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# NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE  
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## Keeping it current, keeping it real

**Indianapolis (Mar. 6, 2010)** – A year after the Defense Finance and Accounting Service first launched the **myPay** Web-based pay account system in 2000, less than 500,000 military, military retirees, annuitants and federal civilian employees were listed as online users. Today that number has increased to approximately 3.7 million users with access to pay account information, tax statements and the ability to update their bank, personal and allotment information instantly and, most importantly, securely.

To date, more than 2.6 million **myPay** users have accessed their 2009 tax statements online, avoiding the delays and possible security risks of regular mail delivery.

Last November, DFAS implemented a **myPay** security enhancement requiring users to establish new login credentials, including personalized login IDs and passwords. The agency has posted step-by-step instructions in both text and video at the **myPay** site (<https://mypay.dfas.mil/mypay.aspx>) and its public Web site ([www.dfas.mil](http://www.dfas.mil)) to help customers set up their new information. Currently, 82 percent of **myPay** accounts have been updated with new login information.

“While some might view 82 percent as a positive, I’m concerned that some of our customers don’t appreciate what **myPay** provides,” said DFAS Principal Deputy Director Richard Gustafson. “We want to provide a tool for our customers that is both useful and gives them a feeling of confidence that their information is protected. We want to help our customers become educated customers, to partner with us to make sure all aspects of their pay – from what they are due to how it is delivered – are as accurate as possible.”

Users of **myPay** have greater control over their pay accounts and can make changes to vital information in a very secure environment. Some of the options within **myPay** include:

- Download, save and print pay account information from military retired or annuitant account statements, or military/federal employee leave and earning statements.
- Download, save and print annual tax statements such as W-2s and 1099Rs.
- Verify and update postal and e-mail addresses.
- Verify and update bank account information for direct deposit.
- Start, change or stop financial allotments.
- Make changes to federal or state tax withholding amounts.
- Change user names and passwords to keep accounts secure.

While the options may vary from one customer category to another, all **myPay** users can establish alternate login credentials for use by family members, tax preparers or others they trust to view account information and download tax statements.

"The **myPay** system has been with us for a while," Gustafson said. "Our security enhancements have been developed to counter threats to our customers' personal and financial information. The growth in what can be accomplished has reflected the needs and wishes of many recipients of our payroll services. In short, **myPay** gives them a way to avoid the risks of postal delivery of their information, and a way to really shorten the amount of time it takes to update information in our pay systems.

"But the bottom line is still how these users view the importance and worth of **myPay**. Do they understand their role in keeping their financial information current and accurate?"

While DFAS maintains some of the more traditional methods of submitting changes to customer information or inquiring about pay issues such as fax, call centers and mail, the **myPay** system provides a faster and more efficient means to communicate with their payroll service provider.

Another benefit of the system is reduced costs in delivering pay information to customers. This year, DFAS has saved taxpayers approximately \$1.5 million in postal fees by electronically distributing 2009 tax statements via **myPay**.

"The changes customers submit via **myPay** are effective soon after they are submitted," said Dawn Coulter, the agency's e-Commerce director. "Rather than waiting for the fax machine or mail to get the information to DFAS, then waiting for a payroll technician to input that information into the pay system, address changes, new bank account information or other data become a part of the individual's pay account faster and much more securely."

DFAS officials have advised all eligible **myPay** users to establish their new login credentials and keep that information secure. Once able to access the online application, they are encouraged to review their pay account information and make sure it is accurate.

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**About DFAS**

The Defense Finance and Accounting Service provides responsive, professional finance and accounting services to the men and women who defend America. DFAS pays about 6 million people and in FY 2009 made 7.8 million travel payments, paid 12.8 million commercial invoices, made \$553 billion in disbursements to pay recipients, and managed \$426.7 billion in military retirement and health benefits funds. For more about DFAS visit <http://www.dfas.mil>.