



National Finance Center Customer Notification

Update - NFC Contact Center Resumes Normal Operations

February 9, 2018

Dear Customer:

This is a follow up communication to a notification issued on Wednesday, February 7, 2018, stating that the NFC Contact Center (NCC) would be operating on an abbreviated schedule, with reduced staff, beginning Friday, February 9, 2018.

As of Friday, February 9, 2018, NCC resumed normal operations from 6:30 a.m. to 5:00 p.m. CST, Monday through Friday.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency representatives with questions concerning this notification should contact the NCC at 1-855-NFC-4GOV (1-855-632-4468); via ServiceNow via <https://nfcerp.service-now.com/ess> or via email to NFCcontactcenter@nfc.usda.gov.