

## **UPDATE: Service Credit Payments to U.S. Office of Personnel Management**

Beginning in July of 2008, employees stopped receiving receipts with updated balance statements for their service credit account when payments or other account activity occurred. OPM discontinued sending statements after it discovered an error in the interest calculation application, which had caused the incorrect interest rate to be applied to some accounts.

Because OPM could not rely upon the accuracy of the interest calculations, it suspended the issuance of statements on all established accounts and all aspects of their Service Credit Deposit system were shutdown to begin backup and contingency efforts and to develop a new application and data fix.

On February 22, 2010, OPM issued a letter to all employees with an established account, informing them of the errors discovered and the next steps OPM was taking to resolve the issues. In that letter OPM stated that employees would receive a new statement by April 15, 2010.

OPM has completed the testing, however, they are awaiting final approval of the updated system changes in order to go into production and begin making the adjustments. Once approved, OPM will begin to work on the backlog of cases that has occurred and it will still be awhile longer before employees will receive a new statement. OPM prepared the following "Frequently Asked Questions" to help address questions from employees and servicing HR offices.

### [FAQs](#)

#### **How to Check the Status of Your Case**

OPM developed a specific website which employees can access and check the status by email notification from OPM.

**Instructions:** (1) Go to <http://www.opm.gov/retire/csd/>; (2) Enter the keyword ""servcred" and click on continue; (3) Click on continue at the end of the FAQ's displayed; (4) enter your information and CSD claim number and submit.