NARFE
FEDERAL BENEFITS EXPERTS

Information & Telephone Directory

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Direct dial extensions can be reached by calling (703) 838-7760. Hours of operation: 8 a.m.-5 p.m. Monday-Friday, EST.

SUBJECT	DEPARTMENT	Phone Number or Extension
Address, email and name changes	Member Engagement	1-800-456-8410, press 1
Affinity Partners	Business Development	288
Alzheimer's-NARFE program	Office of the President	256
Annuity problems/questions	Federal Benefits Institute	1-800-456-8410, press 2
Bylaws for federations / chapters	Fed/Chap Services	256
Certificates, chapter anniversary, meritorious service	Fed/Chap Services	256
Chapter liability insurance	Budget & Finance	433
Chapter locations, nearest	Member Engagement	1-800-456-8410, press 1
Chapter changes / transfers / corrections	Member Engagement	1-800-456-8410, press 1
Chapters, charters, original / reissue	Fed/Chap Services	256
Chapters, opening / closing / reactivating	Member Engagement	341
Chapter dues amount, changes	Fed/Chap Services	256
Chapter Officer roster (F-7)	Fed/Chap Services	256
COLAs	Advocacy	1-800-456-8410, press 3
Death notices, membership transfer	Member Engagement	1-800-456-8410, press 1
Dues, chapter dues amount, inquiries	Member Engagement	1-800-456-8410, press 1
Dues, chapter payments to / from Headquarters	Budget & Finance	433
Dues, payment status, inquiries	Member Engagement	1-800-456-8410, press 1
Dues, withholding from annuity	Member Engagement	1-800-456-8410, press 1
EIN numbers	Fed/Chap Services	256
FECA (Federal Employees' Compensation Act)	Federal Benefits Institute	1-800-456-8410, press 2
FEDcon – National Conference	Programs	261
Federal benefits questions / concerns	Federal Benefits Institute	1-800-456-8410, press 2
Federation Officer Roster (F-7A)	Fed/Chap Services	256
FEDHub questions	Communications	270
Forms	Support Services	252
Fundraising: Notecards, Calendar, etc.	Business Development	289
Health benefits / Open Season	Federal Benefits Institute	1-800-456-8410, press 2
Health Fair displays	Member Engagement	300
Insurance, health / FEHB	Federal Benefits Institute	1-800-456-8410, press 2
Insurance, government life (FEGLI)	Federal Benefits Institute	1-800-456-8410, press 2
Insurance, NARFE sponsors	Business Development	288

Kits, pre-retirement seminar	Member Engagement	300
Labels - Chapter, Federation, RVP, Candidates	Support Services	252
LEGcon	Advocacy	1-800-456-8410, press 3
Legislative inquiries	Advocacy	1-800-456-8410, press 3
Life Membership, payment for	Member Engagement	432
Long-Term Care Program, federal	Federal Benefits Institute	1-800-456-8410, press 2
LSA's, ZIP codes, policy / procedure / listing	Fed/Chap Services	256
Matching Funds Program	Member Engagement	300
Media - newspaper, TV, radio - questions / inquiries	Communications	270
Medicare questions	Federal Benefits Institute	1-800-456-8410, press 2
Membership cards / renewal dates	Member Engagement	1-800-456-8410, press 1
Membership dues	Member Engagement	1-800-456-8410, press 1
Membership, eligibility for	Member Engagement	1-800-456-8410, press 1
Membership, Distinguished	Member Engagement	1-800-456-8410, press 1
Membership, recruitment / retention of members	Member Engagement	300
Membership rosters, reports, printouts	Member Engagement	1-800-456-8410, press 1
Membership transfers, death of spouse	Member Engagement	1-800-456-8410, press 1
NARFE-FEEA Fund	Office of the President	256
NARFE Magazine, advertising & ad complaints	Business Development	288
NARFE Magazine, bulk mailing / extra copies	Member Engagement	300
NARFE Magazine, change of address, delivery problems	Member Engagement	1-800-456-8410, press 1
NARFE Magazine, editorial	Communications	270
NARFE Magazine, non-member subscriptions	Member Engagement	300
NARFE-PAC	Advocacy	1-800-456-8410, press 3
NARFE Perks	Business Development	289
New members, recruiting fees to chapters	Member Engagement	1-800-456-8410, press 1
OPM, member problems with	Federal Benefits Institute	1-800-456-8410, press 2
Proposed Bylaws submittal deadline	Office of the Secretary/Treasurer	281
Prospective membership	Member Engagement	300
Public relations, advice and counsel to Fed / Chap	Communications	270
Recruitment / New Members	Member Engagement	300
Roster, federation and chapter officers	Fed/Chap Services	256
Scholarship Program	Office of the President	256
Service Officer Guide	Federal Benefits Institute	1-800-456-8410, press 2
Social Security Legislation, GPO / WEP	Advocacy	1-800-456-8410, press 3
Social Security, general questions about	Federal Benefits Institute	1-800-456-8410, press 2
State legislation	Advocacy	1-800-456-8410, press 3
Tax-exempt status for NARFE	Budget & Finance	286
Ten Percent Funds reports / questions	Budget & Finance	433

Thrift Savings Plan (TSP)		Federal Benefits Institute	1-800-456-8410, press 2
Travel Services/Hotels/Moving Services		Business Development	289
Webinar information and help		Member Engagement	300
Website		Communications	270
ZIP codes, LSA		Fed/Chap Services	256

Names To Know

Staff Vice President, Policy and Programs	John Hatton
Senior Director, Budget and Finance	Veronica Clemons
Senior Director, Communications and Technology	Jennifer Rafael
Senior Director, Member Engagement	Nora MacDonald
Director, Chapter Relations	Sandra Lawing
Senior Manager, Membership Data	Natcole Reid-McCorkle
Manager, Operations	Derrick Hayden
Manager, Political & Legislative Affairs	RJ Thacker
Manager, Federal Benefits Institute	Ellie Dorsey
Manager, Grassroots & Policy	Nicole Blackstone

Email Addresses

Staff email addresses are first initial, last name@narfe.org (e.g., John Doe would be jdoe@narfe.org).

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NARFE-FEEA Fund	natpres@narfe.org
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