



FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
1250 H Street, NW Washington, DC 20005

September 15, 2004

MEMORANDUM TO Thrift Savings Plan Coordinators

FROM: Pamela-Jeanne Moran 
Director of Benefits Services

SUBJECT: TSP Toll-Free Number and Web Site Updates

On July 1, 2004, the Thrift Savings Plan (TSP) implemented its toll-free number, 1-TSP-YOU-FRST (1-877-968-3778). Participants and beneficiaries can use this number to obtain TSP information from the ThriftLine 24 hours a day, 7 days a week. In addition, TSP participant service representatives can be reached using this number Monday through Friday during the expanded hours of 7:00 a.m. to 9:00 p.m. eastern time.

We know that some agency and service Web sites provide the TSP Service Office telephone numbers. If you have not done so already, please update your sites or other communications materials with the new numbers. The new toll-free TDD number is 1-TSP-THRIFT5 (1-877-847-4385).

We have updated the forms and publications on the TSP Web site with the new toll-free numbers. However, as indicated in the relevant TSP representative announcements area of our Web site, we will not update the printed materials until our current supplies are depleted. Please make sure that your Web sites have the most current TSP information. You can download the forms from our site. Alternatively, if you would like the materials on a compact disk in PDF format, please contact us at BULLETTINS@tsp.gov. If you have any questions, please contact the Agency/Participant Liaison staff at the Board at (202) 942-1460.

