OPM CONTACT LIST

1. Retirement Claims Division (RCD). The RCD adjudicates all pending civil service retirement claims.

Call Charlene Thomas or Lenna Washington
(202) 606-0313 FAX (202) 606-0333

2. FERS (Federal Employees Retirement System) Division. The FERS Division handles all case inquiries for the Federal Employees' Retirement System. The Division has three branches which handle pending claims and a customer service branch. Their work is not assigned by case number. It is preferable to contact the Customer Service Branch first to obtain the location of the case, though this is not required, and it is permissible to call any of the contacts listed below.

Branch	Contact Persons	Phone Number	Fax Number
Customer Service	Patrick Lowery	202-606-0071	202-606-0095
	Carol Fagg	"	"
1	Duncan Whyte	202-606-0495	202-606-1631
	Patricia McCloud	"	"
2	Gail Adkins	202-606-0484	202-606-0494
	Joan Willett	"	"
3	Jane Todd	202-606-4451	202-606-4949
	Rebecca Holley	"	"

3. Disability Reconsideration and Appeals Division. The Initial Disability Branch reviews and issues eligibility determinations on CSRS and FERS applications for disability retirement benefits. Contact Dianne Cowart (voice 202-606-0290; fax 202-606-4895).

The Reconsideration and Appeals Branch reviews requests for reconsideration of retirement benefits and defends final OPM decisions issued on applications which are appealed to the Merit Systems Protection Board, etc. Contact Patricia Beach (voice 202-606-0280; fax 202-606-1686).

4. Retirement Operations Center (ROC), Boyers, PA. The ROC is responsible for a variety of tasks, such as assigning CSA and CSF numbers to claims and processing special payments, death claims, and refunds, etc. It also maintains files for open and closed CSRS and FERS cases. For questions about insurance, contact David Shaw (724-794-2005, x 5311). For general questions, contact Ccarolyn Brown (724-794-2005, x 5306).