

## Memorial Day Holiday

May 12, 2026

Reference Number: NFC-1778592025

Dear Customer,

In observance of Memorial Day, the National Finance Center's (NFC) offices, including the NFC Contact Center (NCC), will be closed on Monday, May 25, 2026. 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 via phone call at 1-800-767-9641 or via email to [osc.etix@usda.gov](mailto:osc.etix@usda.gov).

Authorized Agency representatives with questions concerning this notification should contact the NCC at 1-855-632-4468 or via 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](https://nfcbsm.servicenowservices.com/sp_ess)