



# Retired and Annuitant Pay Operations

*Defense Finance and Accounting Service*

Lex Machaskee (DFAS-CL)  
Selfridge ANGB  
9/23/17



# Mission Statement

To provide timely and accurate pay and related services to military retirees and annuitants with integrity, innovation and excellence in customer service.



## Since the last time we met...

- We continue to expand our area of communications by partnering with the services to add more frequent news and updates to your service publications
- We are continuing a move to self service and reinforcing a series of tools and communications vehicles, from our forms page, to our website, to our Facebook presence
- We are continuing to increase automation and decrease our processing time
- We are working to improve our communications with you



# Initiatives/Improvements - RSO/RAO

What does this mean for you?

We are...

- Partnering more closely with your Branches of Service and RSO/RAO communities
- Providing quarterly training and updates directly from R&A
- Providing access to the Retired and Annuitant pay systems
- Quarterly Conference calls and newsletters
- Annual Pay and Personnel Conferences



# Current Initiatives – Improving our Communications

- Retirees Outreach at Retiree Appreciation Days
  
- Retired and Annuitant Pay Website
  - Planning for Retirement
  - Information for the grey area
  - SBP information
  - Best way to work with us!
  
- Improved Website Usability
  - More clear and consistent messaging
  - Adding “How To” videos
  
- Smart Doc Newsletters
  - Quarterly Newsletters sent to all retirees
    - Who are on myPay
    - Whose email address on file



# Managing Your Account Through myPay



## Information as of August 31, 2017

	Total Population	# Active Users	Population %
DOE	11,529	11,529	100.0%
BBG	1,612	1,527	94.7%
EPA	0	0	0.0%
HHS	95,883	82,372	85.9%
VA	433,106	380,335	87.8%
MSC	6,648	5,189	78.1%
NAF	34,111	21,145	62.0%
DoD Civilians	841,597	807,486	95.9%
Air Force	572,445	522,196	91.2%
Navy	449,866	426,590	94.8%
Army	1,207,139	1,046,606	86.7%
Marine Corps	363,306	268,593	73.9%
JROTC Instructors	6,993	6,010	85.9%
Cadet/Midshipman	17,263	14,397	83.4%
HPIP Students	5,216	4,056	77.8%
ROTC Students	31,574	13,998	44.3%
Retirees	2,254,333	1,165,284	51.7%
Former Spouse	136,477	19,818	14.5%
Annuitants	328,388	30,018	9.1%



# Managing Your Account Through myPay

- Getting set up in myPay (<https://mypay.dfas.mil>)
  - If you do not have access to a computer:
    - Call 1-888-332-7411, Option 3
  - Need a Login ID
    - 6-129 positions (can not use 9 numbers)
    - Alpha, Numeric, and/or special characters
  - Forget Login ID?
    - 'Forgot Your Login ID' link on home page
    - Answer basic questions
    - Sent to registered email address
  - Need a Password
    - 9 to 30 Characters
    - Criteria for type of characters
    - Expires in 150 days



# Managing Your Account Through myPay



Defense Finance  
and Accounting Service

Providing payment services of the U.S. Department of Defense

SEARCH

myPay



Military Members

Retired Military & Annuitants

Civilian Employees

Contractors & Vendors



Accessibility/Section 508 | Security | Privacy Notice | FAQ | System Usage | Contact Us

Log In

Account Access

Login ID:

[Forgot your Login ID?](#)

Password:

[Forgot or Need a Password?](#)

Go

To enter your Password more securely, click on the On-Screen Keyboard link below.

[On-Screen Keyboard](#)

SmartCard Login

DoD CAC | PIV

New User

Read this First: [How New Accounts are Added to myPay](#)

[Create an Account](#)

You will need a temporary password to proceed.

[Stay Connected](#)

Important Information

## myPay NEWS

All 2016 pay-related tax statements are available on myPay now!

