

# **Retirement Services: Who Does What?**

## **Employee Self-Service**

- View comprehensive retirement info on EBIS (State intranet) and at [RNet.state.gov](http://RNet.state.gov)
- Attend Foreign Service Institute (FSI/TC/CTC) retirement planning seminars: RV 105 Mid-Career Retirement Planning Seminar, RV 101 Retirement Planning Seminar within 10 years of retirement, and RV 102 Job Search Program immediately before retirement
- Generate a personalized estimate of your retirement benefits via EBIS
- Generate estimate of post-retirement TSP withdrawals via the TSP website
- Obtain retirement credit for prior service using "HR Link" module on EBIS
- Review your e-OPF to view retirement-related records to ensure they are complete
- Review survivor beneficiary designations on e-OPF and update if needed
- Submit retirement application via EBIS at least 90 days prior to retirement date
- Order your career achievement (retirement) awards via EBIS
- Update your EP+ profile on HR Online if you may be interested in WAE employment

## **Human Resource Services Center in Charleston (HRSC)**

- First point of contact for retirement-related questions
- Receives and processes forms from annuitants for FEHB, FEGLI, and beneficiary changes
- Quickly answers basic questions (typically 2/3 of those received)
- Forwards complex questions to HR/RET retirement counselors for their response

1 (866) 300-7419 (Toll free)	U.S. Department of State
1 (843) 308-5539 (Outside U.S.)	HR Service Center
1 (843) 202-3807 (Fax)	1269 Holland Street
<a href="mailto:HRSC@state.gov">HRSC@state.gov</a> (E-mail)	Charleston, SC 29405

## **Office of Retirement (HR/RET)**

- Calculates and adjudicates Foreign Service retirements
- Does initial processing of State Department Civil Service retirements
- Processes applications for prior service credit
- Determines former spouse benefits and survivor entitlements (Foreign Service)
- Manages post-retirement benefits adjustments (Foreign Service)
- Interprets retirement law and regulations
- Counsels retiring employees and their spouses on retirement issues when requested
- Answers complex retirement-related questions from employees and annuitants

1 (202) 261-8960 (Phone)	Office of Retirement
1 (202) 261-8988 (Fax)	2401 E Street NW, Room H-620
<a href="http://RNet.state.gov">RNet.state.gov</a> (Website)	Washington, DC 20522

## **Retirement Accounts Division (CGFS/C/APP/RAD)**

- Delay or non-receipt of annuity check
- Address, bank, withholding changes
- Provides verification of annuity for Foreign Service retirees
- 1099R – Tax report Foreign Service annuity
- Annuity Cost of Living Adjustments
- Monitoring WAE salary/annuity cap

- Refund of excess-35 year contributions

1 (843) 746-0538 (Phone)  
1 (800) 521-2553 (Toll free)  
1 (843) 308-5494 (Fax)  
[PayHelp@state.gov](mailto:PayHelp@state.gov)(E-mail)

Global Financial Services-RAD  
1969 Dyess Avenue, Building 646B  
P.O. Box 150008  
Charleston, SC 29415-5008

### **Payroll Office (CGFS/C/APPO)**

- Issuance of final salary/annual leave
- Lump-sum payment
- Sends notification of retirement to TSP
- W-2, Annual Tax Report/Salary

1 (843) 746-0538 (Phone)  
1 (877) 865-0760 (Toll free)  
1 (301)985-8584 (Fax)  
[PayHelp@state.gov](mailto:PayHelp@state.gov)(E-mail)

Consolidated American Payroll Division  
Charleston, SC

### **Thrift Savings Plan (TSP)**

- Information on Thrift Savings Plan
- Processing of applications for TSP withdrawals

1 (877) 968-3778 (Toll free)  
1 (404) 233-4400 (Outside U.S.)  
[www.tsp.gov](http://www.tsp.gov)(Website)

National Finance Center  
P.O. Box 385021  
Birmingham, AL 35238

### **Medicare**

- 1 (800) 633-4227  
[www.medicare.gov](http://www.medicare.gov)(Website)

### **Social Security Administration**

- Information on Social Security benefits
- Adjudication of application for Social Security benefits

1 (800) 772-1213 (Phone)  
[www.ssa.gov](http://www.ssa.gov) (Website)

### **Internal Revenue Service**

- Information on taxation of retirement benefits (IRS Publication #721)  
[www.irs.gov](http://www.irs.gov)(Website)