



## DIRECTOR – CIVILIAN BENEFITS CENTER

---

Date: 21 September 2021

To: All Civilian Employees

Subj: Update Your Correspondence Address and Email Address

Encl: CBC 12800-33 How to Update Your Correspondence Address and Email Address

1. To ensure your payroll and benefits correspondence arrives in a timely matter, we recommend you verify your home and email addresses in the electronic payroll system and with your health insurance carrier. Enclosure (1), CBC 12800-33 form, provides instructions to assist you with verification and, if necessary, updating your information.

2. You may direct your questions to the Benefits Line at 888-320-2917. The Benefits Line counselors are available Monday through Friday, 7:30 a.m. until 7:30 p.m. Eastern Time, except on federal holidays. The TTY number is 866-359-5277.

You may also email your questions to [navybenefits@navy.mil](mailto:navybenefits@navy.mil). You must include your full name, pay plan, grade, and your contact telephone number. Please do not include Privacy Act or other Personally Identifiable Information such as date of birth or social security number in your email correspondence.

Thank you.

Kenneth W. DeWert



### How to Update Your Correspondence Address

Every year, thousands of documents are returned to the payroll/personnel offices, Thrift Board, and health insurance carriers because the employee has changed his or her correspondence address, but has not notified them. To update your correspondence address, follow these three steps. **NOTE: Do NOT use special characters (ex: quotation marks) in your correspondence address.**

#### Step 1. Notify the Payroll Office

Department of the Navy employees are paid by the Defense Finance and Accounting Service (DFAS). Even if you receive your pay documents (Leave and Earnings Statement and W-2, Wage and Tax Statement) electronically, you should still update your mailing address in the myPay website as this will also update your address in the electronic personnel record system and the Thrift Savings Plan (TSP) system.

To update your address in myPay:

- Go to the myPay website at <https://mypay.dfas.mil/mypay.aspx> and login to your account.
- Under “Pay Changes,” select “Correspondence Address” and make changes as appropriate. *Do NOT use special characters (ex: quotation marks " ") in your correspondence address.*

#### Step 2. Notify Your Health Insurance Carrier

If you are enrolled in a Federal Employees Health Benefits plan, you must submit a separate change of address to your health insurance carrier. Some health insurance carriers, such as Blue Cross Blue Shield, allow you to make an address change electronically on their website. You should contact your health insurance carrier for specific procedures.

#### Step 3. Notify Your Employing Activity

To update your address for recall purposes, contact your employing activity administrative department and supervisor.

### How to Update Your Email Address

Whenever you have a change in your government email address, update your email in MyBiz:

- Go to the Defense Civilian Personnel Data System (DCPDS) Web site at <https://compo.dcpds.cpmc.osd.mil> and login to your account. If this is your first time accessing your account, you will be required to complete a simple registration.
- At the MyBiz home page, on the left side under “Key Services,” select “Update Contact Information”.
- Use the drop down menu ensure “Work Email” is selected and click “Update”.
- Enter/correct your work email address and select “Add/Update” to confirm changes.

### Questions

If you have any questions, please call the Benefits Line at 888-320-2917 from 7:30 a.m. - 7:30 p.m., Eastern Time, Monday - Friday, except on Federal holidays. The TTY number is 866-359-5277. You may also email your questions to [navybenefits@navy.mil](mailto:navybenefits@navy.mil). You must include your full name, pay plan, grade, and contact telephone number but please do not include Privacy Act Information such as date of birth or social security number.