

Important changes for retirees who pay SBP monthly premiums directly

By DFAS Cleveland

Some retirees need to pay monthly Survivor Benefit Plan (SBP) or Reserve Component Survivor Benefit Plan (RCSBP) premiums directly to DFAS because their VA disability pay offsets their retired pay. DFAS calls that direct remittance.

Most of these payments are handled by the U.S. Department of Treasury Centralized Receivables Service (CRS), where retirees can make their payments online, or using their bank's bill payment service or through the mail.

Recently, Treasury CRS changed their payment processes and their customer service phone number. These changes were included on the monthly statement CRS mails to the retirees.

Treasury CRS NEW Customer Service Phone Number: 888-618-3104

New CRS Payment Processes

Retirees now need a specific invoice number for each month to pay their SBP premiums online, as the invoice number changes each month. In addition, CRS no longer uses Pay.gov. The new payment portal is the Treasury CRS Guest Payment website: <https://crsportal.fiscal.treasury.gov>

If you are a retiree that pays SBP premiums via CRS and you do not receive mailed invoices, you may need to update your mailing address with DFAS. With the recent changes, CRS no longer sends emails regarding pending bills.

Retirees must contact DFAS Retired & Annuitant Pay to update their mailing address for both the DFAS and CRS records.

Updating contact information in DEERS does not update information in the DFAS or CRS systems.

Update Your Mailing Address

See the Quick Tools webpage for convenience options to change your mailing address: <https://www.dfas.mil/raqicktools>.

If You Have Questions About Your SBP Coverage

Please contact the DFAS Customer Care Center at 1-800-321-1080.

If You Have Questions About Treasury CRS Payments

Please contact Treasury CRS at (888) 618-3104.