

Retiree Customer Service Creed



Our customers are American service members, their spouses, and families. They have earned our respect and their retirement income by dedicating their lives to the defense of the United States. They are entitled to fulfillment of a contract with our country. They have sweated and bled in distant lands, foregone the stability and pleasures of family life, and followed the orders given them without regard to personal cost. They should take great pride in their accomplishments. We should take great pride in assuring that their contract is fulfilled.

Military retirees are sometimes forgotten by the taxpayers, suffer when the budget is cut, and are not always in the forefront of the thoughts of planners preoccupied with youth and strength. We are their support, their problem solvers, and in many cases their only official contact with the government they have served so nobly. We owe them superb service, respect, and open communication.



We are dedicated to providing an accurate monthly payment, correct according to their records, allocated as they have specified. We will answer the telephone when they call, take action on written requests within 15 days, and provide clear and correct answers to their questions when they ask. We will start payments within a month of retirement. We will correct errors immediately upon recognition. We will treat each retiree,

spouse, or family member as if they personally were the ones who stood guard while we slept last night.

We will not compromise our service to our customers for selfish pride or convenience, cost-reduction or contrary priorities, or political consideration. Our self-respect and satisfaction comes from representing them and serving them well.

