

## IMPORTANT INFORMATION – Closure of the Annual Pay Raise Mailbox

February 15, 2024

Reference Number: NFC-1707772458

Dear Customer,

Effective February 20, 2024, the Annual Pay Raise Mailbox will be closed and will no longer be monitored daily. Also, the Annual Pay Raise web page will be shut down.

Assistance is available by contacting the National Finance Center (NFC) Contact Center (NCC) and the Operations and Security Center.

Authorized Agency representatives with questions concerning this notification should contact the NCC at 1-855-632-4468 or submit a request in the ServiceNow Customer Service Portal using the following links:

- Federated ServiceNow Users: <https://nfcbsm.servicenowservices.com/>
- Non-Federated ServiceNow Users: [https://nfcbsm.servicenowservices.com/sp\\_ess](https://nfcbsm.servicenowservices.com/sp_ess)