



July 2011

A Message About Our Customer Commitment

At DFAS, serving our customers is our top priority. Our primary goal is to deliver first-class service and products to each and every customer. We are committed to meeting your needs and providing you with all of the necessary tools and resources to help you manage your military retirement.

Recently, we've been focused on making more information available to military retirees and annuitants by continually updating the information on this website based on your feedback. We've also enhanced *myPay*, the official online account management system for military members, retirees and annuitants. And soon we'll be adding new [Fast Forms](#) to this website to make submitting account changes easier for you. We also use [Facebook](#) to keep you up to the minute on issues that could affect your retired pay and give you day-to-day tips and hints.

In this newsletter edition, find out about the new Fast Forms coming soon, read about topics retirees like you frequently ask about, and find out how to make routine changes to your account without waiting on the phone.

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Fast Forms Coming Soon!

DFAS.mil will soon feature automated versions of the forms retirees often use when communicating with us. The new forms will allow you to submit account changes to DFAS online, eliminating the tedious process of filling forms out by hand.

They're coming soon! Keep watching the top of the [Forms page](#)!

These changes are just the beginning and, through these initiatives and others to come, we will continue to strive to provide you with superior customer service. Please keep your feedback coming -- we want to know what we're doing right and what we can do to better serve you!

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What You Need to Know About Your Survivor Benefit Plan

Although providing for your loved ones' futures may not seem immediately necessary, the decisions you make regarding your Survivor Benefit Plan (SBP) can impact your family's financial future.

Supplying accurate beneficiary information is extremely important as these details can be difficult to change. In fact, there are only a few circumstances in which it is possible to change a previously made election.

Please visit the [SBP pages](#) on our website to learn more about SBP, changing your election, and the cost of enrollment.

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When Your Disability Rating Changes

If you are rated by the Department of Veterans Affairs (VA), please check your Retiree Account Statement to make sure your disability rating on file with DFAS is correct.

If you have recently received an upgraded rating, and have not yet seen the change on your DFAS account, please first contact the VA to ensure that your rating change has been processed and sent to DFAS. Once DFAS has received notification of your rating change, it may take up to 30 days to affect your retired pay account.

DFAS and the VA jointly manage the programs that pay eligible military retirees disability entitlements. Both agencies communicate with each other to establish and maintain accounts, but we also need you to ensure your disability percentage on file with DFAS is current.

For more information on what agency to contact when, please visit:

<http://www.dfas.mil/dfas/retiredmilitary/about/contact-who.html>

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What DFAS, the VA, and Your Branch of Service Do for You

While you may not always see it happening, your Branch of Service, the Department of Veterans Affairs (VA) and DFAS work together to make sure you are paid accurately and on time. Whether it's your retired pay, [Combat Related Special Compensation](#) (CRSC) or [Concurrent Retirement and Disability Pay](#) (CRDP), each of these agencies plays a role.

1. Your Branch of Service:

Your Branch of Service approves transfers to retirement and applications for CRSC. They also tell DFAS when to start paying retired pay or CRSC and at what rate. They do this by sending DFAS retirement orders or a CRSC approval letter.

2. VA:

VA provides the disability ratings that the Branches of Service use when reviewing CRSC applications and that DFAS uses to pay CRSC and CRDP. VA also pays tax-free disability compensation to veterans for injuries or diseases that happened while on active duty. These payments are separate from any retired pay approved by the Branches of Service and paid by DFAS.

3. DFAS:

DFAS is the pay authority for retired pay, CRSC and CRDP. Once the Branches of Service and VA provide us with documentation, DFAS creates new pay accounts and issues monthly and retroactive payments to retirees.

Still have questions about who does what? Use the links below to learn more:

[Who Should I Contact? DFAS, the VA or the Military](#)

DFAS Retired and Annuitant Pay: [Who We Are, What We Do](#)

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What a Separation Recoupment Means for Your Retired Pay

The use of special separation programs, such as Voluntary Separation Incentive (VSI) and Special Separation Benefit (SSB), must be authorized by Congress, so the opportunity to leave service under one of them is rare. But if you separated from your Branch of Service under one of these programs, and you later become eligible for retired pay, there are a few things to keep in mind.

When you retire, you will be required by federal law to repay the gross separation payment before receiving your full retirement pay. DFAS will automatically withhold 40 percent of each retirement paycheck until the full separation payment has been recouped. If you feel that this amount will cause financial hardship, you can apply for a more lenient payment plan. You can also accelerate your payment plan by contacting DFAS. Either of these requests must be made in writing and can be sent to:

Defense Finance and Accounting Service
U.S. Military Retired Pay
P.O. Box 7130
London, KY 40742-7130

Visit our [Separation Recoupment FAQs](#) to learn more.

