

*Office of Personnel Management*  
*Retirement and Insurance Service*



1920



1954



1959



1986

**Benefits Administration Letter**

*Number: 95-709*

*Date: August 15, 1995*

**SUBJECT: Experiencing Telephone Problems in Insurance Programs**

The purpose of this letter is to inform you that we are experiencing intermittent problems with the phone system within the Office of Insurance Programs (OIP). Certain parts of OIP appear to be affected more than others. At times, incoming calls are not accessible and at other times we are unable to make outgoing calls. If you find that you are unable to reach OIP by telephone during normal business hours, please attempt another call a short time later. Your call is likely to be answered at that time.

Abby L. Block, Chief  
Insurance Policy  
and Information Division