



Benefits Administration Letter

Number: 07-206

Date: December 13, 2007

**Subject: Federal Employees' Group Life Insurance (FEGLI) Program:
Requests for Information**

Background and Purpose

The Office of Federal Employees' Group Life Insurance (OFEGLI), the unit of MetLife that has the contract to pay FEGLI claims, recently told us they have continuing difficulties in obtaining and verifying deceased employee information from agency human resources offices. We are issuing this benefits administration letter (BAL) to remind you to respond quickly and accurately to requests for information from OFEGLI.

What information should be sent to OFEGLI?

[BAL 06-205](#) "FEGLI Program: Processing Reminders and Best Practices" describes the FEGLI documentation you must submit to OFEGLI when an enrolled employee dies. This information is also described in the FEGLI Handbook Chapter on [Claims](#). The subchapter entitled "Employing Office Responsibilities" provides detailed information on what the agency human resources and payroll offices must send to OFEGLI for accurate and prompt payment of a claim.

Why does OFEGLI need to contact agency HR offices?

OFEGLI may need to contact you for a number of reasons. These reasons include:

- To obtain a correct SF 2821 "Agency Certification of Insurance Status". Important information on the form is often omitted. For example, the form indicates the deceased had Optional insurance but there is no effective date shown; the number of Option B and/or Option C multiples is not provided; or the event requiring certification is incorrect (e.g., it indicates "Retirement" when it should say "Death as an employee").

Also, OFEGLI finds certifying agency information is often incomplete or incorrect. For example, phone numbers are not provided; another individual may "sign for" the certifying official; or the payroll employee listed on the form doesn't have access to payroll records and refers OFEGLI elsewhere. Option C claim forms (FE6-DEP) are often missing information or incorrect as well.

- To find missing documentation or verify undocumented information. For example, the

SF 2821 indicates a designation of beneficiary is attached but it is not, or a designation form is attached but the form indicates there are no designations.

- To verify an employee's salary for a Living Benefits request. Employees requesting Living Benefits are terminally ill. Speed is of the essence. After approval of an employee's request for the accelerated payment of Basic Insurance, OFEGLI will contact you to request certification of your employee's current basic annual pay. Your prompt response to OFEGLI, as described in our Handbook chapter on "[Living Benefits](#)", is very important.
- To verify the amount of FEGLI benefits payable. We require OFEGLI to obtain verification from agencies before making payment to beneficiaries of insured individuals with \$200,000 or more of FEGLI coverage. When seeking pre-payment verification, OFEGLI asks for the insured's current salary, annual salary (if different), and details on enrollment in Optional insurance, if applicable.

Please alert your staff they must take special care to ensure they complete FEGLI forms correctly. If contacted by OFEGLI, they must cooperate without delay. OFEGLI personnel will always identify themselves on the phone. If you prefer, you can tell the caller you will return the call, and then promptly call 1-800-633-4542 and ask to speak to the person who called you. Your help speeds processing, which helps survivors and beneficiaries of your former employees.

Thank you again for all your hard work in helping us administer the FEGLI Program.

Sincerely,

Kathleen M. McGettigan
Deputy Associate Director
Center for Retirement and Insurance Services