

WHO DOES WHAT?

FOREIGN SERVICE RETIREMENT SERVICES

Trying to find out who does what and feel like you're drowning in alphabet soup? We've created this listing of agencies and offices in an effort to help you determine who handles which of the benefits and services available to you in retirement as well as how to contact them when you have a question and/or need help.

Human Resources Services Center in Charleston (HRSC)

- First point of contact for most Foreign Service annuitant services
- Answers basic questions and forwards more complex inquiries to HR/RET
- Processes forms for some annuitant benefit changes
- Federal Employee Health Benefits (FEHB) and Federal Employee Group Life Insurance (FEGLI) changes
- Point of contact for notification of the death of an annuitant

HRSC@state.gov

(866) 300-7419 (toll free)
(843) 308-5539 (outside U.S.)
(843) 202-3807 (fax)

HR Service Center-Annuitant Services
1269 Holland St
Charleston, SC 29405

Department of State Retirement Accounts Division (CGFS/C/APP/RAD)

- Assists with delay or non-receipt of annuity payment
- Processes address, bank, and withholding changes
- Issues verification of annuity for Foreign Service retirees
- Issues 1099-R tax report for Foreign Service annuity
- Monitors REA/WAE salary/annuity cap
- Cost of Living Adjustments

PayHelp@state.gov

(800) 521-2553 (toll free)
(843) 746-0538
(843) 308-5494 (fax)

Global Financial Services/ANP
1969 Dyess Ave, Building 646B
P.O. Box 150008
Charleston, SC 29415-5008

Department of State Office of Retirement (HR/RET)

- Annuity Calculations and Adjustments
- Survivor and Former Spouse Benefits
- Advisory/Counseling
- Reporting reemployment in Federal Service

HRSC@state.gov

(202) 261-8960

(866) 224-9053 (toll free)

(202) 261-8988 (fax)

Rnet@state.gov

2401 E St NW

Room H-620, SA-1

Washington, DC 20522

Department of State Payroll Office (CGFS/C/APPO)

- Issues final salary/annual leave
- Issues lump-sum payment
- Sends notification of retirement to TSP
- Issues W-2, Annual Tax Report/Salary

PayHelp@state.gov

(877) 865-0760 (toll free)

(843) 746-0538

(301) 985-8584 (fax)

Thrift Savings Plan (TSP)

- Information on Thrift Savings Plan Processing of applications for TSP withdrawals and all other issues

(877) 968-3778 (toll free)

(404) 233-4400 (outside U.S.)

www.tsp.gov (website)

Medicare

- Information on Medicare

(800) 633-4227

www.medicare.gov (website)

Social Security Administration

- Information on Social Security benefits
- Adjudication of application for Social Security benefits

(800) 772-1213

www.ssa.gov (website)

Internal Revenue Service

- Information on taxation of retirement benefits (IRS Publication #721)

www.irs.gov (website)

