



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
2405 GUN SHED ROAD
JOINT BASE SAN ANTONIO FORT SAM HOUSTON, TX 78234-1223

December 02, 2019

Nonappropriated Fund Employee Benefits Office

Dear Army Nonappropriated Fund Annuitant:

I am writing to inform you that the Army Nonappropriated Fund Benefits Program is changing the way we process Army Nonappropriated Fund retirement annuity payments.

Just like with any system with which we have contact in daily life, we are taking the opportunity to improve and modernize our processes, making the system we use more secure, reliable, and responsive to you. John Hancock will no longer be our service provider; however, your retirement annuity will be managed in a new Army Benefits System.

These changes will go into effect on April 1, 2020.

Here is what you can expect as a result of this transition:

- a. **The amount of your annuity payment will not change.**
- b. **The annuity payment will continue to be paid monthly, but you may receive it a day or two earlier or later than now; and**
- c. The bank sending your annuity payment will change.
- d. Your tax statements for 2019 will not be affected, and will be mailed to you in January 2020.

If you have questions about this transition, please visit our Frequently Asked Questions (FAQ) page at www.nafbenefits.com/annuity-FAQ. We will continually revise and add to the FAQ page to keep you informed. Should you still have questions that are not answered on the FAQ page, please click "contact us" on the FAQ website and your questions will be referred directly to a member of our Retirement Team who will respond back to you.

We are committed to making this change as seamless as possible.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul D. Burk", is written over a large, faint circular watermark or stamp.

Paul D. Burk
Director, G9