

Retirement Services: Who Does What?

Employee Self-Service

- View comprehensive retirement info on EBIS (State intranet) and at 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
HRSC@state.gov (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
RNet.state.gov (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(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(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(Website)

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

Medicare

- 1 (800) 633-4227
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 (Website)

Internal Revenue Service

- Information on taxation of retirement benefits (IRS Publication #721)
www.irs.gov(Website)