

Contra Costa County Veterans Service Office

- ❑ 10 Douglas Drive, #100
Martinez, CA 94553-4078
(925) 313-1481 FAX (925) 313-1490
- ❑ 2101 Vale Road, #302
San Pablo, CA 94806
(510) 374-3241 FAX (510) 374-7955



- ❑ 3361 Walnut Blvd, #140
Brentwood, CA 94513
(925) 313-1481 FAX (925) 313-1490
- ❑ 400 Hartz Avenue, #208
Danville, CA 94526
(925) 313-1481 FAX (925) 313-1490

Retiree Frequently Asked Questions

To Whom Should Retirees And Annuitants Address Inquiries Regarding Their Accounts?

Retirees should address questions regarding their pay to DFAS Cleveland Center:

**Retired Pay Operations
PO Box 99191
Cleveland, OH 44199-1126**

**1-800-321-1080
(216) 522-5955**

Annuitants should address questions regarding their Survivor Benefit Plan or Retired Serviceman's Family Protection Plan to the DFAS Denver Center:

DFAS-DE/FRB

**6760 East Irvington Place
Denver, CO 80279-6000
1-800-435-3396
Fax 1-800-982-8459
(303) 676-6552**

Email: DFAS-DE-FRB@cleveland.dfas.mil

Who Is Responsible For Address Change Notifications?

It is the retiree and annuitant's responsibility to notify the appropriate service center whenever their address changes. Even when pay is sent to the bank, it is important to remember to keep correspondence address updated. The correspondence address is used to mail account statements, distributions from pension, annuities, retirement or profit sharing plans, IRSs, insurance contracts, Form 1099R, and other correspondence from the servicing center.

Retirees should notify DFAS, Cleveland Center when they have a change of address:

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How does Direct Deposit affect retirees' and annuitants pay?

The Debt Collection Improvement Act of 1996 (Public Law 104-134, April 26, 1996), requires mandatory direct deposit for all retirees and annuitants living in the United States unless the recipient elects a waiver from using direct deposit.

Unless they elect a direct deposit waiver, retirees and annuitants should provide their name, address and account information on the Direct Deposit Authorization form and attach a voided check or deposit slip. Annuitants may request a form 24 hours a day, seven days a week by calling 1-800-435-3396 or commercial 1-303-676-6552 and select the option "For Information on Pay Account".

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