



National Finance Center Operational Notification

NFC Contact Center - Limited Services – Phone System Issues Update

August 27, 2019

Reference Number: NFC-1566921508

Dear Customer:

This is a follow up to the [notification dated Monday August 26, 2019](#), stating that the National Finance Center (NFC) is experiencing phone system issues. The NFC technical team is continuing to work to resolve the phone system issues. Due to these issues, customers may experience extended hold times when attempting to contact all NFC service desks including the NFC Contact Center (NCC) and the Government Insurance Services Branch (GISB) Help Desk. Updates will be provided to customers as they are available.

As always, customers may submit requests via ServiceNow at <https://nfcerp.servicenow.com/ess/>. Requests will be researched and responded to in the order they were received.

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.