

Keep Your Records Updated Via Annuitant Express

If you move to a new address or want to change where your annuity is electronically deposited, you will need to provide that new information to the Department of State. The best way to do so is via the Annuitant Express website at www.employeeexpress.gov which is available 24/7 from any internet accessible computer. There you can instantaneously update your annuity account to change your mailing address, modify your direct deposit account and routing numbers, change Federal and state tax withholdings, and modify financial allotments. Additionally, you can view and print your monthly annuity statements and annual Form 1099R.

After you retired, the Office of Personnel Management (OPM) sent you a password to access Annuitant Express. This is different from the Employee Express account and password that you used as an active employee. For annuitants with an e-mail address on file with the Retirement Accounts Division (RAD), OPM e-mailed the password. Other annuitants had the password mailed to them. To logon to Annuitant Express, go to www.employeeexpress.gov. Your Login ID is your Social Security number without dashes. Enter your Login ID and password. When asked to identify your agency, you must select “Foreign Service Annuitants” not “Department of State” or any other Foreign Affairs agency. [You can change your password after you login. Thereafter, if you forget your password, go to the login screen of www.employeeexpress.gov and click on “Forgot login ID or password?” Follow the prompts to request a new password by mail from OPM. The new password will be mailed to the address on record with RAD.]

Reemployed annuitants (WAE) may access their active (WAE) salary information and make changes to their WAE account in Employee Express (not Annuitant Express) using the same Employee Express password that you used prior to retirement. When logging in, select “Department of State”. If you forget your Employee Express password, WAE’s may request that it be sent via e-mail if your e-mail address ends in “gov.” You may access your monthly annuity statements in Annuitant Express using the logon procedure described in the previous paragraph.

Annuitants needing assistance using Annuitant Express should contact the Employee Express Help Desk at 1-888-353-9450 Monday through Friday 7 a.m. to 7 p.m. EST. Hearing impaired annuitants may access the TDD by calling 478-757-3117 or 1-888-880-0412. You may also contact the Help Desk by sending a detailed e-mail message to EEXHelp@opm.gov with the following information: Your name (last, first, middle); your affiliation (“Foreign Service Annuitant”); your daytime phone number; and a detailed description of your problem.

If you prefer to mail in a written request to update your annuity account, contact the Payroll Customer Support Desk at PayHelp@state.gov or 800-521-2553 for instructions.

[Note: Changing your state of residence and state tax withholdings cannot be done on Annuitant Express but must be sent to the Retirement Accounts Division by e-mail (PayHelp@state.gov), fax (843-308-5494) or mail (U.S. Department of State, Global Financial Services/RAD, 1969 Dyess Avenue, Building 646B, PO Box 150008, Charleston, SC 29415-5008).]