



December 2010

Three Easy Ways to Request a Duplicate 1099R

Military retirees and annuitants' 1099R tax statements will be available on *myPay* starting Dec. 14, 2010 and will be mailed to retirees by Jan. 15, 2011. If you do not receive a copy of your 1099R, it may be because we do not have your correct address on file. Before requesting a duplicate 1099R, please verify your address using *myPay*, or by calling 800-321-1080.

myPay:

If you do not receive your 1099R by mid-January, you can view, print or save a copy using your *myPay* account. Please follow the steps below:

1. Go to <https://mypay.dfas.mil/mypay.aspx>.
2. Enter your Login ID on the home page.
3. Enter your password on the virtual keyboard when prompted.
4. Access your 1099R from the "Main Menu" by clicking on the "Tax Statement" option.
5. View, print and save your tax statements. If you have trouble reading the graphic version, click on the "Text Version" link.

If you have trouble accessing *myPay*, call 888-332-7411 and select option number 5. Customer support is available Monday through Friday, 7 a.m. to 6:30 p.m. Eastern time. You can also view videos that explain how to use *myPay* at <http://www.dfas.mil/rapay.html>.

If you are unable to access *myPay* you can request a copy using one of the following methods:

Automated Phone System:

1. Call R&A Pay at 800-321-1080.
2. Select option 4 to request a 1099R 24 hours a day, seven days a week, without waiting to speak to a customer service representative.
3. Enter your Social Security Number using your touch-tone keypad when prompted.
4. You should receive your 1099R in 7 to 10 business days.

If you have exhausted the above options or prefer to speak to a customer service representative, call us Tuesday through Friday between 7 a.m. and 7:30 p.m. EST and select option 0. In the event that call volumes are high and we are unable to serve you as quickly as we would like, you may experience a "courteous disconnect," indicating you

are either being routed back to the self-service option, or requesting that you call back at another time. If this occurs, please understand that this is a required measure to ensure that callers with high priority needs are properly supported.

Written request:

1. Write us a short letter requesting a new copy of your 1099R. Include your name, Social Security Number, mailing address, signature and date.

Or complete a [Request for 1099R form](#) (DFAS 9190).

2. Fax your request to 800-469-6559 or mail it to:

Retirees:

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

Annuitants:

Defense Finance and Accounting Service
U.S. Military Annuitant Pay
P.O. Box 7131
London, KY 40742-7131

4. You should receive a copy of your 1099R in about two weeks.

COLA Update for 2011

Unfortunately, military retirees and annuitants will not receive a Cost of Living Adjustment increase in 2011. Most Survivor Benefit Plan premiums also will not increase.

Every year, military retirement pay and Social Security benefits are automatically adjusted to compensate for inflation. The adjustment is based on the Consumer Price Index (CPI) for the previous year. Published by the Department of Labor, the CPI is a measurement of the cost of purchased goods. This year, there was no increase in the index when compared to the third quarter of 2008, the last year we had inflation.

Keep Your Records Current

In order to receive your pay and other benefits on time every time, it's important to review your retired pay account information regularly to ensure it is current. Be sure to notify us of any changes to things like your mailing address, marital status and designated beneficiaries.

You can update your address, banking information and tax withholding yourself through *myPay*. Other changes and notifications should be mailed or faxed to:

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

Fax: 800-469-6559

Or

Defense Finance and Accounting Service
U.S. Military Annuitant Pay
P.O. Box 7131
London, KY 40742-7131

Fax: 800-982- 8459

Please include your Social Security number and sign the request.

Branch of Service Newsletters

Did you know that each branch of service has newsletters available online? Check them out at the links below:

[Army Echoes](#)

[Navy Shift Colors](#)

[Marine Corps Semper Fidelis](#)

[Air Force Afterburner](#)

Direct Deposit: better service, better security

The most efficient, timely and secure way to receive your pay is by direct deposit. By enrolling, you can eliminate the possibility of a lost or stolen check, reduce the opportunity for identity theft and receive your payment in a more timely and efficient manner.

If you live in the United States, you can enroll through *myPay* or by contacting the Retired and Annuitant Pay call center at 800-321-1080. You will need to know your bank routing transit number, account number, and type of account, either checking or savings.

International Direct Deposit is available to U.S. military retirees and annuitants living in certain overseas locations.

[Read More About Direct Deposit](#)

2011 CRDP and CRSC Open Season

Retirees who are eligible for both Concurrent Retirement and Disability Pay (CRDP) and Combat Related Special Compensation (CRSC) may participate in the 2011 CRSC and CRDP Open Season through January.

