

## OPM – HOW TO REACH US

### INTERNET:

We provide retirement information and assistance on the Internet. You will find retirement brochures, forms, and other information at <http://www.opm.gov/retire>.

You may also contact us for assistance using email at [retire@opm.gov](mailto:retire@opm.gov).

### TELEPHONE:

The Office of Personnel Management is committed to providing you with the best customer service possible. To do this, we have established a toll-free telephone number 1-888-767-6738.

When you call on a touch-tone telephone, you reach our Retirement Information Office. An automatic answering system that will guide you through a menu that lists the topics our customer's call about most frequently will greet you.

To use the automated features, you need your retirement claim number and your personal identification number. We continue to add features to this system to make it easier for you to take actions for yourself instead of having to wait for us to act. You have the option of talking to a Customer Service Specialist if you call during regular business hours.

If you call on a rotary telephone, you will not be able to use the automated features. However, you can stay on the line, and your call will be switched to a Customer Service Specialist if you call during regular business hours.

The automated system is available to you day and night, seven days a week. Customer Service Specialists are available from 7:30 am to 5:30 p.m. Eastern time, Monday through Friday. They are not available on Federal holidays. If you are using TDD equipment, dial 1-800-878-5707.

### MAIL:

We are arranging to handle more and more of your needs based on telephone calls. By providing a way for you to do more things yourself without assistance, we believe we can handle the other requests more quickly when you call us. If you want to write to us, our mailing address for general correspondence is:

**U.S. Office of Personnel Management  
Retirement Operations Center, P.O. Box 45  
Boyers, PA 16017-0045**