

A major aspect of the Service Officer and Service Center

volunteer function is to assist members with problems involving programs managed by the Office of Personnel Management, Social Security Administration, Centers for Medicare & Medicaid Services, Federal Employees Health Benefits Program insurance carriers, the Office of Federal Employees' Group Life Insurance, and other federal and state benefits-paying agencies. In addition to facilitating communications between the members and the appropriate agency or company, Service Officers and Service Center volunteers frequently assist members to correctly prepare and forward the forms and reports that are necessary for their claims for benefits.

So, when you have a problem

related to your retiree or survivor benefits, help is only a phone call away. A phone call to your Chapter Service Officer or Service Center volunteer will bring you help, assistance and peace of mind. These Service Officers and volunteers have handled many cases like yours. They are highly competent, caring and hard-working members of NARFE. Call on them when you need help!

Chapter #: _____

Service Officer: _____

Phone #: _____

Service Center Phone #: _____

Service Center Volunteer: _____

**National Active and Retired
Federal Employees Association**
606 North Washington Street
Alexandria, Virginia 22314-1914
703-838-7760 - Fax 703-838-7782
www.NARFE.org

F-107 04/13

Service Officers & Centers

***What Every NARFE Member
Needs To Know***



**National Active and Retired
Federal Employees Association**

Did you ever come across a problem related to your federal retiree or survivor benefits and wonder where you could go for help? The answer is your chapter's Service Officer and the nearest NARFE Service Center. Service Officers and Service Center volunteers perform the same functions, and they play a vital role in meeting the needs of NARFE members and their families. They:

- Help individual members, their families and survivors take the proper actions to obtain and retain their annuities, and health and federal group life insurance benefits;
- Provide emotional support to members having serious problems with their benefit arrangements and particularly to surviving spouses when they suffer the trauma of a death or serious illness;
- Make the availability of their services known to all members through newspaper/newsletter articles and reports at chapter meetings.

Recent survivors of federal retirees — you don't need to go it alone. Your local NARFE Chapter Service Officer and NARFE Service Center are there to take you, step by step, through the process of applying for your benefits.

The Service Officers and Service Center volunteers are knowledgeable about:

- Federal procedures governing delivery of annuity payments
- Life insurance, federal employees health benefits, and long-term care insurance
- Survivor benefits under current laws administered by OPM
- Change of beneficiary procedures
- Rights of divorced spouses to survivor benefits
- Death benefits
- State and federal income taxes as related to federal annuities and withholding
- Social Security referral information
- Requirements for other government programs