[List of tax statements](#)

## myPay users: TAKE NOTE!

Your user ID and password gives you access to your pay information and tax statements. Providing this information to others (i.e., third parties) opens the door for potential unauthorized and fraudulent misuse of your personal and financial data. Learn more on how to protect yourself online at [www.dfas.mil](http://www.dfas.mil)

## Explanation of Civilian Leave and Earning Statement:

Click the below link to get a detailed explanation of your Leave and Earnings Statement:

[For DoD Civilian Employees](#)  
[For DoDEA Employees](#)

## myPay on YouTube

If you've never opened a myPay account, need help changing your myPay password, or changing your email address in myPay, check out our new online training tutorials available on [YouTube](#).

System Availability

RECURRING WEEKLY SYSTEM MAINTENANCE:

All myPay Customers:

Access to myPay unavailable between 0000 and 0400 ET daily, Monday - Friday

Quick Links

DFAS Resources

- [Affordable Care Act](#)
- [AskDFAS Tax Statement Reissue Requests](#)
- [DFAS - Home](#)
- [How do I get a new myPay Password?](#)
- [How to read a DoD Civilian LES?](#)
- [How to read a DoDEA LES?](#)
- [myPay Assistance and Customer Support](#)
- [myPay SmartCard \(DoD CAC and PIV\)](#)
- [myPay Trusted agents](#)
- [Pay Inquiries: Army Active, Navy \(Active/Reserve\) Air Force \(Active/Reserve/Guard\)](#)
- [Pay Inquiries: Army National Guard](#)
- [Pay Inquiries: Army Reserve](#)
- [SmartVoucher - Complete a DD 1351-2](#)
- [Travel Voucher Checklist](#)

External Resources

- [Adobe Reader](#)
- [Air Force Portal Login](#)
- [Army Retirement Services Office](#)
- [IRS Withholding Calculator \(Form W-4\)](#)
- [Military Compensation - Retirement Calculators](#)
- [PDHRA for Army Civilians](#)
- [Plan SmartChoice](#)
- [Thrift Savings Plan](#)
- [TreasuryDirect](#)
- [US Air Force - Home](#)
- [US Army - Home](#)
- [US Marine Corps - Home](#)
- [US Navy - Home](#)



Retirees,  
need to update  
your mailing  
address?

**SKIP** the phone  
lines and click here!

Contact Us

Debt & Claims

myPay Information

Pressroom

Latest News & Events

**2016 Tax Statement Schedule:** Know when your W-2, 1099 or 1095 will be available.





# Managing Your Account Through Self Service

## ➤ Benefits of MyPay:

- Saves time
- Is Convenient
- Is Reliable
- Helps you to protect your retired pay account against fraud
- Helps you to audit your account
- Helps you to keep your account updated about life changing events
- 1099R History (Current year plus 5)
- Arrears of Pay Beneficiary Election Changes
- Ability to view, stop and change most Allotments such as Insurance and Mortgage payments



# myPay for Active Duty & Reserve Component Soldiers

- Active duty only available for one year after retirement
  - Retired pay account available after your first deposit
- Reserve Component available for one year after final drill
  - May lose myPay access during the gray area
  - Update your mailing address with personnel center
  - Retired pay account will be available after your first deposit



# DFAS.mil and Facebook

Defense Finance and Accounting Service - DFAS is on Facebook.

To connect with Defense Finance and Accounting Service - DFAS, sign up for Facebook today.

[Sign Up](#) [Log In](#)

Proudly Serving America's Heroes

Defense Finance and Accounting Service - DFAS

Like

Chat live with Military Retired Pay Experts

FAQs?

64,187 Likes

Also On

**DFAS** Defense Finance and Accounting Service

Providing payment services of the U.S. Department of Defense

myPay

Military Members Retired Military & Annuitants Civilian Employees Contractors & Vendors

DFAS Home ► Retired Military & Annuitants

Customer Service

800-321-1080, Option 1  
M-F, 8 a.m. to 5 p.m. ET

AskDFAS  
Forms  
Frequently Asked Questions

Request a duplicate 1099R online.

Need a duplicate 1099r [Request Your 1099r](#)

News and Events

About R&A Pay

Plan for Retirement

Apply for Retirement

Manage Your Retirement

Disability Entitlements

Provide for Loved Ones

**ABOUT R&A PAY**

R&A Pay establishes, maintains and pays military retirees, their surviving spouses and other family members.

