



Tribal Insurance Processing System

Date of Notice: June 11, 2013

Subject: NFC's System Maintenance Schedule

Customer(s) Affected: TIPS

Dear Customer:

The National Finance Center (NFC) has three maintenance events planned over the next two months that will result in the TIPS system being unavailable. The planned outages are as follow (all times are CDT):

- Saturday, June 15, 2013, from 8:00 a.m. to 8:00 p.m.
- Saturday, June 29, 2013, from 12:30 a.m. to Sunday, June 30, 2013, 12:30 p.m.
- Saturday, July 13, 2013, from 8:00 a.m. to 8:00 p.m.

We appreciate your patience and cooperation.

Tribal Benefits Officers (TBO) requiring *assistance with technical or billing inquiries* are asked to contact NFC's Contact Center by calling 1-855-632-4468 (Option 6), Monday through Friday (excluding Federal holidays); via email to NFCcontactcenter@nfc.usda.gov, or by submitting an incident request via the Remedy Requester Console.

Assistance with *security related inquiries* is available 24 hours per day, 7 days per week by contacting NFC's Operations and Security Center (OSC) at **1-800-767-9641; 1-504-426-6435**, or via email to osc.etix@nfc.usda.gov.

jkc