



## R&A Pay customer satisfaction rises

*Annual Customer Satisfaction Survey scores for the Retired & Annuitant Pay mission area in DFAS increased in each of the past three annual surveys. The increase in customer satisfaction validates the hard work R&A Pay devotes to simplifying requirements and forms, improving processes, and providing new, targeted communications. The mission area pays close to three million military retirees and surviving spouses and children.*

### TRANSFORMATION

In the past few years, R&A Pay launched major initiatives to transform the way it processes pay, collaborates with pay partners, and communicates to pay partners and customers.

The mission area redesigned work processes. It replaced manual workbooks and spreadsheets with automated calculations and data feeds. And it streamlined requirements for customers and internal work. This reduced paperwork for retirees and their survivors, and shortened processing time for the most common requests.

R&A Pay also increased collaboration with its pay partners. It requested input and feedback, created informal working groups to tackle specific topics, and regularly attended a variety of partner meetings to explain processes, share information and answer questions.

As part of the transformation, R&A Pay teamed up with DFAS Corporate Communications to ramp-up communications to customers and stakeholders. The communications target specific pain points for customers, explain the complexities of retired and SBP annuity pay, help customers and partners know what actions they need to take, and explain how changes in processes and law impact them.

### SURVIVOR BENEFIT PLAN CHANGES

When Congress passed the biggest change to the Survivor Benefit Plan in decades, affecting almost 100,000 surviving spouses and children, it required considerable system and procedure updates. R&A Pay also undertook a major communications initiative to help annuitants and stakeholders understand the program changes and their options.

The communications included developing and sharing newsletter articles, webpages, social media, briefings, special mailings, FAQs, quick reference guides, fact

sheets, podcasts and a webinar to get the information out in as many forms and channels as possible.

Both retirees and annuitants expressed their appreciation for the new communications initiatives in the annual survey comments. They specifically mentioned the newsletters, website, and timely communications about the changes to SBP, in addition to praise for the high quality service provided, and the helpful customer service representatives in the Cleveland Customer Care Center.



For More Information  
[www.DFAS.mil/PDI](http://www.DFAS.mil/PDI)

