

Federal Retiree's Master Contact List

Copy & Distribute to All Personnel – Provided by www.federalretirement.net

The following list of key contacts, with links to guidance, is available for your use. This will help you manage your annuity and benefits. Share it with your associates and friends.

OPM – Retirees must contact OPM to initiate changes to their benefits, change allotments or direct deposit, report an annuitant's death, or to obtain duplicate 1099-R tax forms and request other services.

Web Address: <http://www.opm.gov/retire> and [Online Customer Service Contact Form](#).

Toll free **1-888-767-6738**, TTY 855-887-4957, (weekdays between 7:40 AM to 5:00 PM Eastern Time. This line gets very busy, call early or late in the day to get through and you must have your retirement claim number or Social Security number available. Keep redialing until you get through and expect long wait times. **Their busiest time is between 10:30 a.m. and 1:30 p.m. ET.** Visit their "Retirement" section at <https://www.opm.gov/retirement-services/> to report an annuitant or survivor's death.

On-Line Services: Federal retirees can sign up online to add or change allotments, purchase savings bonds, print out duplicate 1099-R statements, and view monthly annuity statements at <http://www.servicesonline.opm.gov>. Obtain a user ID from OPM to access this site. If you call OPM they will send you a user ID and password to access this excellent site.

- [How to Connect to OPM Services Online](#)

Direct Deposit [forms and instruction](#): Downloadable forms, mailing address and procedures.

- FEGLI (1-800-633-4542) Call for life insurance benefits information or to report a death.
- Medicare (1-800-633-4227) 24 hours a day, 7 days a week for assistance.
- Social Security (1-800-772-1213) or visit <http://www.ssa.gov/mystatement>.
- TSP (Thrift Savings Plan) 1-877-968-3778, Monday through Friday, 7:00 a.m. to 9:00 p.m. EST. Web Site: <http://tsp.gov>
- FEHB Programs and Contact Numbers: Call your provider direct, a contact number is printed on your benefits card and in plan brochures.
- [Federal Records Center](#): (314) 801-9250, FAX: 314-801-9269. The Federal Records Center is the depository for official personnel folders of persons no longer in the Federal service. Federal agencies, generally, transfer employment records to the Federal Records Center thirty days after the employee has been separated from Federal service. No requests for information from personnel or any other type of records will be accepted by telephone or e-mail. The mailing address and guidance is available online at <http://federalretirement.net/resources.htm>.

(Proceed to Page 2)

