United States
Office of
Personnel Management
The Federal Government’s Human Resources Agency

Retirement and Insurance Service
Benefits Administration Letter

Number: 03-103  Date: February 28, 2003

Subject: Benefits Officers Resource Center (BORC) Emergency Customer Service

Background

In the event of an emergency causing the Office of Personnel Management, Washington DC to evacuate the Theodore Roosevelt Building and service customers from emergency operating locations, the Benefits Officers Resource Center (BORC) will continue to provide essential services to its Headquarters-level Agency Benefits Officers from their private residences. The purpose of this letter is to facilitate the continuation of our core function of providing direct guidance and support to Headquarters Agency level Benefits Officers. This BAL provides emergency contact procedures, a listing of the functions BORC will maintain during an emergency, as well as the services that will be minimized or suspended, and an emergency point of contact listing to insure that all Headquarters Agency Benefits Officers have name, phone number and email address of their Emergency Operations BORC Liaison.

Emergency Contact Procedures: Although this Emergency Operations BAL is posted on the Web for all to read, the intent of providing this information is to facilitate the continuation of a high-level of customer service with our Headquarters-level Agency Benefits Officers and to highly encourage agency-level human resource professionals to refrain from contacting BORC by phone or email, and focus upon their HQ Agency Benefits Officer for retirement related guidance for the duration of such an emergency. Headquarters-level Agency Benefits Officers will be able to reach their assigned BORC Liaisons via phone or email as per the table which follows.

<table>
<thead>
<tr>
<th><strong>Irene Meader, Chief Liaison</strong></th>
<th>Work Phone: 202-606-0788</th>
<th>E- Mail: <a href="mailto:eimeader@opm.gov">eimeader@opm.gov</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BORC Emergency Liaisons</strong></td>
<td>Work Phone</td>
<td>E-Mail</td>
</tr>
<tr>
<td>Clyde Bronson</td>
<td>202-606-2529</td>
<td><a href="mailto:cabronso@opm.gov">cabronso@opm.gov</a></td>
</tr>
<tr>
<td>Candace Butler</td>
<td>202-606-2112</td>
<td><a href="mailto:cebutler@opm.gov">cebutler@opm.gov</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Civil Service Retirement System</th>
<th>Federal Employees’ Group Life Insurance Program</th>
<th>Federal Employees Health Benefits Program</th>
<th>Federal Employees Retirement System</th>
<th>Long Term Care Insurance Program</th>
</tr>
</thead>
</table>
Note: The first action of BORC staff upon activation of emergency deployment is to forward work phone and OPM email to home.

Services Maintained/Minimized/Suspended:

1.) BORC will continue to provide overall retirement program and emergency specific guidance to Agency Benefits Officers and Human Resources Professionals at all levels of government via Web-based announcements and list-serve emails. Contact with or response to individual inquiries (other than designated Headquarter representatives) will be minimized.

2.) BORC will continue to respond to the specific inquiries from Headquarter-level Agency Benefits Officers via phone and email. Fax, mail, and Records Requests capabilities will be minimal.

3.) Activity in support of the following events and functions will be suspended: Federal Benefits Conference, Fall Festival of Training, Benefits Product Sales, Contracting, and Contract Administration.

Listing of BORC Emergency Operations Liaison Designations: Attached is an alphabetical listing of the agencies whose Headquarters Agency Benefits Officers are served by BORC, showing their designated Emergency Operations Liaison. Note: In some cases, the emergency liaison is not the same point of contact which Headquarters Agency Benefit Officers would call during normal operations.

Raymond J. Kirk
Director, Benefits Officers Resource Center
Retirement and Insurance Services

Attachment:
BORC Emergency Operations Liaison Designations