[Who We Are, What We Do](#)  
[Who to Contact? DFAS, the VA or the Military](#)

**LATEST NEWS**

[Retiree Newsletter](#)  
Find information about current topics and more.

**Direct Deposit Required**

A treasury mandate requires us to pay our customers electronically. Most military retirees and annuitants getting paper checks need to set up direct deposit. Start direct deposit now.



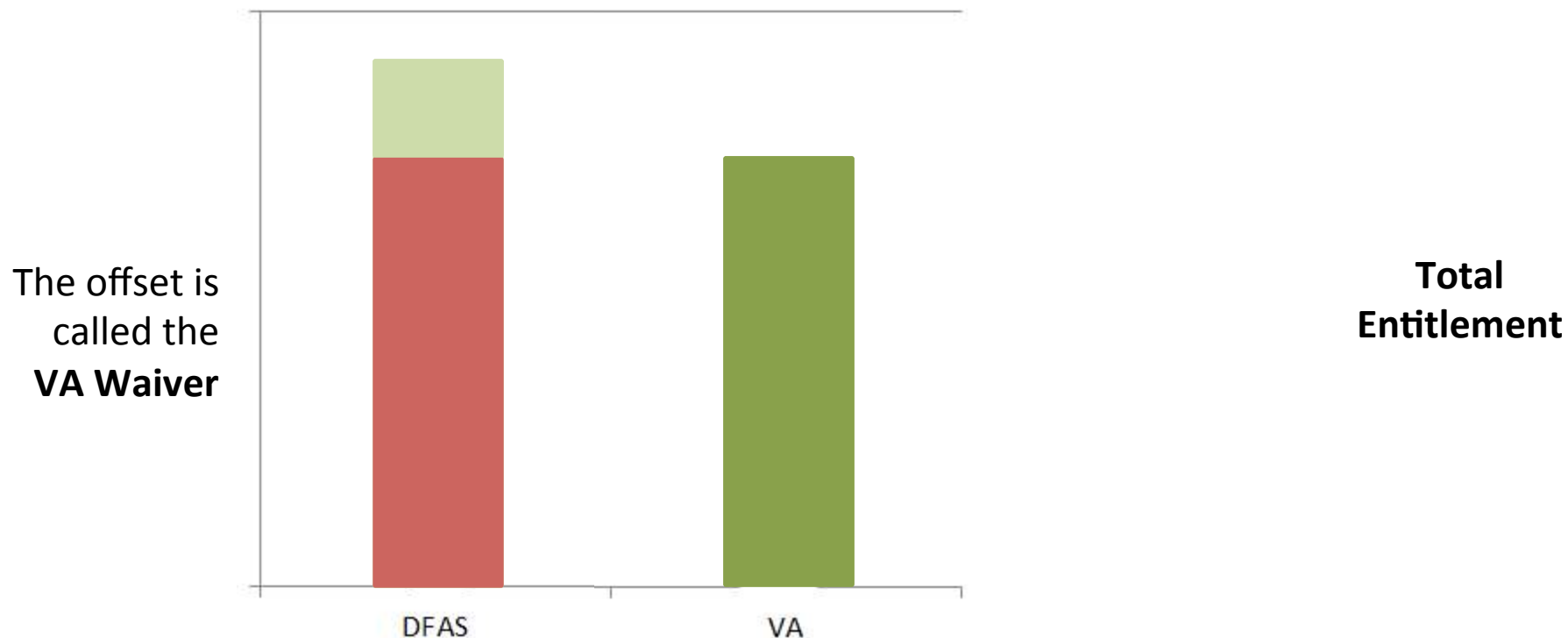
- VA Compensation may cause a reduction in retired pay
  - The VA Waiver is a dollar for dollar offset of retired pay when your rating is at 40% or below
- VA Compensation amount is usually not known at time of retirement
- Reservist and Disability retirements... VA withholding begins at retirement date regardless of notification date
  - This may cause a retro-active debt



# How much will I make in retirement?



- VA Disability Compensation offsets your retired pay



# What is this deduction? Recouping Separation Pay



- Voluntary Separation Incentive (VSI)
- Special Separation Bonus (SSB)
- Readjustment Pay
- Separation Pay
- Severance Pay



