

NAF RETIREES Benefits News

INTRODUCTION

Your Army NAF Employee Benefits (EBO) Office would like to welcome you to our first edition of the Retiree Quarterly Newsletter! This newsletter is designed to keep you informed about your retirement plan(s), benefits, provide helpful tips, and ensure you know where to get support as you manage your retirement savings!

Thank you for your service to the Army Community. The work you completed with and for our service members and their families has had a lasting impact. We appreciate you!

Your Army NAF Benefits team would like you to know that we are here to assist you with your questions. Our mission is to deliver exceptional employee benefits services to the Army NAF workforce, to promote quality of life, enhance resilience, and support the Army's mission. Our goal is to continue making improvements so the available benefits for you, our retirees, are clearly communicated.

CONTACTING OUR OFFICE

We'd love to be available 24/7 (if only we had a clone machine!), but with our mighty-yet-modest team, we've found the best way to serve you is with dedicated phone hours.



*You can reach us by phone on **Mondays, Tuesdays, and Thursdays between 9:00 AM and 3:00 PM CST/CT.** That's when we're all ears. Literally!*

Outside those hours, don't worry, we're not off sipping coffee in hammocks. We're behind the scenes processing requests, replying to messages, and making sure everything runs smoothly. Thanks for your patience and understanding. We're always working hard to support you!

UPDATES TO WEBSITE

Be on the lookout for updates to our website: www.armymwr.com/employee-portal/naf-personnel-services/naf-retirement.



We are working diligently to make sure this

is a useful resource for you. Check in regularly to see the Frequently Asked Questions, Forms, and General Information.

Blank forms can be found in the Forms link on the right side of our webpage, for updating your direct-deposit, W4-P, and change of address: www.armymwr.com/

employee-portal/naf-personnel-services/naf-retirement. You can download, complete, and submit the form to: NAFRetirement@army.mil.

The best way to know if we have your current information is whether you are receiving Monthly Pay Statement or the 1099.

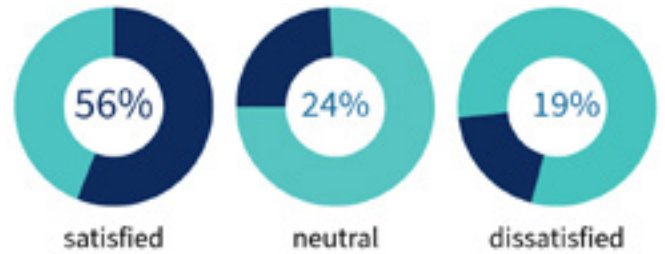
SURVEY RESULTS

We recently invited you to participate in a Customer Experience survey to let us know how we're doing and what your recent pain points have been. We would like to share some of the stats that came out of that survey:

- **Annuity Payments:** 86% have never experienced any challenges receiving their annuity payments; 12% have occasionally experienced a challenge and 2% frequently experienced a challenge.



- **Communications:** 36% want more information on annuity details, 27% want more information on healthcare options, and 24% want more information on life insurance.
- **Contacting the Employee Benefits Office:** 61% rarely (<1 per year) contact the office for assistance; and out of all respondents 52% reported it is difficult to reach us.
- **Online Workshops:** 53% are interested in attending online workshops and 47% are not.
- **Location:** 84% of respondents are CONUS.
- **Overall Satisfaction:** 56% were very or somewhat satisfied, 24% were neutral, and 19% were somewhat or very dissatisfied.



Based on the results and additional comments we are updating our website, starting this quarterly newsletter, and making internal improvements so we can offer the best service we can to you. We would like to make the survey an annual event, to learn how we can best serve our amazing Army NAF retirees!



WE WANT TO HEAR FROM YOU SHARE WHAT YOU'RE DOING IN RETIREMENT!

Are you traveling, discovering a new passion, hanging out with your family and friends, and/or simply enjoying some well-deserved peace and quiet? We want to showcase your stories in our future editions!

Please submit your story at:
<https://forms.osi.apps.mil/r/8YB6Na80hy>

NAF 401K SAVINGS PLAN

Our 401(k) plan is managed by Fidelity, a trusted leader in retirement services. If you have questions or need assistance, you can contact Fidelity directly by phone: (800) 835-5093 or website: www.401k.com

UNDERSTANDING YOUR RETIREMENT OPTIONS

The plan is designed to allow distributions beginning at age 59½. However, you can only request your payment of entitlement of benefits once you retire or terminate employment. When you do, you have several options for your account:

- **Defer payments until age 73:** You can delay distributions until the required minimum distribution age (currently 73).
- **Take a lump sum payment:** Withdraw your entire balance at once if you prefer.
- **Roll over your funds:** Transfer your balance to another qualified account such as an IRA to continue tax advantaged growth.

HELPFUL TIPS FOR MANAGING YOUR RETIREMENT SAVINGS

- Review your investment allocations periodically to ensure they fit your retirement income needs and risk tolerance.
- Consider consulting a financial advisor to help manage your retirement income and tax planning.
- Always keep your contact information up to date with Fidelity and Army NAF.

PLANNING AHEAD: NOTIFYING THE ARMY NAF 401(K) DEPARTMENT

While it's never easy to think about, planning for the future helps ensure your loved ones are cared for. In the event of your passing, it's important that the Army NAF 401(k) Department

is notified so your benefits can be properly transferred.

