



2013 REGION X CONFERENCE

"BEST PRACTICES"

SERVICE

➤ FACILITATORS

- Constance Bails
Co-Service Officer
Virginia Federation of Chapters
- John Bails
Co-Service Officer
Virginia Federation of Chapters

➤ REMOTE SPEAKER

- David Snell
NARFE Director of Retirement Services

GOAL

For everyone to leave the Conference with a full understanding of the fact that Chapter and Federation Service Officers play a vital role in meeting the needs of chapter members and their families

SYNOPSIS

Our mission as the VFC Service Officers is to help Chapter Service Officers provide NARFE members, their families and survivors with assistance in contacting the Office of Personnel Management (OPM) concerning benefits and programs such as civil service annuities, survivor benefits, health insurance, life insurance and income tax withholding from annuities; Medicare, Social Security and Veterans benefits. We also, encourage Service Officers to reach out to membership in times of sickness and help or answer questions in times of need.

Power Point Presentation to include the following specific topics:

- Duties and Responsibilities of a Service Officer
- Meeting the practical needs of chapter members
- Facilitating liaisons between members and OPM
- Helping expedite applications for benefits
- Helping members obtain information about the Federal Employees Health Benefits Program (FEHBP) and Medicare