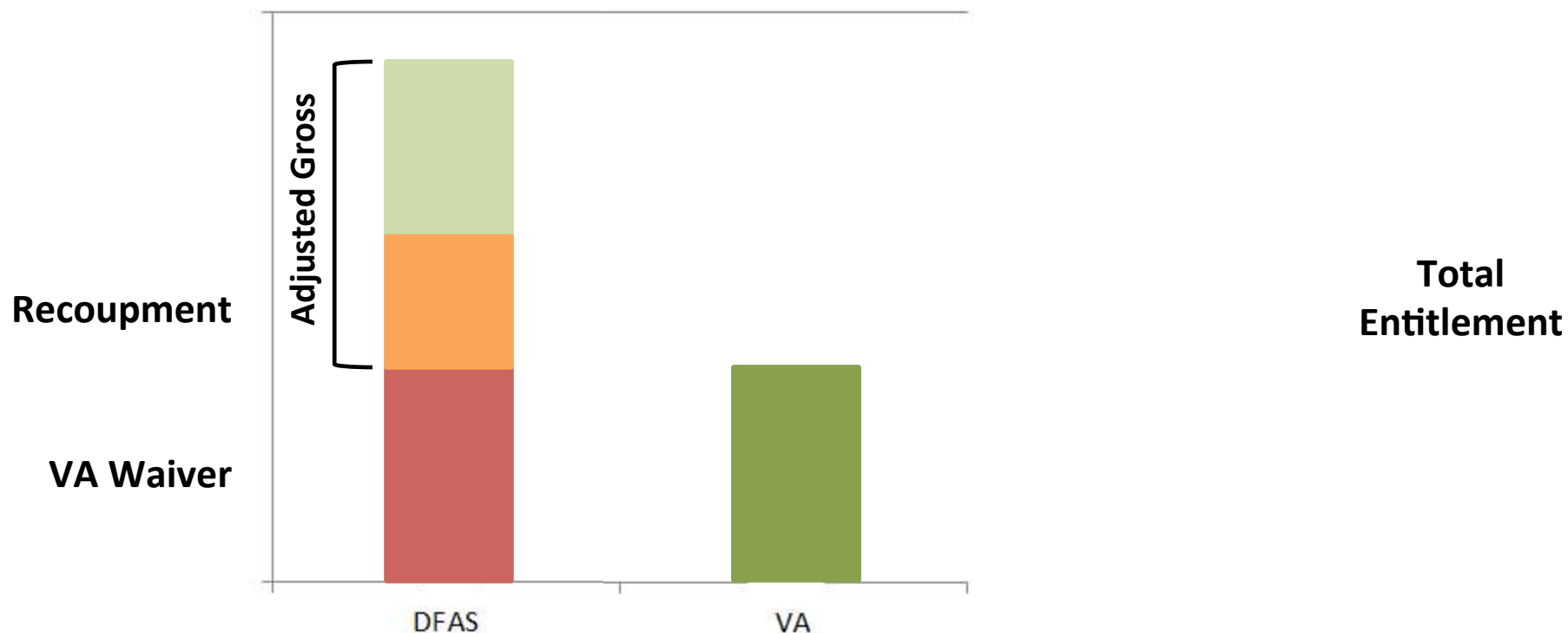
- Recoupment
  - Rate
    - 40% of adjusted gross
    - May file for a reduced rate (financial hardship)
  - DFAS and VBA coordinate recoupment
    - VBA recoups net amount
    - DFAS ensures up to the gross amount has been collected
  - May not be waived



# How much will I make in retirement?



- Other deductions to consider – Recoupments of Sep Pay
  - ✓ Collected at 40% of Adjusted Gross



# Life Changing Events

- Life changing events include birth, death, divorce, etc. These events result in changes of status and require **action** on your part.
- You must notify Retired and Annuitant Pay Operations
  - Send a copy of the birth/death certificate, divorce decree
  - Send a brief letter that includes
    - Your name
    - Your SSN
    - The reason for the letter
    - Your signature and the date
- If you no longer have an eligible beneficiary SBP coverage and premiums are suspended
- Timely notification is a must





# Pre-Planning

Take the following steps now to help prepare your spouse or next of kin upon the event of your death.

