



## National Finance Center Operational Notification

# NFC Contact Center - Limited Services – Inclement Weather

April 18, 2019

Reference Number: NFC-1555609889

Dear Customer:

This notification is to inform all customers that due to a local weather event, National Finance Center business operations will be operating with limited services beginning at 12:30 p.m. Central Standard Time (CST), Thursday, April 18, 2019.

This includes National Finance Center's (NFC) Contact Center (NCC) and the Government Insurance Services Branch (GISB) Help Desk.

The Retroactive Pay Raise History Correction Command Center will not be accepting calls after 12:30 p.m., CST. Customers are encouraged to submit their History Correction Processing inquiries via the ServiceNow customer portal utilizing the special Retroactive Pay Raise History Correction Inquiry template. Staff will be available and responding to ServiceNow inquiries in the order they are received.

All customers may continue to submit routine inquiries via the ServiceNow customer portal at <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.