



## National Finance Center Customer Notification

# Combined Federal Campaign - Update

February 12, 2018

Dear Customer:

This is an update to the previous Customer Notification dated on February 6, 2018. NFC is currently working on two issues with CFC's vendor Give Back (GB). The issues are listed below:

- Rejected Contribution Elections – NFC is expected to receive a corrected file from GB and will provide an update when the file is received
- GB Vendor Security - Updates were put in place that prohibited NFC's access to retrieve the file. As a result, NFC was unable to retrieve or process the pay period 2 file containing new enrollees and changes to existing records

NFC and Give Back are working diligently to address these issues as expeditiously as possible.

No action is required by the customers.

**Federal employees with questions concerning this notification should contact their Servicing Personnel Office.** Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either 1-855-632-4468; via email to [NFCcontactcenter@nfc.usda.gov](mailto:NFCcontactcenter@nfc.usda.gov) or via the ServiceNow Customer Service Portal (CSP).