



## DECEMBER 2012

### A Message from DFAS Retired and Annuitant Pay Director

At DFAS, delivering first-class service to our customers is our priority. At the same time, we must continue using taxpayer dollars wisely. I'm writing to ask for your support in balancing these two objectives.

We have invested in making self-service options available to our customers in every place this makes sense. We are asking you to consider using these options, whether through *myPay* or our website, whenever you can.

That isn't to say that we don't want to help you through the mail or on the phone. Our goal is to continue providing superior one on one service to any customer who may need it. However, we are asking that you consider making routine changes, like updating your mailing address or direct deposit using *myPay*.

Using *myPay* benefits you as well as us. Rather than calling or mailing in a written request and waiting 30-60 days for your account change to be processed, you can do it in a matter of minutes and without leaving the comfort of home. Your change will be made in just three to seven business days and you will gain access to your eRAS, which provides you with your account status on a monthly basis.

To help you get started, I'm asking our Customer Service Representatives to offer you assistance in creating or re-activating your *myPay* account whenever you call us to request a change you could have made using *myPay*.

Please understand we're not requiring you to use *myPay*, but we're sure when you do you'll find the convenience and security worth your time and ours.

# How to Create Your *myPay* Account

To get started on *myPay*, use these instructions.

## Request a Temporary Password

1. Go to <https://mypay.dfas.mil>
2. Click “Forgot or Need a Password?”
3. Enter your Social Security Number and click “Yes” button on the bottom right
4. Choose “mail to my address of record with Military Retired” and click “Send me a Password.” Or if you have a valid email address in *myPay*, you can choose to have it emailed to you.

## Create a Permanent Password and Login ID

1. After you receive your temporary password, return to *myPay* and click “Create an Account”
2. Enter your Social Security Number and temporary password, and click “Accept/Submit”
3. You will be prompted to create a permanent Login ID and password.
4. Select eight security questions that you can answer later if you forget your password and need to reset it. Click “Submit Questions.”
5. Answer each question and click “Submit Answers.”
6. Select “Main” in the upper right corner of the page to begin using *myPay*.

## If You Do Not Receive a Temporary Password

1. You should receive your temporary password in 10 business days by mail or 2 hours by email.
2. If you don't, you will need to have your mailing address updated.
3. Find instructions for updating your address at [www.dfas.mil/retiredmilitary/manage/changeofaddress.html](http://www.dfas.mil/retiredmilitary/manage/changeofaddress.html).
4. Once your address is corrected, request another temporary password using the steps above.

# Treasury Mandate: Pay to go electronic by March 1, 2013 Paper checks to end

The Department of the Treasury has announced that all payments from the federal government must be made electronically and not by paper check beginning March 1, 2013. This means most military retirees and annuitants receiving paper checks will be required to sign up for direct deposit.

With direct deposit, DFAS sends your payment straight to your bank account. Direct deposit gives you immediate access to your money on pay day, and it eliminates the risk of lost or stolen checks, forged signatures and identity theft.

Over 99 percent of military retirees and over 96 percent of annuitants already receive their payments through direct deposit. If you're one of the few still receiving a check in the mail, we'll send you a notice in the coming months. But you can get ahead of the rush by setting up direct deposit now.

## How to enroll

There are three ways to start direct deposit. Before you enroll, you'll need to gather information including your financial institution's routing transit number and account number. Then do one of the following:

Send a signed Fast Start Direct Deposit Form to Defense Finance and Accounting Service, U.S. Military Retired Pay, P.O. Box 7130, London, KY 40742-7130; Use your myPay account to set up a direct deposit to your checking or savings account; Or call the DFAS Retired and Annuitant Pay Customer Care Center at 800-3211080.

It can take 30 to 60 days from the day we receive your enrollment for direct deposit to start. If after enrolling you receive a paper check, please cash or deposit it as you normally would. We'll send you a notification when we process your enrollment.

