



Retirement Services: Who does what?

Employee Self-Service

- View comprehensive retirement info on EBIS (State intranet) and at www.RNet.state.gov
- Attend Foreign Service Institute (FSI/TC/CTC) retirement planning seminars: RV 105 Mid-Career Retirement Planning Seminar, RV 101 Retirement Planning Seminar within 10 years of retirement, and RV 102 Job Search Program immediately before retirement
- Generate a personalized estimate of your retirement benefits via EBIS
- Generate estimate of post-retirement TSP withdrawals via the TSP website
- Obtain retirement credit for prior service using "HR Link" module on EBIS
- Review your e-OPF to view retirement-related records to ensure they are complete
- Review survivor beneficiary designations on e-OPF and update if needed
- Submit retirement application via EBIS at least 90 days prior to retirement date
- Order your career achievement (retirement) awards
- Update your EP+ profile on HR Online if you may be interested in WAE employment

Human Resources Services Center in Charleston (HRSC)

- First point of contact for retirement-related questions
 - Receives and processes forms from annuitants for FEHB, FEGLI, and beneficiary changes
 - Quickly answers basic questions (typically 2/3 of those received)
 - Forwards complex questions to HR/RET retirement counselors for their response
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|-------------------------------|----------------------------|
| 1-866-300-7419 (Toll free) | U.S. Department of State |
| 1-843-308-5539 (Outside U.S.) | HR Service Center |
| 1-843-202-3807 (Fax) | 1999 Dyess Ave, Building E |
| HRSC@state.gov (E-mail) | Charleston, SC 29405 |

Office of Retirement (HR/RET)

- Calculates and adjudicates Foreign Service retirements
 - Does initial processing of State Department Civil Service retirements
 - Processes applications for prior service credit
 - Determines former spouse benefits and survivor entitlements (Foreign Service)
 - Manages post-retirement benefits adjustments (Foreign Service)
 - Interprets retirement law and regulations
 - Counsels retiring employees and their spouses on retirement issues when requested
 - Answers complex retirement-related questions from employees and annuitants
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|----------------------------------------------------------------------|------------------------------|
| 1-202-261-8960 (Phone) | Office of Retirement |
| 1-202-261-8988 (Fax) | 2401 E Street NW, Room H-620 |
| www.RNet.state.gov (Website) | Washington, DC 20522 |

Office of Personnel Management (OPM)

- Civil Service retirement adjudication and payment
 - Civil Service annuitant services (changes of address, 1099-R issuance)
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|-------------------------------------------------------------|--------------------------------|
| 1-202-606-0500 (Phone) | Office of Personnel Management |
| www.opm.gov (Website) | 1900 E Street, NW |
| retire@opm.gov (E-mail) | Washington, DC 20415 |

Retirement Accounts Division (CGFS/C/APP/RAD)

- Delay or non-receipt of annuity check
- Address, bank, withholding changes
- Provides verification of annuity for Foreign Service retirees
- 1099R – Tax report Foreign Service annuity
- Annuity Cost of Living Adjustments
- Monitoring WAE salary/annuity cap
- Refund of excess-35 year contributions

1-843-746-0538 (Phone)

1-800-521-2553 (Toll free)

1-843-308-5494 (Fax)

PayHelp@state.gov (E-mail)

Global Financial Services-RAD

1969 Dyess Avenue, Building 646B

P.O. Box 150008

Charleston, SC 29415-5008

Payroll Office (CGFS/C/APPO)

- Issuance of final salary/annual leave
- Lump-sum payment
- Sends notification of retirement to TSP
- W-2, Annual Tax Report/Salary

1-843-746-0538 (Phone)

1-877-865-0760 (Toll free)

1-301-985-8584 (Fax)

PayHelp@state.gov (E-mail)

Consolidated American Payroll Division

Charleston, SC

Thrift Savings Plan (TSP)

- Information on Thrift Savings Plan
- Processing of applications for TSP withdrawals

1-877-968-3778 (Toll free)

1-404-233-4400 (Outside U.S.)

www.tsp.gov (Website)

National Finance Center

P.O. Box 385021

Birmingham, AL 35238

Social Security Administration (SSA)

- Information on Social Security benefits
- Adjudication of application for Social Security benefits

1-800-772-1213 (Phone)

www.ssa.gov (Website)

Annuitant Employee Express (for Foreign Service)

- Online changes to direct deposit, allotments, Federal/State tax withholdings, home address
Log on www.employeeexpress.gov after OPM mails your PIN after retirement
1-478-757-3030 (Help desk for logon problems)

Internal Revenue Service

- Information on taxation of retirement benefits (IRS Publication #721)
www.irs.gov (Website)