

# Allotment Start, Stop or Change Information

Henderson Hall - 29 Carpenter Road-Arlington, VA 22212

Phone: 800-628-6011 – Fax: 703-945-1441- E-mail: [counselor@navymutual.org](mailto:counselor@navymutual.org)-Website: [www.navymutual.org](http://www.navymutual.org)

For security reasons, changes to allotments must be made by the service member. Navy Mutual is unable to start, stop or change an allotment on a service members' behalf.

## Options for Communicating Allotment Changes:

1. **By Phone:** Call the appropriate number and tell the agent the changes to make to your Navy Mutual allotment.
2. **By Fax:** Put your request in writing, making sure to sign and to include your Social Security Number for identification, then fax it to the appropriate contact office.
3. **By Mail:** Put your request in writing, sign it and include your Social Security Number for identification, and mail to the appropriate contact office.

## Information You Will Need:

- Personal identifying information; such as name, social security number, email or street address.
- Effective date you wish the allotment to start, stop or change.
- The amount of the allotment.
- The correct allotment code based on your branch of service and current service status.

## Allotment Codes:

- All **RETIRED** Service Members from branches of: Navy, Marine, Air Force and Army: 441
- Navy - **ACTIVE DUTY:** N050356
- Marine - **ACTIVE DUTY:** 0027
- Coast Guard and NOAA- **ACTIVE AND RETIRED-**007(M)-0168-0617
- Public Health Service (USPHS) – no allotment code required.

## Contact Information:

### ACTIVE-Navy/Marines/Air Force/Army

Defense Finance and Accounting Service (DFAS)  
1240 East 9th Street  
Cleveland, OH 44199

Customer Care Center- 800-390-2347

Customer Call Center - 888-332-7411

FAX - 216-367-3618

Active Marine Requests: [ccl-mc-allotments@dfas.mil](mailto:ccl-mc-allotments@dfas.mil)

Active Marine - email: [gail.dirck@dfas.mil](mailto:gail.dirck@dfas.mil)

Active Navy - email: [karen.dowell@dfas.mil](mailto:karen.dowell@dfas.mil)

### RETIRED-Navy/Marines/Air Force/Army

Defense Finance and Accounting Service (DFAS)

US Military Retirement Pay

PO Box 7130

London, KY 40742-7130

Customer Care Center - 800-321-1080

Customer Call Center - 216-522-5648

FAX - 800-469-6559

Retired Navy- email: [anna.maria.zalany@dfas.mil](mailto:anna.maria.zalany@dfas.mil)

Retired Marine - email: [jeffrey.meier@dfas.mil](mailto:jeffrey.meier@dfas.mil)

### Coast Guard and NOAA

Commanding Officer/RAF USCG Pay and Personnel Center

444 SE Quincy Street

Topeka, KS 66681-3591

Customer Pay Center-Active-785-339-3495

FAX - 785-339-3754

Customer Pay Center-Retired-785-339-3421

FAX - 785-339-3770

Website: <http://www.uscg.mil/ppc/ps/>

Active-email: [lonyse.a.lewis@uscg.mil](mailto:lonyse.a.lewis@uscg.mil)

Retired-email: [paula.c.leach@uscg.mil](mailto:paula.c.leach@uscg.mil)

### USPHS-Public Health Service

Compensation Branch - Payroll Department

Customer Care Center-301-594-3362

FAX - 301-443-0064

email: [dave.moats@psc.hhs.gov](mailto:dave.moats@psc.hhs.gov)

If you have any questions or need additional information please contact Customer Service at 1-800-628-6011, option 5 or email [customerservice@navymutual.org](mailto:customerservice@navymutual.org).