## **\*\* Please ensure the following:**

- Beneficiary information is updated by completing the Designation of Beneficiary Form (DD-2894) when changes occur
- SBP Information is updated when changes occur
- Your beneficiaries know which federal agencies to notify (Veterans Administration, Social Security Administration, etc.,)
- Insurance/other important papers are kept where they can easily be found



# Casualty Assistance

- Upon death DFAS needs to be notified immediately
- Keep Your Personal Information Current
- Ensure your Beneficiary and SBP information is up to date
- Ensure your correspondence address is up to date
- Failure to notify DFAS of updates results in delayed payments or annuity starts



# Protect Your Personal Information

- You are your best personnel manager
  - Businesses and Government Agencies alike are having their data hacked
  - No Longer allowing retirees to change Direct Deposit through the Call Center
- Make sure you know who has access to your personal information
  - DFAS does **NOT** call you for any information
  - Starting to see an increase in the number of retirees who are getting their bank accounts hacked
- You are **NOT ALLOWED** to sell your Retired Pay in advance
- myPay is the safest way to protect you and your retired pay



# New Contact Information – Effective 5/1/2017

Defense Finance and Accounting Service  
U.S. Military Retired Pay  
8899 E 56<sup>th</sup> Street  
Indianapolis, IN 46249-1200

Defense Finance and Accounting Service  
U.S. Military Annuitant Pay  
8899 E 56<sup>th</sup> Street  
Indianapolis, IN 46249-1300

DFAS-Cleveland  
Legal Garnishment Office  
P.O. Box 998002  
Cleveland, OH 44199-8002

**Clearly Print your name \*\*\* Include your SSN \*\*\*  
and Signature**





## Defense Finance and Accounting Service

Providing payment services of the U.S. Department of Defense

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**800-321-1080**

M-F, 8 a.m. to 5 p.m. ET

[AskDFAS](#)

[Forms](#)

[Frequently Asked Questions](#)

[DFAS Home](#) ▶ [Retired Military & Annuitants](#) ▶ [News and Events](#) ▶ [Retiree Newsletter](#) ▶  
[Notification: Inbound Mail Address Change](#)

### Notification: Inbound Mail Address Change

Attention all retirees and annuitants. The Defense Finance and Accounting Service's address are changing effective May 1, 2017. The old addresses are being discontinued and will be replaced by addresses in Indianapolis. The new addresses are:

Defense Finance and Accounting Service

U.S. Military Retired Pay

8899 E 56th Street

Indianapolis IN 46249-1200

Defense Finance and Accounting Service

U.S. Military Annuitant Pay

8899 E 56th Street

Indianapolis IN 46249-1300

[News and Events](#)

[About R&A Pay](#)

[Plan for Retirement](#)

[Apply for Retirement](#)

[Manage Your Retirement](#)

[Disability Entitlements](#)

[Provide for Loved Ones](#)

[Survivors and Beneficiaries](#)

Beginning on May 1, 2017 Military retirees and annuitants should use the new addresses when submitting any of the following information:



# Important Take Away Information

- **Please share your email address with us**
  - Increased communications from Retired and Annuitant Pay
  
- **Use the web to help expedite your services**
  - [www.dfas.mil/retiredmilitary](http://www.dfas.mil/retiredmilitary)
  - Forms download
  - FAQs
  
- **Go Green with myPay**
  - <https://mypay.dfas.mil/mypay>
  - 1099R
  - Address changes
  - RAS



# Our Commitment To You...

The central graphic is a composite image. On the left is a portion of the American flag with its stars. On the right is a soldier in full combat gear, including a helmet, goggles, and a large backpack, kneeling. The DFAS logo is positioned in the upper right area of the graphic. Below the soldier, there are three horizontal bars containing text.

*For the freedom we enjoy, our thanks  
go to the men and women  
who've served our country.*

*We look forward to serving our  
military retirees and their families.*



# Questions

