

RETIRED AND ANNUITANT PAY HELPFUL HINTS

CUSTOMER SERVICE

As a self-service option you may refer to the DFAS website at the following location: <http://www.dfas.mil/retiredmilitary.html> it contains a variety of information and assistance. You may also access forms by selecting the Forms link on the left side of the web page and it will take you directly to <http://www.dfas.mil/dfas/retiredmilitary/forms.html>

The Forms (**Fax or Mail Forms**) on the forms page contains forms that can be printed, completed and faxed, or mailed following the instructions on the form.

Contact us regarding any questions you may have or to report a casualty on our toll-free line 1-800-321-1080. We can also be reached at (216) 522-5955 or DSN 580-5955.

Retirees may fax documents to our toll-free fax line, 1-800-469-6559, to eliminate mailing time.

Annuitants may fax documents to our toll-free fax line, 1-800-982-8459, to eliminate mailing time.

Include your complete name, signature, daytime phone number, Social Security Number and date on all correspondence, and make sure it is written clearly.

TIMELY PAYMENTS

Enroll in the Direct Deposit System (DDS).

Wait at least ten days after the check payment date to report non-receipt of your paper check. The Non-Receipt Department's secure fax number is (216)-367-3677. Please note that the Non-Receipt Department only handles hard-copy check non-receipt issues. Be sure you include your name, Social Security Number, the date of the missing check and sign your letter.

Allow four to six weeks after reporting non-receipt of a paper check for a replacement check to be issued. You can check the status of your non-receipt claim by calling 1-800-390-2347.

ADDRESSES

Maintain an up-to-date payment, correspondence mailing address and e-mail address. By maintaining your e-mail address you can access myPay to change your payment and correspondence address.

When you contact us to make address changes to your account specify whether it is for payment, correspondence and/or allotments.

Use myPay to make the following changes to your Annuitant pay account:

- Increase or decrease your Federal Tax Withholding
- Change your check address (EFT Only).
- Change your correspondence address.
- PIN letter on demand and change your PIN.
- View/print Annuitant Account Statement
- Submit Report of Existence (ROE)
- Submit Certificate of Eligibility (COE)
- View/print tax statements (1099R/1042S)

MAILING ADDRESSES:

**Retired and Former Spouse
Pay Correspondence**

Defense Finance and Accounting Service
US Military Retired Pay
8899 E. 56th Street
Indianapolis, IN 46249-1200

Annuitant Pay Correspondence

Defense Finance and Accounting Service
US Military Annuitant Pay
8899 E. 56th Street
Indianapolis, IN 46249-1300

Claims for Non-Receipt of Payments

Defense Finance and Accounting Service
Cleveland Center
PO Box 998005
Cleveland, OH 44199-1126

E-MAIL ADDRESS

Customer Inquires

www.dfas.mil

TAXES (FEDERAL, STATE AND LOCAL) (continued)

Submit an IRS Form W-4 (Retiree) or an IRS Form W4-P (Annuitant or Former Spouse) or access myPay to change your federal withholding tax if you are a retiree.

You can request deductions state withholding tax from your retired pay in writing or access myPay. Be sure to provide the state to which payments are to be made and the fixed even dollar amount of no less than \$10.00 per month to be deducted. State withholding tax can not be deducted from annuity pay.

If you claim exempt on your federal withholding for your retired pay, you must file a new IRS Form W-4 on an annual basis, no earlier than January 1 and no later than February 15th.

Local taxes cannot be withheld from your retired or annuity pay.

VA WAIVERS

Remember that waivers cannot be accomplished retroactively.

Allow enough time to elapse for processing between Retired Pay and the VA.

Contact the regional Veteran's Administration office regarding retroactive payments that exceed your gross retired military retired pay.

BENEFICIARIES (Retirees Only)

File an up-to-date beneficiary designation form DD 2894 for any arrears of pay(AOP) which may be due at the time of your death.

Instruct beneficiaries to return any uncashed checks along with a copy of your death certificate and claim form SF 1174.

SURVIVOR BENEFIT PLAN (SBP) (Retirees Only)

Contact DFAS if you are enrolled in SBP and your designated beneficiary predeceases you. Forward a copy of their death certificate with a written request to suspend SBP payments.

Notify DFAS if you have child coverage and the child does not continue their education after their 18th birthday or upon graduation, marries or joins the military.

Forward a copy of your divorce decree with a written request to suspend SBP payments if you divorce your spouse. If you desire or are required to provide Former Spouse SBP, this election must be made within one year of the date of your divorce.

Contact DFAS immediately if you were previously enrolled in SBP and remarry. If you elect to reinstate your SBP coverage, forward a copy of your marriage certificate and provide your new spouse's social security number and date of birth.