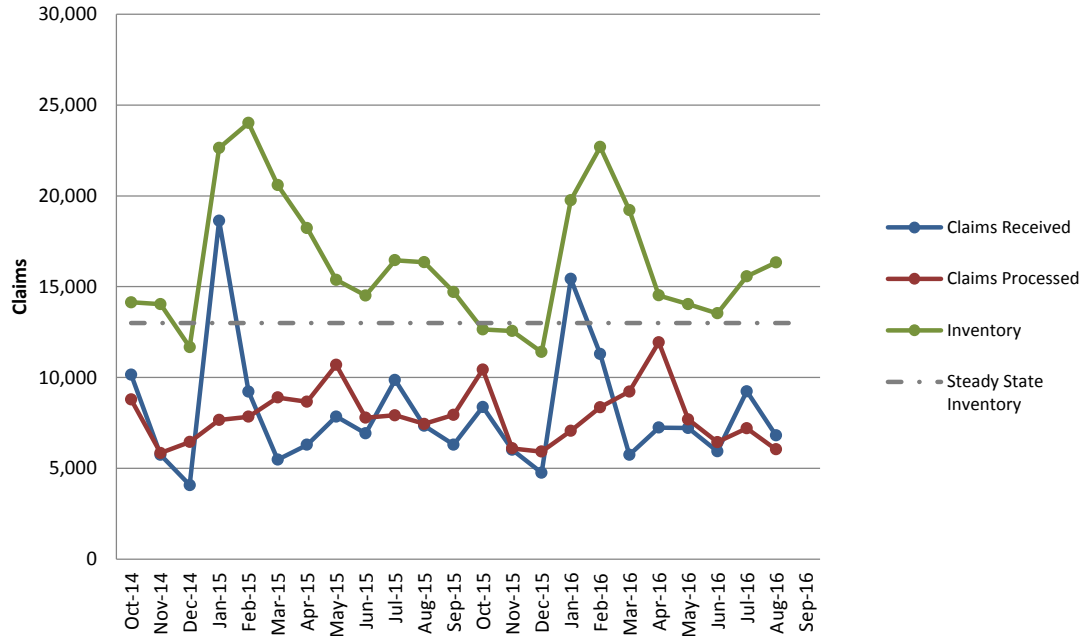


CSRS/FERS New Claims, Processed, and Inventory



| Month | Claims Received | Claims Processed | Inventory (Steady state is 13,000) | % Processed in 60 days or less (YTD) | % Processed in 60 days or less (Monthly) | Avg. # of Days to Process Case in 60 days or less | Avg. # of Days to Process Case in more than 60 days |
|--------|-----------------|------------------|------------------------------------|--------------------------------------|--|---|---|
| Oct-14 | 10,155 | 8,785 | 14,137 | 83% | 83% | 36 | 104 |
| Nov-14 | 5,746 | 5,844 | 14,039 | 83% | 84% | 37 | 107 |
| Dec-14 | 4,077 | 6,447 | 11,669 | 84% | 84% | 45 | 99 |
| Jan-15 | 18,629 | 7,662 | 22,636 | 80% | 71% | 43 | 91 |
| Feb-15 | 9,219 | 7,841 | 24,014 | 81% | 82% | 33 | 103 |
| Mar-15 | 5,478 | 8,898 | 20,594 | 82% | 86% | 46 | 99 |
| Apr-15 | 6,292 | 8,660 | 18,226 | 73% | 26% | 49 | 74 |
| May-15 | 7,845 | 10,697 | 15,374 | 68% | 45% | 47 | 79 |
| Jun-15 | 6,920 | 7,783 | 14,511 | 69% | 75% | 44 | 99 |
| Jul-15 | 9,862 | 7,918 | 16,455 | 69% | 72% | 45 | 97 |
| Aug-15 | 7,341 | 7,446 | 16,350 | 70% | 76% | 45 | 98 |
| Sep-15 | 6,300 | 7,944 | 14,706 | 70% | 76% | 43 | 94 |
| Oct-15 | 8,374 | 10,438 | 12,642 | 74% | 74% | 38 | 86 |
| Nov-15 | 6,019 | 6,099 | 12,562 | 76% | 82% | 37 | 98 |
| Dec-15 | 4,753 | 5,916 | 11,399 | 78% | 83% | 40 | 104 |
| Jan-16 | 15,423 | 7,061 | 19,761 | 79% | 80% | 38 | 94 |
| Feb-16 | 11,293 | 8,362 | 22,692 | 80% | 85% | 36 | 96 |
| Mar-16 | 5,741 | 9,222 | 19,211 | 82% | 88% | 44 | 118 |
| Apr-16 | 7,241 | 11,935 | 14,517 | 80% | 76% | 50 | 92 |
| May-16 | 7,210 | 7,692 | 14,035 | 80% | 75% | 37 | 103 |
| Jun-16 | 5,929 | 6,435 | 13,529 | 79% | 75% | 37 | 115 |
| Jul-16 | 9,238 | 7,205 | 15,562 | 79% | 74% | 38 | 110 |
| Aug-16 | 6,818 | 6,046 | 16,334 | 78% | 72% | 42 | 112 |
| Sep-16 | | | | | | | |

Please note that this report is new and contains additional information.