

# AMS Keeping Your Member Data Current

2/24/2020 by Dorothy Creswell, Chair, NARFE Configuration Advisory Board

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Nobody knows your correct contact information better than you do. If your address, phone or email is out of date, you may lose out on your benefits.

Important note: With NARFE's online system, the recommended Internet browsers are Google Chrome or Mozilla Firefox on Windows PCs and Macs. Avoid using Microsoft Edge and Apple Safari. If you have problems logging in, contact NARFE Member Records (toll free) at 1-800-456-8410, 8 am to 5 pm, Monday through Friday, Eastern Time or send email to [memberrecords@narfe.org](mailto:memberrecords@narfe.org) and be sure to include your NARFE member # and name.

## MEMBER UPDATES

Members may update their information (address, phone, email or type such as annuitant, active federal employee, etc.) in several ways.

- Go to [www.narfe.org](http://www.narfe.org) log in, select "My Account" then "My Profile" then click the "Update Contact Information" button.
- Call NARFE Member Records.
- Email [memberrecords@narfe.org](mailto:memberrecords@narfe.org).
- Mail to NARFE Member Records, 606 N Washington St; Alexandria VA 22314.
- Ask your Chapter Secretary to help you.

## UPDATES BY CHAPTER OFFICERS

Key chapter officers may submit online updates to member contact information (mailing address, phone and email), and report a member's death. Allow a business day. Key chapter officers include: President, 1<sup>st</sup> VP, Secretary, Treasurer, Secretary/Treasurer and Membership Chair. If you are a key officer and do not have access, contact NARFE Member Records.

To make an update, select the Chapter Member List, locate the member in the list and then click on their row. After clicking on the row, a key officer will see an update form. Click on the checkbox "Is this a member information update?" and on address updates be sure to enter all the address lines including street, city, state and zip code. You may also update phone and email. Once the information has been entered, click the "Save" button at the bottom of the screen. I recommend when updating a mailing address to use the [www.USPS.com](http://www.USPS.com) site to look up the 9-digit zip code and correct address formatting.

Postal addressing prefers the suite or apartment be included at the end of the street address. The update screen doesn't provide a field to enter that information on a second line. If you need to change a member's address that currently has data in the "Suite/Apt." entry, send an email to [memberrecords@narfe.org](mailto:memberrecords@narfe.org) providing the member's ID#, name as it appears on the roster, and the full new address.

To report a death, access the same screen, scroll down and click the checkbox "Is this a notification of death?". Fill in the requested information. For the spouse, provide any information that is different from the deceased member such as mailing address or phone, and if the surviving spouse is already a NARFE member. Also, please notify your Federation Secretary of any deaths so they may be included in the state conference Memorial program.

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Set up a process to contact your chapter members to confirm their postal address, telephone number and email address. Start with those who attend your meetings. If you send out email messages to members and get an error, contact the member to get the right address.

When mailing, print (or use labels) to the left of the mailing address "Address Service Requested." If the member's address has changed, the USPS will forward the item to the member, and send a postcard with the old and new address to you (\$.61 each).

Whenever you get corrected information, be sure to submit the updated information to NARFE.

If other data needs to be changed, such as a member's name or congressional district contact Member Records and provide the member's ID#, name, the correction and your name, chapter and officer title.