



National Finance Center
Customer Notification

Employee Personal Page (EPP) Personal Benefit Statements Display

March 29, 2018

Dear Customer:

The National Finance Center (NFC) discovered an issue with the 2018 Personal Benefit Statements displaying incorrect or missing information on the Employee Personal Page (EPP). NFC researched and determined the issue affected Law Enforcement Officer's (LEO) employees.

The Optional Retirement Estimated Monthly Annuity Special Coverage and Regular Coverage fields were displaying the same amounts. Both of these fields were displaying the Regular Coverage amounts. This issue was due to incorrect mapping of the Special Annuity fields under the section for Benefits for LEO's, Firefighters, and Customs and Border Protection Officers. Modifications were made to correct the mapping; these modifications were tested in the CUAT environment and were implemented into production.

We apologize for any inconvenience this may have caused.

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 or via the ServiceNow Customer Service Portal (CSP).