

FEDERAL BENEFITS SERVICES DEPT

Report to the Region X Conference Delegates
Virginia Beach, Virginia October 1, 2015

What's New

- Revising the Q and A Book
- New Service Officer Training Module
- Self + One Option Prep
 - U.S. Postal Service
 - Blue Cross Blue Shield
- Responding to Inquiries
 - OPM Data Breaches
 - Contact for the 1st announced data breach involving personnel files: CSID, 844-777-2743.
 - ID Experts for the 2nd announced data breach involving background investigations and security clearances.



What's New at OPM

- Services On-line
 - Retirement Services Reference Card
 - Duplicate Annuity book or Updated Book
 - Either are available to be mailed
 - Or call 888-767-6738 or email retire@opm.gov. (subject line- duplicate annuity booklet)

Retiree Card

Close Window

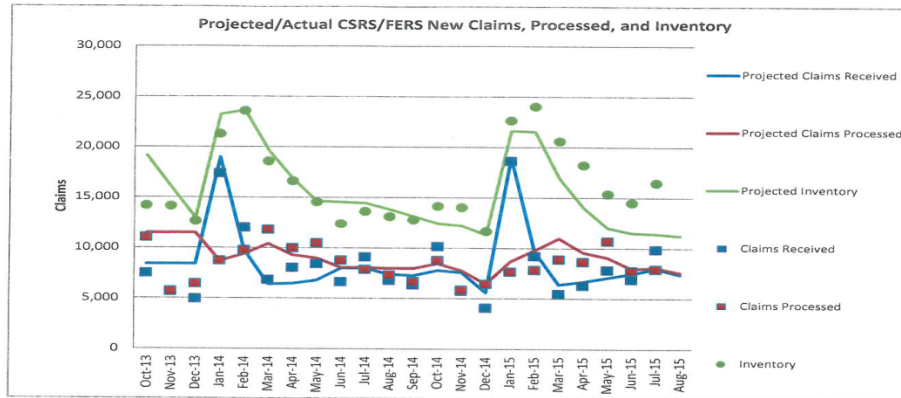
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 <p><i>Retirement Services Reference Card</i></p> <p>DAVID B SNELL A 13800190</p>  <p>United States Office of Personnel Management</p>	<p>For help and information about your retirement benefits, you may call the Retirement Information Office at 1-888-767-6738 or TTY 1-855-887-4957 between 7:40 a.m. and 5:00 p.m. Eastern time, Monday through Friday. Customers within local calling distance of Washington, DC, must call us at (202) 606-0500. You may also contact us using email at retire@opm.gov and for general retirement information, go to our web site at www.opm.gov/retire.</p>
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What's New at OPM



What's New at OPM



Month	Projected Claims Received	Projected Claims Processed	Projected Inventory	Claims Received	Claims Processed	Inventory	% Processed in 60 days or less (TYD)
Oct-13	8,400	11,500	19,142	7,484	11,027	14,176	
Nov-13	8,400	11,500	16,042	5,672	5,714	14,134	
Dec-13	8,400	11,500	12,942	4,952	6,449	12,637	
Jan-14	19,000	8,700	23,242	17,383	8,724	21,296	
Feb-14	9,800	9,400	23,642	12,025	9,767	23,554	
Mar-14	6,400	10,400	19,642	6,831	11,812	18,573	
Apr-14	6,500	9,300	16,842	8,047	10,002	16,618	
May-14	6,800	9,000	14,642	8,431	10,498	14,551	76.6%
Jun-14	8,000	8,100	14,542	6,627	8,787	12,391	77.3%
Jul-14	8,000	8,100	14,442	9,101	7,872	13,620	77.9%
Aug-14	7,400	8,000	13,842	6,795	7,318	13,097	78.5%
Sep-14	7,300	8,000	13,142	6,350	6,680	12,767	78.8%
Oct-14	7,800	8,500	12,442	10,155	8,785	14,137	83.2%
Nov-14	7,600	7,800	12,242	5,746	5,844	14,039	83.4%
Dec-14	5,600	6,500	11,342	4,077	6,447	11,669	83.7%
Jan-15	19,000	8,700	21,642	18,629	7,662	22,636	80.2%
Feb-15	9,700	9,800	21,542	9,219	7,841	24,014	80.6%
Mar-15	6,400	11,000	16,942	5,478	8,898	20,594	81.6%
Apr-15	6,700	9,600	14,042	6,292	8,660	18,226	72.6%
May-15	7,100	9,100	12,042	7,845	10,697	15,374	68.0%
Jun-15	7,500	8,000	11,542	6,920	7,783	14,511	68.7%
Jul-15	8,000	8,100	11,442	9,862	7,918	16,455	69.0%
Aug-15	7,400	7,600	11,242				
Sep-15	7,300	7,500	11,042				

Time for Questions

- Thank you.