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How to Update Your Direct Deposit Information

Have you recently switched banks? Have you changed bank accounts? Or maybe you just want your retired pay sent to a different account. No matter what the reason, it's important to inform us of any changes to avoid misrouted payments.

You can do this a few different ways:

A. The easiest and fastest way to update your Direct Deposit information is through [myPay](#). You can access *myPay* 24/7 from anywhere in the world, and your changes will be made in just 3-5 business days! To do this:

1. Have the following information on hand: bank routing number, account number and type of account (checking or savings).
2. Go to <https://mypay.dfas.mil> and log into your account.
3. Agree to the terms of the User Agreement.
4. On the Main Menu page, click the "Direct Deposit" link.
5. Enter your bank routing number, account number and the account type (checking or savings).
6. Click "Accept/Submit."
7. Confirm that the information you entered is correct before exiting or returning to the Main Menu.

If you have problems remembering your Login ID or Password, consult the "Forgot Your Login ID" or "Forgot or Need a Password" link.

Direct Deposit changes made in myPay must be submitted on or before the 18th of the month to ensure your money is deposited in the correct account on the 1st of the following month.

B. If you're having trouble accessing your *myPay* account, you can submit a [SF1199A](#). Your change will be made in about 30 days. Please send completed form to:

DFAS Retired Military Pay
P.O. Box 7130
London, KY 40742-7130

Fax: 800-469-6559

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How to Update Your Mailing Address

Summer is finally upon us, which means moving season is here. If you have moved to a new home, or you're just not sure the address we have on file for you is current, it's important to update us.

You can do this two different ways:

A. The quickest, easiest way to update your Mailing Address is through [myPay](#). You can access *myPay* 24/7 from anywhere in the world, and your changes will be made in just 3-5 business days! To do this:

1. Go to <https://mypay.dfas.mil> and log in to your account.
2. Agree to the terms of the User Agreement.
3. On the Main Menu Page, click the "Correspondence Address" link.
4. Enter the correct address.
5. Save your changes.
6. Confirm that the information you entered is correct before exiting or returning to the Main Menu.

If you have problems remembering your Login ID or Password, consult the "Forgot Your Login ID" or "Forgot or Need a Password" link.

B. If you're having trouble accessing your *myPay* account, you can submit a [DD 2866 Retiree Change of Address/State Tax Withholding Request Form](#). Your change will be made in about 30 days. You can send your completed form to:

DFAS Retired Military Pay
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London, KY 40742-7130

Fax: 800-469-6559

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How to Update Your Arrears of Pay Beneficiary

Retired pay earned but not paid in the final month of your life goes to whoever is listed as your Arrears of Pay (AOP) beneficiary. It is vital to keep this information up to date and accurate. If the AOP beneficiary on listed on your Retiree Account Statement needs to be updated, please:

1. Complete a [Designation of Beneficiary Information form \(DD 2894\)](#)
2. Sign and date the form (Unsigned and undated forms will not be processed)
3. Mail or fax the form to:

DFAS U.S. Military Retired Pay
P.O. Box 7130
London, KY 40742-7130

Fax: 800-469-6559

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How to Start, Stop or Change an Allotment

Got an allotment? Want to stop, start, or change one? Here are two ways to do it:

A. The quickest way to start, stop, or change an electronic (EFT) bank allotment is through [myPay](#). You can access **myPay** 24/7 from anywhere in the world, and your changes will be made in just 3-5 business days! To do this:

1. Go to <https://mypay.dfas.mil> and log in to your account.
2. Agree to the terms of the User Agreement.
3. On the Main Menu Page, click the “Allotments” link.
4. Choose ”Start New Allotment” or select “Stop” or “Change” below an existing allotment.
5. Enter the information as prompted and save your changes.
6. Confirm that the information you entered is correct before exiting or returning to the Main Menu.

If you have problems remembering your Login ID or Password, click “Forgot Your Login ID” or “Forgot or Need a Password.”

Allotment changes made in **myPay** must be submitted on or before the 18th of the month to ensure the change is reflected correctly when you receive your pay on the 1st of the following month.

B. If you’re having trouble accessing your myPay account, you can update your account by submitting a DD 2558 Authorization to Start, Stop, or Change an Allotment. Your change will be made in about 30 days. You can send your completed form to:

DFAS Retired Military Pay
P.O. Box 7130
London, KY 40742-7130

Fax: 800-469-6559

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