



SERVICE OFFICER TRAINING

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SERVICE OFFICERS

- **SERVICE OFFICERS ARE THE MEN AND WOMEN OF NARFE, WHO GIVE THEIR TIME AND EFFORT TO HELP MEMBERS WITH RETIREMENT BEFEBIT-RELATED ISSUES.**
- **IT IS IMPORTANT THAT SERVICE OFFICERS HAVE A PERSONAL COMPUTER, PRINTER, AND INTERNET ACCESS IN ORDER TO PROVIDE THE BEST SERVICE TO MEMBERS.**
- **A LOT OF MATERIALS ARE NOT OFFERED IN PRINTED COPIES.**

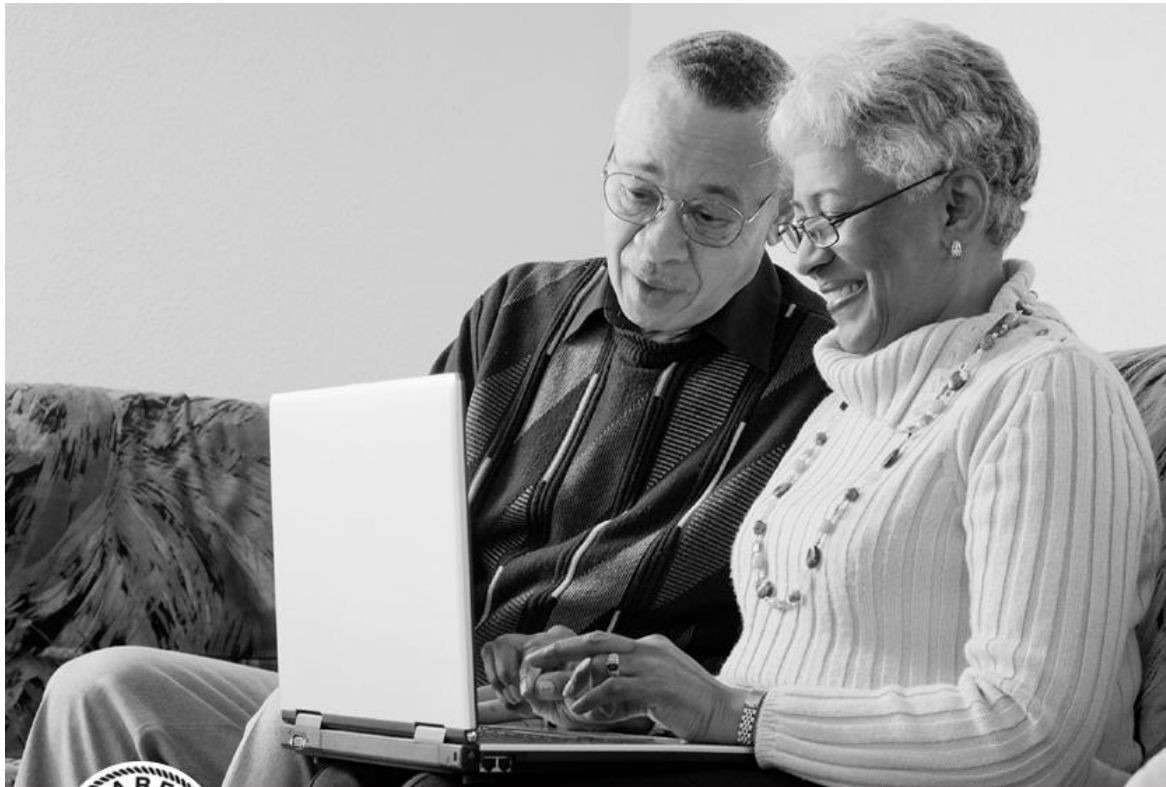
SERVICE OFFICERS

- **CHAPTER SERVICE OFFICERS ARE AN INTEGRAL PART OF THE NATIONAL ACTIVE AND RETIRED FEDERAL EMPLOYEES ORGANIZATION.**
- **THIS IS THE FIRST LINE WHEN MEMBERS NEED INFORMATION CONCERNING, BENEFITS BOTH FOR ACTIVE EMPLOYEES AND RETIRED EMPLOYEES.**
- **ALSO, THE SERVICE OFFICER IS THE POINT OF CONTACT FOR SURVIVING SPOUSES, AND FAMILY MEMBERS IN THE LOSS OF A LOVED ONE, WHO WAS AN ANNUITANT, OR SURVIVING SPOUSE.**

