

## **7 FAM 580**

# **OFFICE OF PERSONNEL MANAGEMENT (OPM)**

*(CT:CON-297; 04-24-2009)*  
*(Office of Origin: CA/OCS/PRI)*

## **7 FAM 581 SUMMARY**

*(CT:CON-164; 04-18-2007)*

- a. The OPM is the Federal government's human resources agency. OPM and the Department of State have been long-term partners in benefits payments for annuitants covered by the Civil Service Retirement System (CSRS) and the Federal Employees' Retirement System (FERS) who are residing abroad.
- b. Our joint mission is to provide efficient and effective service to beneficiaries abroad. To further assist our posts abroad, OPM has set up an International Desk (IDesk) exclusively to assist the Federal Benefits Units (FBU) with post-retirement inquiries. The IDesk resides in the Quality Control and Authorization Branch of the Operations Support Group and handles most retirement and survivor benefits, both case and systems related, including all aspects of international payments.

**NOTE: To CONTACT OPM:**

OPM IDESK Telephone: 202-606-0933

E-mail: [Idesk@opm.gov](mailto:Idesk@opm.gov)

FAX: 202-606-2339

## **7 FAM 582 AUTHORITIES**

*(CT:CON-164; 04-18-2007)*

The legal authority for administration of OPM annuities paid abroad includes:

- 5 U.S.C. 8331 - 8351, Part III, Subpart G (Chapter 83 – Retirement, subchapter III – Civil Service Retirement)
- 5 U.S.C. 8401 - 8470 – (Chapter 84 Federal Employees' Retirement System)
- 5 U.S.C. 8701 - 8716 (Chapter 87 – Life Insurance)

- 5 U.S.C. 8901 - 8914 (Chapter 89 – Health Insurance)
- 5 U.S.C. 9001 - 9009 (Chapter 90 – Long Term Care Insurance)
- 22 U.S.C. 3904 (3) (Functions of Service)

## **7 FAM 583 ROLE OF THE CONSULAR OFFICER**

*(CT:CON-164; 04-18-2007)*

- a. Federal law mandates entitlement to Federal benefits. Each Federal benefits-paying agency establishes policies and procedures under which the laws are administered. When policies and procedures are applied outside the United States, your assistance is required.
- b. Initial applications for retirement and related benefits must be submitted through the human resources office of the individual's employing agency. In the case of Department of State employees abroad, Foreign Service posts' administrative offices will lend proper assistance.
- c. Once the individual has been issued a claim number, all future inquiries should be directed to the Consular Section and/or Consular Affairs, Directorate of Overseas Citizens Services, Office of Policy Review and Interagency Liaison (CA/OCS/PRI) (ASKPRI@state.gov).

## **7 FAM 584 ROLE OF CA/OCS/PRI**

*(CT:CON-164; 04-18-2007)*

- a. The Office of Policy Review and Interagency Liaison (PRI) is the Department's liaison with the OPM and other benefits-paying agencies and consular posts abroad as well as with members of the public and Congress. PRI provides guidance, disseminates information and implements new programs and procedures at OPM's direction.
- b. In essence, PRI shares the administrative and managerial responsibilities with the OPM and other Federal benefits-paying agencies for the Federal benefits programs abroad to ensure efficient and fraud-free payment of benefits as well as the provision of services.
- c. We have also set up ASKPRI@state.gov, an e-mail address within OCS/PRI, where you may send questions and be assured that the appropriate person gets your question and responds as soon as possible. We encourage you to also provide complex case examples on ASKPRI@state.gov so PRI can share them with other posts for advice/suggestions or for their information.

## **7 FAM 585 LIMITATIONS ON CONSULAR OFFICERS REGARDING ANNUITIES AND DISCLOSURE OF INFORMATION (PRIVACY ACT (PA))**

*(CT:CON-164; 04-18-2007)*

- a. Information contained in a name-retrievable system of records concerning annuitants of Federal retirement systems may not be disclosed except:
  - (1) As expressly authorized by OPM and not inconsistent with the PA;
  - (2) By written authorization by the individual who is the subject of the record; and
  - (3) In accordance with the 12 exceptions to the conditions of disclosure in the PA, as amended (5 U.S.C. 552a(b)(1) - (12). The CA/OCS Intranet PA Feature and 7 FAM 060 provides guidance about the PA.
- b. Any unauthorized disclosure is subject to criminal penalties pursuant to 5 U.S.C. 552a(i) (PA, as amended).

## **7 FAM 586 DEFINITIONS**

*(CT:CON-164; 04-18-2007)*

**Annuitant.** A person who participated in a Federal retirement system or is the survivor or beneficiary who meets the requirements for receiving an annuity under the system.

**Annuity.** A sum of money payable at specified intervals to individuals who participated in a Federal retirement system.