Your designated beneficiaries or the executor of your estate should reach out to the NAF 401(k) plan administrator to begin the process. They can contact the team by:

Email: NAF401K@army.mil

Phone: (855) 872-7704 (Select Option 3 for 401(k))

This step helps ensure that your wishes are honored and your benefits are handled with care.

FREQUENTLY ASKED QUESTIONS

How do I request a distribution? You can request distributions by contacting Fidelity directly at (800) 835-5093 or visiting www.401k.com.

I have a Power of Attorney, what do I do?

Please submit the Power of Attorney documentation directly to Fidelity by calling (800) 835-5093 or visiting www.401k.com. Fidelity will assist you with submission.

I prefer to talk to an expert in person, where can I go? You can visit a Fidelity Investor Center to speak with a representative face to face. Find a location near you using the branch locator here: www.fidelity.com/branches/overview. Thank you for being part of our Army NAF 401(k) Savings Plan community. We're here to help you make the most of your retirement savings.



MEDICARE ENROLLMENT & YOUR MEDICAL PLAN:

What to Know as You Approach 65

Turning 65 is a big milestone and with it comes a few important steps to keep your medical coverage running smoothly.

If you're a retiree or a dependent spouse living in the U.S., **enrolling in Medicare Part A and Part B is required once you hit 65**. Before your birthday rolls around, be sure to apply for **Medicare Part B** and then send your **Medicare Member ID number** to the EBO Medical Team. Once we have that, we'll update your coverage to the **Medicare Advantage Plan (MAPD)**, which is administered through Aetna.

If your spouse is on your plan but isn't turning 65 at the same time, no worries. We'll simply split the plan. The person turning 65 will move to MAPD, and the other will stay on the current plan. That means you'll see **two separate deductions**, one for each plan.

Timing Is Everything

You'll have 60 days from your 65th birthday to submit your Medicare Part B number. If we don't receive it within the timeframe **your coverage will be cancelled** — there's no alternative plan available for post-65 retirees.

Premiums & Payments

The first month's premium will be deducted from your annuity. If we're unable to set up those deductions, we'll reach out and ask for a signed bank draft form so we can deduct premiums directly from your checking or savings account.

Life Happens

If you experience a **Qualifying Life Event** (i.e. marriage, divorce, or loss of coverage) and want to make changes to your plan, just let us know within **30 days** of the event so we can help you update your coverage.

Should you have any further questions regarding continuation of your medical plan or to submit your Medicare Part B numbers, please contact the NAF Employee Benefits Medical team by phone or by email: toll free number at (855) 872-7704 or NAFMedical@army.mil. Additional information about the Aetna medical plans can be found on our website www.nafhealthplans.com along with the current medical premium rates. Rates change from year-to-year, which take effect January 1st.

GENERAL REMINDERS

If you've noticed a change in your Pension Pay amount lately – check your pay statement to see if there was a change to the line item for your Supplemental Early Retirement Benefit (SERB). Any changes to COLA will take effect each April. We know tax season can be a bit stressful, and we're here to help make it smoother. Tax documents are mailed out each year by the **end of**

January, so they may take a little time to reach you.

If yours hasn't arrived yet, we kindly ask that you wait until mid-February before reaching out to our office. This gives everything a chance to make its way through the mail and helps us assist everyone more efficiently.

Thanks so much for your patience. We appreciate you!



SURVIVOR & BENEFICIARY INFORMATION



We know it's not easy to plan for life's most difficult moments, but having clear steps in place can make things a little easier for your loved ones when they need them most.

When the time comes, your survivors or beneficiaries should reach out to our office to begin the process of settling your benefits. To help us locate your employment record and ensure everything is handled smoothly, we'll need:

- Your full legal name
- Your date of passing
- Verification of birth date and Social Security number (if needed)
- A copy of the death certificate, which can be sent via email, mail, or fax

To ensure all benefits are processed correctly, please include all the email addresses listed below in the correspondence.

Toll Free: (855) 872-7704 **Fax:** (210) 466-1631

Emails: NAFRetirement@army.mil
 NAFLife@army.mil
 NAF401K@army.mil

MAILING ADDRESS
DEPARTMENT OF THE ARMY
 Attn: IMCOM, G9-EBO
 2405 Gun Shed Road-Bldg. 2261
 JBSA Fort Sam Houston, TX 78234

RESOURCE LIST:

COMING SOON: BENEFITS FAQ, FORMS AND GENERAL INFORMATION

www.armymwr.com/employee-portal/naf-personnel-services/naf-retirement

Submit the form to:
 NAFRetirement@army.mil

NAF 401(K) PLAN ADMINISTRATOR

Fidelity Saving Plan Information

Contact: (800) 835-5093

Website: www.401k.com

Email: NAF401K@army.mil

Phone: 855-872-7704

(Select Option 3 for 401k)

REQUEST FIDELITY DISTRIBUTIONS

Contact: (800) 835-5093

Website: www.401k.com

MEDICARE

NAF Employee Benefits Medical team

Toll Free: (855) 872-7704

Email: NAFMedical@army.mil

Additional information about the Aetna medical plans can be found on our website www.nafhealthplans.com

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