MANUALS/REFERENCES

- **FH-10 SERVICE OFFICER GUIDE**
- **F-58 NARFE CHAPTER SERVICE OFFICER**
- **F-100 BE PREPARED FOR LIFE'S EVENTS**
- **NARFES WEBSITE WWW.NARFE.ORG**
- **SSA WEBSITE WWW.SSA.GOV**
- **OPM WEBSITE WWW.OPM.GOV**
- **MEDICARE WEBSITE WWW.MEDICARE.GOV**

Resources



Service Officer Guide



Be Prepared for Life's Events

What Your Survivors Should Know

The purpose of this guide is to help you organize your personal and financial information in one location so your survivors will have the information they will need to handle your affairs upon your death.

While one's death is a difficult topic to discuss, reviewing this information with your family will help them understand the steps they will need to take. Any questions that come up can also be addressed ahead of time. You should ensure that your family members review this guide with you and know where it is located. Additionally you should review this guide periodically to ensure that the information is up-to-date.

NOTE: This booklet contains your private and personally identifiable information. Please keep it in a secure location.

Date this document was prepared: _____

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MANUAL REFERENCES (cont)

- **WP-2-0424 TSP WITHDRAWAL OPTIONS FOR SEPARATED PARTICIPANTS**
- **AFFAIRS IN ORDER: BENEFITSGUIDANCE FOR SURVIVORS OF FEDERAL ANNUITANTS**
- **RI-84-1 COURT-ORDERED BENEFITS FOR FORMER SPOUSES REVISED JULY 2014**
- **RI-38-116 COURT ORDERED BENEFITS HANDBOOK FOR ATTORNEYS**

FEDERATION SERVICE OFFICER

- **AS THE FEDERATION SERVICE OFFICER, I HAVE TRIED TO CONTACT ALL CHAPTERS, BOTH WITH SERVICE OFFICERS, AND WITHOUT SERVICE OFFICERS. THIS IS PART OF MY TASK.**
- **SO FAR, WE HAVE 13 CHAPTERS WITHOUT SERVICE OFFICERS. I ASKED THE AREA VICE PRESIDENTS TO CONTACT THE CHAPTERS WITHOUT A SERVICE OFFICER TO GET ONE APPOINTED.**
- **THIS HAS BEEN UNSUCCESSFUL**

FEDERATION SERVICE OFFICER

- **I WILL CONTINUE TO ATTEMPT TO REACH MY GOAL TO GET A SERVICE OFFICER FOR EACH CHAPTER IN THE VIRGINIA FEDERATION. THIS IS AN IMPORTANT ROLE TO HAVE. WE HAVE SEVERAL CHAPTERS WITH A HUSBAND/WIFE TEAM. THAT WORKS TOO.**
- **THIS ZOOM TRAINING IS A BASIC EXPLANATION ON SERVICE OFFICERS. REQUIREMENTS AND JUST A FEW OF THE RESPONSIBILITIES.**

CHAPTER SERVICE OFFICER

- **THE REQUIREMENTS OF A CHAPTER SERVICE OFFICER, F58 WILL BASICALLY MAKE A LOT OF POTENTIALS CANDIDATES SHY AWAY.**
- **THE REQUIREMENTS AS THEY ARE LISTED MAKE IT A FULL TIME JOB.**
- **REMEMBER, YOU DO NOT HAVE TO MEMORIZE ALL THE REQUIREMENTS. JUST KNOW WHERE TO STEER MEMBERS TO LOOK.**
- **FORMS AND MANUALS ARE AVAILABLE AT VANARFE.ORG/RESOURCES, NARFE.ORG/RESOURCES**

CHAPTER SERVICE OFFICER

- **OFFICE OF PERSONNEL MANAGEMENT**
- **SOCIAL SECURITY OFFICE**
- **MEDICARE AND INSURANCE COMPANIES**
- **AND BEST OF ALL:**
- **OTHER SERVICE OFFICERS AND YOUR
FEDERATION SERVICE OFFICER**
- **WE ARE A TEAM YOU ARE NOT ALONE.**
- **WE WILL DO TRAINING TOGETHER WHERE YOU
WILL BE ASKED TO TAKE PART.**