

When an active letter carrier dies...

- Notify the employee's immediate supervisor, postmaster and Human Resources Shared Service Center (HRSSC) at 877-477-3273. HRSSC will advise about any benefits payable, and how to apply for them. It will provide and render assistance in completing the application for death benefits under the employee's retirement system, as well as the claim for death benefits—Federal Employees' Group Life Insurance (FEGLI) and claim for unpaid compensation.
- Notify the Thrift Savings Plan (TSP) at 877-968-3778.
- Notify the letter carrier's NALC branch.
- If the employee was a veteran, notify Veterans Affairs at 800-827-1000.
- Call the Social Security Administration at 800-772-1213.
- Notify banks and other financial institutions.
- Notify insurance companies (life, health, home, automobile, etc.). If the employee had a policy with NALC's Mutual Benefit Association (MBA), call 202-638-4318 between 8 a.m.-3:30 p.m. EST, or write to MBA, 100 Indiana Ave. NW, Suite 510, Washington, DC 20001-2144.
- If the employee had health insurance through the NALC Health Benefit Plan, call 888-636-6252. If the employee had health insurance through a different Federal Employees Health Benefits (FEHB) plan, call the number on the back of the insurance card. Health insurance coverage for a surviving spouse and dependent children continues automatically if the employee had family coverage at the time of death and if a monthly survivor annuity is payable.
- Obtain a sufficient number of death certificates for your needs from the mortuary.

When a retired letter carrier dies...

- Notify the Office of Personnel Management (OPM). This should be done as soon as possible through its website, by email, by phone or by mail. To report the death of a deceased annuitant to OPM, do one of the following:
 - Visit servicesonline.opm.gov and click on "Report an Annuitant Death." This will take you to an online form to complete and submit.
 - Send an email to retire@opm.gov and include the following information pertaining to the annuitant and survivor(s): Retired letter carrier's full name, CSA number, date of birth, Social Security number, survivor's full name, relationship to the deceased, Social Security number, date of birth, address and phone number.
 - Call OPM at 888-767-6738.*
 - Write to OPM at Office of Personnel Management, P.O. Box 45, Boyers, PA 16017. Provide the information on the deceased and survivor(s) as above.
- *Calling OPM can sometimes take several attempts due to high call volumes. Callers may be on hold for 20 minutes or longer. The NALC Retirement Department staff is familiar with OPM and is well-versed in explaining OPM's processes. Upon request, the NALC Retirement Department will report the death of a retired member to OPM and answer any questions. To contact the NALC Retirement Department, call toll-free at 800-424-5186 on Monday, Wednesday and Thursday from 10 a.m.-12 p.m. and 2 p.m.-4 p.m. Eastern Standard Time. The NALC Retirement Department also can be reached Monday-Friday from 9 a.m.-4:30 p.m. at 202-393-4695. Long distance charges may apply.
- Once the death of an annuitant has been reported to OPM, the OPM will stop payment of the monthly annuity and mail the applicable claim forms to the survivor. In most cases, two forms will be included in the packet:
 - application for death benefits under the retirement system (death benefits include survivor benefits and/or any unpaid annuity balance) and
 - application for Federal Employees' Group Life Insurance (FEGLI)
 - The packet also includes pre-addressed return envelopes, color-coded pink and blue, to facilitate rapid distribution and processing within OPM.
- Notify the bank where annuity payments are deposited, as well as any other of the retiree's financial institutions. Any annuity payments deposited after the date of death will be reclaimed by OPM. Return any uncashed annuity checks to the address on the accompanying Treasury Department envelope.
- Obtain enough death certificates for your needs from the mortuary.
- Notify the retired letter carrier's NALC branch.
- If the retiree was a veteran, notify Veterans' Affairs at 800-827-1000.
- Call the Social Security Administration at 800-772-1213.
- Notify insurance companies (life, health, home, automobile, etc.).
- If the retiree had a policy with NALC's Mutual Benefit Association, call 202-638-4318 between 8 a.m.-3:30 p.m. EST, or write to MBA, 100 Indiana Ave. NW, Suite 510, Washington, DC 20001-2144.
- If the retiree had health insurance through the NALC Health Benefit Plan or any other FEHB plan, the OPM will inform the health plan. When a spouse is entitled to survivor benefits, he or she will receive continuous health insurance coverage as long as they were covered under their spouse's FEHB plan at the time of death. The health plan will automatically change to self-only and be switched to the surviving spouse's name.
- If the retiree participated in the Thrift Savings Plan, contact the TSP at 877-968-3778.

If the spouse of a retired letter carrier dies, call the NALC Retirement Department for instructions on how to restore annuity to full amount, switch health coverage from family to self (unless you have dependent children) and change beneficiaries.