



National Finance Center  
Customer Notification

## Update: Project #36479 - 2019 Personal Benefits Statements

June 20, 2019

Reference Number: NFC-1560429460

Dear Customer:

Due to the Government shutdown and the Retroactive Pay Increase, the Annual Personal Benefits Statements project is delayed. Additional time is needed to process all History Correction Update Processing System (HCUP) packages resulting from the Retroactive Pay Increase.

Additional information will be provided regarding the timeline for Customer User Acceptance Testing to validate the 2019 Personal Benefits Statements via the Employee Personal Page (EPP) and Reporting Center under the Financial Reports menu.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency representatives with questions concerning this notification should contact NFC's Contact Center at either **1-855-632-4468**; or via ServiceNow Customer Service Portal.