



**Retirement and Insurance Service
Benefits Administration Letter**

Number:01-104

Date: March 1, 2001

Subject: Report on Benefits Counseling in Federal Agencies

This Benefits Administration Letter transmits the special study, *Federal Benefits Counseling -- Putting the Pieces Together*, done by our Office of Merit Systems Oversight and Effectiveness. It is available on our web site at <http://www.opm.gov/studies/index.htm>. Thank you for your assistance in the successful completion of this special study.

I am sure you are pleased, as we were, with the findings that most employees understand their agency's organization, generally know whom to contact for benefits information, and expressed overall satisfaction with the benefits information they receive from their agencies. The findings that employees want more information in particular areas, such as retirement benefits, financial planning, and Social Security document what experienced benefits officers already know. Likewise, the finding that employees want pre-retirement seminars earlier in their careers than traditionally available reinforces what experienced people know. We will continue to develop resources and tools for agency use to help you meet these employee needs

These findings, along with the desire of benefits officers for more training, will guide our priorities for the future in implementing the activities that are within our control. We hope that the findings in this report will help you gain support to implement the recommendations that are within agency control and, as a result, enhance the quality of benefits counseling in your agency.

A handwritten signature in black ink that reads "Mary M. Sugar".

Mary M. Sugar, Director
Benefits Officers Resource Center
Retirement and Insurance Service

*Civil Service
Retirement
System*

*Federal Employees
Group Life
Insurance*

*Federal Employees
Health Benefits
Program*

*Federal Employees
Retirement
System*