



National Finance Center Customer Notification

Washington's Birthday Holiday

February 4, 2026

Reference Number: NFC-1768913052

Dear Customer,

In observance of Washington's Birthday, the National Finance Center's (NFC) offices, including the NFC Contact Center (NCC), will be closed on Monday, February 16, 2026. All NFC applications will remain available during the holiday, and payroll/personnel processing will continue as 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