



United States
Office of Personnel Management
Retirement and Insurance Service

Benefits Administration Letter

Number: 98-104

Date: March 12, 1998

Subject: How Annuitants Should Contact Us

Background: Within the last two years, we have made many changes and improvements in our procedures and our telephone equipment so that we can give better service to our customers. Please share the following information with your employees. If your agency has prepared written information on this topic, please bring your documents up-to-date.

Current Policy: Address correspondence about retirement to:

U. S. Office of Personnel Management
Retirement Operations Center
Post Office Box 45
Boyers, Pennsylvania 16017-0045

To telephone the Retirement Information Office (RIO) call 1-888-767-6738. Customers within local calling distance to Washington, DC, must call 202-606-0500. Callers who use TDD equipment for the hearing impaired should call 1-800-878-5707.

Our Customer Service Specialists can provide general information, as well as make changes to mailing addresses, payment addresses, Federal and State income tax withholding, and various health benefits changes based on a telephone call. Customer Service Specialists are available from 7:30 a.m. to 5:30 p.m. Eastern time, Monday through Friday.

Our telephone system for RIO has automated features that are available 24 hours a day, seven days a week. After OPM completes the processing of a retirement application, an annuity explanation will be sent along with instructions on how to obtain a personal identification number (PIN). Using the PIN, the annuitant is able to make various changes to his or her own account. These include:

*Civil Service
Retirement
System*

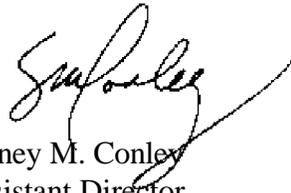
*Federal Employees
Group Life
Insurance*

*Federal Employees
Health Benefits
Program*

*Federal Employees
Retirement
System*

- report a death
- change an address
- change Federal and State income tax withholding amounts
- request verification of income
- request the current value of life insurance
- request verification of the survivor benefits
- ask OPM to mail various retirement forms and brochures

From time to time, we will be adding other actions annuitants can perform using this system.



Sidney M. Conley
Assistant Director
~~Office of Retirement Programs~~