**Retirement.** Official separation from one's Federal employment or position upon meeting the requirements of years of service and age for entitlement to benefits under pertinent laws and regulations.

## **7 FAM 587 INQUIRIES ABOUT BENEFITS**

### **7 FAM 587.1 Contacting OPM**

*(CT:CON-164; 04-18-2007)*

The CA/OCS Intranet Federal Agencies site contains up to date information

for use by posts (not for use by the public) about contacting OPM.

## **7 FAM 587.2 Applying for Benefits When Living Abroad**

*(CT:CON-164; 04-18-2007)*

- a. Application: To qualify for payments from the Civil Service Retirement System (CSRS) or the Federal Employees' Retirement System (FERS), an individual must submit a retirement application, Form SF-2801 Application for Immediate Retirement (CSRS), or Form SF-3107 Application for Immediate Retirement (FERS). OPM has a number of on-line forms including retirement application forms available at OPM Electronic Forms and OPM Retirement and Insurance Forms.
- b. If the individual has been separated from Federal service for more than 30 days, submit your application to OPM. If the individual is still working, he or she should submit it to the employing agency.
- c. Medical Examination: When a medical examination for disability retirement is required for an applicant or annuitant, the consular officer will be informed by OPM by letter enclosing a blank examination form for disability retirement. The consular officer should:
  - (1) Promptly arrange for the examination by a qualified physician.
  - (2) Advise the applicant of the time and place of the appointment.
- d. If a Federal government physician is available, the examination is to be conducted by that physician at no additional cost to the government or the employee concerned. Promptly return the completed examination form to:

Compensation Group  
Retirement and Insurance Programs  
Office of Personnel Management  
Washington, DC 20415

## **7 FAM 587.3 Reporting a Change of Status**

### **7 FAM 587.3-1 Change of Address, Marriage and/or Divorce of an Annuitant**

*(CT:CON-164; 04-18-2007)*

- a. Change of address should be sent to either of the following addresses.

U.S. Office of Personnel Management

Idesk  
Operations Support Group  
Room 4416  
1900 E Street NW  
Washington, DC 20415  
Telephone: 202-606-0933  
FAX: 202-606-2339  
E-mail: IDESK@OPM.GOV

or

U.S. Office of Personnel Management  
Retirement Operations Center  
P.O. Box 45  
Boyers, PA 16017-0045  
Telephone: 724-794-2005  
FAX: 724-794-1112  
E-mail: Retire@opm.gov

- b. Marriage: Many different benefits handled by different offices are affected by post-retirement marriage. Send notification of marriage to the following office and all appropriate offices will be notified of the change.

U.S. Office of Personnel Management  
Retirement Operations Center  
P.O. Box 45  
Boyers, PA 16017-0045  
Telephone: 724-794-2005  
FAX: 724-794-1112  
E-mail: Retire@opm.gov

- c. Divorce: Immediately provide all divorce decrees and support orders to the Court Ordered Benefits Branch, because the date of receipt affects the effective date of payment. Please forward these to:

U.S. Office of Personnel Management  
Court Ordered Benefits Branch  
PO Box 17  
Washington DC 20044-0017  
Telephone: 202-606-0222  
FAX: 202-606-0785

## **7 FAM 587.3-2 Death of an Annuitant**

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There are three ways to report a death:

- (1) Use the online website OPM Retirement Information and Services when possible to report the death of an OPM annuitant.
- (2) Contact the IDesk by e-mail or FAX. Provide as much of the following information as possible:
  - (a) Name of annuitant (first, middle initial and last);
  - (b) Annuitant's claim number;
  - (c) SSN of deceased;
  - (d) Date of death;
  - (e) Survivor's name;
  - (f) Relationship to deceased; and
  - (g) Survivor's address, telephone number, and e-mail.
- (3) Contact OPM's Retirement Operations Center:

U.S. Office of Personnel Management  
Retirement Operations Center  
P.O. Box 45  
Boyers, PA 16017-0045  
Telephone: 724-794-2005  
FAX: 724-794-1112  
E-mail: retire@opm.gov

## **7 FAM 588 BENEFIT CHECK NOT RECEIVED**

*(CT:CON-297; 04-24-2009)*

- a. Consult 7 FAM [527](#).
- b. Contact the IDesk nonreceipt specialist:

U.S. Office of Personnel Management  
Idesk  
Attention: Nonreceipt  
Room 4416  
1900 E Street NW  
Washington, DC 20415  
Telephone: 202-606-0933  
E-mail: Idesk@opm.gov  
Subject heading: Nonreceipt

- c. Inform OPM of:
  - (1) Name and current address of the beneficiary;
  - (2) Annuitant's claim number;

- (3) Date of the check (For example: January 2, 2007); and
- (4) Type of annuity (CSRS (Civil Service Retirement System), FERS (Federal Employee Retirement System)).

## **7 FAM 589 UNASSIGNED**