There are many advantages to eliminating paper checks. No more trips to the bank to deposit your check, no risk of lost or stolen mail, no waiting for misrouted or delayed mail, and your money is available to you the day it is due. It also will save the American taxpayers about \$120 million every year.

Find more information at [www.dfas.mil/mandatoryeft.html](http://www.dfas.mil/mandatoryeft.html).

## **New Video Tutorials**

Visit <http://www.youtube.com/wepaydod> to watch “Ins and Outs of Retired Pay,” a new series of video tutorials to help you manage your retired pay account. This first video in the series is a step-by-step guide to changing your address. Keep an eye out for more videos over the coming months!

## **12 Months of Retiree Account Statements Available on *myPay***

We keep up to 12 months of electronic Retiree Account Statements (eRAS) in *myPay*. Whenever you need to check your retired pay account to make sure it’s current, submit proof of income to a financial institution, or are just curious about your monthly pay, all you have to do is log in to your *myPay* account.

Find out how to access your account statements at [www.dfas.mil/retiredmilitary/manage/ras.html](http://www.dfas.mil/retiredmilitary/manage/ras.html).

## **Make Sure We Have Your Email Address**

We use the email address you provide in *myPay* to send you newsletters, breaking news, notifications when your account statements and 1099R tax statements are available, and your Password or Login ID if you forget it.

Have you gotten a copy the quarterly Retiree Newsletter in your inbox lately? If you haven’t, you might need to update or add your email address in *myPay*.

Log in to your account today to make sure your email address is current!

## 1099R Copies

If you misplace your 1099R or need a copy for your tax preparer, use one of the following methods to request a duplicate. The easiest way to get a copy of your 1099R is using *myPay*, where you can access your account 24/7 from the comfort of your home.

### *myPay*

1. Log into *myPay*.
2. On the Main Menu click “Tax Statement.”
3. View, print or save your tax statement.

### Need Help Getting in to *myPay*?

If you have problems remembering your login ID or password, click “Forgot Your Login ID?” or “Forgot or Need a Password?” You can also contact [myPay](#) at 888-332-7411(option 5).

### Other Options

Print and mail us a DFAS 9190: Request For 1099-R (find a copy at [www.dfas.mil/retiredmilitary/forms.html](http://www.dfas.mil/retiredmilitary/forms.html)), or send a written request to:

Defense Finance and Accounting Service  
U.S. Military Retired Pay  
P.O. Box 7130  
London, KY 40742-7130

Fax: 800-469-6559

If you mail or fax us a written request, include your name, social security number, signature and the date.

It can take 30-60 days for us to process a paper form or written request.

## **Cost of Living Adjustment**

Based on the increase in the Consumer Price Index, there will be a 1.7 percent Cost of Living Adjustment (COLA) for retired pay and Survivor Benefit Plan annuities effective Dec. 1, 2012. Most retirees will see the change in their Dec. 31, 2012 payment. Annuitants will receive it Jan. 3, 2013.

However, those who retired between January 1, 2012 and September 30, 2012 will receive a partial COLA based on the quarter they retired.

- January through March retirees will receive 1.7%
- April through June retirees will receive 1.0%
- July through September retirees will receive 0.2%.

Those who retire on or after Oct. 1, 2012 will see no COLA this year.

Retirees who received a Career Status Bonus (CSB) will receive a 0.7 percent increase. This is because they accepted a \$30,000 career retention bonus when they reached 15 years of service and agreed to reduced retired pay and COLAs as a trade-off for the bonus.

CSB recipients who retired between January 1, 2012 and June 30, 2012 will receive a partial COLA based on the quarter they retired.

- January through March retirees will receive 0.7%
- April through June retirees will receive 0.5%

CSB recipients who retired on or after July 1, 2012 will see no COLA this year.

The 1.7% COLA also applies to any Department of Veterans Affairs (VA) pay retirees may be receiving.