If you are eligible to participate in Open Season this year, you will receive a letter detailing the benefits of each entitlement by mail this January. Along with the letter, you'll receive an Open Season Election Form, which allows you to choose the type of payment you wish to receive. Federal law prohibits receiving both CRDP and CRSC. If you do not receive a letter and form, you are not affected.

You might base your decision on the difference in monetary value or on the affect each entitlement will have on your taxable income. For more information about CRSC and CRDP, please use the links below:

[CRDP and CRSC Comparison Table](#)
[Frequently Asked Questions](#)

When you review the comparison table, you'll notice several differences between CRDP and CRSC. Before making your decision, you may want to consider how these differences affect you. For instance:

- CRDP is subject to federal taxes; CRSC is not.
- CRDP is subject to division with a former spouse; CRSC is not.
- SBP premiums can be deducted from CRDP, but not CRSC.

If you have questions about how your election will affect your taxes, you should contact your financial advisor or a tax professional.

If you feel the information reflected on your form is incorrect, you may contact our Customer Care Center at 800-321-1080 from 7 a.m. to 7:30 p.m. EST, Monday through Friday. Because Monday is our busiest day, we recommend calling Tuesday through Friday for quicker service.

Forms should only be submitted if you are making a change. Envelopes must be postmarked by Jan. 31. If postmarked after this date, the form will not be processed and the current payments will continue.

***myPay* Puts You in Control**



Whether it's changing your bank account information or adjusting your federal tax withholding, you can manage your account online using ***myPay***! It's easy, secure and reliable. It's also available 24 hours a day, seven days a week from anywhere in the world. Visit our [Frequently Asked Questions](#) for more information on how you can use ***myPay*** to manage your account.

We're Always Striving to Improve

Did you know that DFAS Retired and Annuitant Pay has been hard at work enhancing our web pages? Our initial efforts to create more customer friendly web pages are paying off. Positive feedback from our retirees and annuitants, as well as fewer calls coming in, proves that many people can now find their own answers online. You probably can too! New [information](#), updated [Frequently Asked Questions](#) and even [DoD Forms](#) are being added regularly to make it easier for you to get the information you need.

DFAS Philosophy

In February 2010, DFAS Retired and Annuitant Pay transitioned back to a government-operated function, after nearly eight years of outsourcing to a contractor. Since then, we've been focused on building an organization that is tailored to your needs. Our primary goal is to consistently deliver first-class service and products to each and every customer. Each of our employees is a “customer advocate” dedicated to providing superior customer service. Our goal is to ensure your needs are met on time every time.

DFAS is committed to providing you with all of the necessary tools and resources to ensure a smooth transition into retirement. This commitment includes serving and advising you through every phase of retirement, from planning and managing your account to providing for your loved ones after you pass away. Your concerns, questions and opinions are very important to us. We are listening to you and implementing changes to make your military retirement experience smooth and worry free. Based on your feedback, we have continued to improve our website by updating our Frequently Asked Questions and also by adding a list of easily accessible forms. We have also made several improvements to our customer care center to make sure you receive accurate information in a timely manner. In the unfortunate event of your passing, our newly formed casualty care team will assist your loved ones during this most difficult time.

These changes are just the beginning. Through these initiatives and others to come, we will continue to strive to provide you with superior customer service. Customer satisfaction has improved dramatically over the past nine months. Rest assured we are committed to continuing this upward trend in customer satisfaction. We value your feedback. Please do not hesitate to let us know how we are doing.

Clarification: SBP Cost for Reservists

We understand some Reserve retirees are concerned about a recent change in their Reserve Component Survivor Benefit Plan (RC-SBP) premiums. Affected retirees also received communication from DFAS that was unclear. We're sorry for the confusion.

The bottom line is this: In May 2010, we implemented changes that decreased the RC cost for retired Reservists. Later in the year, the DoD clarified that this decrease should not apply to Reservists who retired before April 2010. When we discovered this error, we restored these customers' premiums to their previous level. This restoration in cost took effect in December 2010 and appeared on the recent account statement that was enclosed with your newsletter.

We sincerely apologize to anyone affected for any confusion previous correspondence may have caused. You are still enrolled in RCSBP, and you are now paying the correct amount.

"If anything good resulted from this confusion," said Director of R&A Pay Jeffrey Johnson, "it's that a portion of Reserve retirees were able to keep a little extra money in their pockets for about seven months."