

ACCESSING ANNUITANT EXPRESS

On Annuitant Employee Express, you can update your annuity account to change your mailing address, change Federal and state tax withholdings, and view and print your monthly annuity statements and annual Form 1099-R.

At retirement, your Employee Express account transitions to Annuitant Employee Express (while retaining the same Internet address, www.employeexpress.gov). Non-State Department retirees whose agencies do not use Employee Express for payroll purposes will need to register for the site as explained below to access their Foreign Service annuity account.

In September 2021, OPM instituted a multi-factor authentication procedure to gain access to Annuitant Employee Express. If you have not logged on since then, you will need to go to www.employeexpress.gov and follow the steps to register with Login.gov. If you have difficulties, submit a help request using the link on the page. In the field for agency, select Department of State (Foreign Service Annuitants/Retiree). Instructions on how to log on with the multi-factor authentication procedure can be found at <https://afsa.org/sites/default/files/eex-logon-gov-training-guide.pdf>. You must start the procedure by accessing the Employee Express website at www.employeexpress.gov, clicking on “Sign in with LOGIN.GOV” and following the instructions.

Once logged in, retirees will see a drop-down menu in the upper right where you can toggle from your active-duty account to your Foreign Service annuitant account. Retirees are encouraged to use this interface as the most efficient way to access or change their information and obtain important documents in a timely fashion. Retirees who cannot, or choose not to, utilize Annuitant Employee Express can update their annuity account or obtain related information by emailing AnnuityPaySupport@state.gov.

Reemployed annuitants (REA, formerly known as WAE) can access both their annuity information and their active (reemployed annuitant) salary information on the same Employee Express site. In the drop-down menu in the upper right, select “Department of State” to access Earnings & Leave Statements and “Foreign Service Annuitant” to access annuity records.

Finally, in October 2022, OPM instituted the requirement that users log on at least every 60 days or be locked out. OPM says that it will email reminders to the annuitant email address on file 30 days, 15 days, and 5 days prior to the account being locked out for inactivity. If you get locked out, you can request assistance through the Help Request link in the top right of the page. If the Help Request link is chosen, under the Agency drop down menu, please select Department of State (Foreign Service Annuitants/Retiree). Once unlocked, the OPM Help Desk will send you an email message. You can then log in through Login.gov to gain access to your account. If you encounter problems using this procedure, you can submit another Help Request.