



## National Finance Center Operational Notification

# NFC Contact Center - Limited Services – Phone System Issues

August 26, 2019

Reference Number: NFC-1566852467

Dear Customer:

This notification is to inform all customers that the National Finance Center (NFC) is experiencing phone system issues, which impacts all customers attempting to call NFC. This includes National Finance Center's (NFC) Contact Center (NCC) and the Government Insurance Services Branch (GISB) Help Desk. The NFC technical team is working to resolve these issues. Updates will be provided to customers as they are available.

As always, customers may submit requests via ServiceNow at <https://nfcerp.servicenow.com/ess/>. Requests will be researched and responded on in the order they were received.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency Representatives with questions concerning this notification should contact the NCC at 1-855-NFC-4GOV.