



National Finance Center Operational Notification

NFC Contact Center Limited Service

September 4, 2018

Dear Customer:

This notification is to inform all customers that due to Tropical Storm Gordon, the National Finance Center's (NFC) Contact Center (NCC) (including the Government Insurance Services Branch (GISB) Help Desk, which services DPRS, TIPS, and CLER) will have limited service on Tuesday, September 04, 2018 beginning at 12:00pm CST.

As always, customers, with appropriate access, are encouraged to submit requests via ServiceNow <https://nfcerp.service-now.com/ess/> to streamline tracking and expedite resolutions.

GISB customers please email your requests to the appropriate help desks at the following email addresses:

Direct Premium Remittance System - Web (DPRW)
nfc.dprs@nfc.usda.gov

Centralized Enrollment Reconciliation System (CLER)
nfc.cler@nfc.usda.gov

Tribal Insurance Processing System (TIPS)
Tipoperations@nfc.usda.gov

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); or via ServiceNow at <https://nfcerp.service-now.com/ess/>.