



National Finance Center Operational Notification

NFC Contact Center Limited Service

October 31, 2018

Dear Customer:

This notification is to inform all customers that due to expected inclement weather on Thursday, November 1, 2018, from 1:00 a.m. to 10:00 a.m. CT, the National Finance Center's (NFC) Contact Center (NCC) (including the GISB Help Desk, which services DPRS, TIPS, and CLER) will have limited staff on Thursday, November 1, 2018, until at least 10:00 a.m. CT. Customers may experience extended wait times when contacting the NCC via phone until that time.

As always, we will receive your requests via ServiceNow <https://nfcerp.service-now.com/ess/>.

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/>.