



Martin Luther King Jr. Holiday

January 7, 2026

Reference Number: NFC-1767726961

Dear Customer,

In observance of the birthday of Martin Luther King Jr., our offices will be closed on Monday, January 19, 2026, including the National Finance Center (NFC) Contact Center. All NFC applications will remain available during the holiday and payroll/personnel processing will continue as normally scheduled.

As always, the NFC Operations and Security Center (OSC) will be available 24 hours per day, 7 days per week at 1-800-767-9641, or via email at osc.etix@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 NFC Contact Center at 1-855-632-4468 or the ServiceNow Customer Service Portal at:

- For Federated Users – <https://nfcbsm.servicenowservices.com/>
- For Non-Federated Users –
 - Designated Agency POCs, Servicing Personnel Officers, and Benefits Processing Officers: <https://nfcbsm.servicenowservices.com/csm>
 - Security Officers and OPM Customers:
https://nfcbsm.servicenowservices.com/sp_ess