



National Finance Center Customer Notification

NFC Contact Center Operation Hours Change

Dear Customer:

The National Finance Center (NFC) would like to inform our customers about the NFC Contact Center (NCC) change in operating hours. Since the establishment of the Consolidated Help Desk initiative, the NCC has monitored telephone call volumes over a period of time. NFC's review over the last year has shown a consistently low call volume during the late afternoon hours (5:00 p.m. to 5:30 p.m. CT).

Effective October 1, 2015, the new hours of operation for the NCC will be from 6:30 a.m. to 5:00 p.m. CT, Monday through Friday with the exception of Federal holidays.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized agency representatives with questions concerning this notification should contact NFC Contact Center at 1-855-632-4468; via Requester Console or email to NFCcontactcenter@nfc.usda.gov available 24 hours per day, 7 days per week.