financial manager, human resources officer, or civilian personnel office contact us to schedule a training date and time.
- 6. Participant statements** – We issue **quarterly statements** that cover all transactions during the previous three months, as well as any TSP loan activity you may have. You can log into [tsp.gov](https://tsp.gov) to see your statement and print it. You can also request to have it mailed to you.

Your **annual statement** summarizes the financial activity in your account for the previous year and provides other important information such



as your personal investment performance. We post annual statements on [tsp.gov](https://tsp.gov) and mail them to you unless you request only electronic annual statements.

Remember, we're here for you and encourage you to use **any of these ways** to get the answers you need about your TSP!

## A new [tsp.gov](https://tsp.gov)

We're redesigning our website to provide you a better user experience on all electronic platforms. The information that you need to know will be easier to find—we're implementing streamlined menus, clear-cut navigation, and innovative online tools and resources for your retirement planning needs. We think you'll like what you see. You'll have a chance to visit our beta site later this year!

## A special note about account security:

We take many steps to keep your account secure, including providing you with an account number, a web password, a ThriftLine PIN, and the opportunity to create a customized user ID to use instead of your account number.

**Add extra security to your account with two-step authentication at login.** This spring you'll find an option in My

Account under “Profile Settings” to turn on two-step authentication. With this security feature, you’ll be able to help protect your account from fraudulent activity. After you turn on two-step authentication, we’ll send a single-use code to your validated email address or cell phone each time you log into your account with your password.

It’s important that you also do your part to protect your account. We recommend that you do the following:

- Never let anyone see or hear your account number, user ID, password, or PIN.
- Never respond to an email asking for any of your identifiers.
- Never provide your identifiers online unless you know your device and connection are secure.
- Log out of tsp.gov and close your internet browser after you complete transactions in **My Account**.
- Never perform financial transactions on public computers.
- Use up-to-date antivirus, anti-spyware, and anti-malware software on your home and office computers.

Contact us directly if you have questions or if you need to report any suspicious activity involving your TSP account.