



## UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

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### **Special Fraud Alert: Scammers Using Discontinued Employee Express Customer Service Phone Number**

The U.S. Office of Personnel Management (OPM) Office of the Inspector General (OIG) has recently become aware that a discontinued customer service phone number (888-353-9450) previously associated with OPM's Employee Express website is currently **in use by fraudsters/bad actors** who have practiced financial exploitation tactics.

**The OPM OIG is warning the public, particularly Federal employees and annuitants, not to call this number.**

**Do not call the 888-353-9450 phone number.**

**This number is currently in use by fraudsters.**

**This phone number does not contact customer service representatives for Employee Express or the U.S. Department of State's Annuitant Express.**

This phone number was provided on U.S. Department of State human resources notices to employees and Foreign Service retirees. It may also be or have been provided on other participating Federal agencies' human resources notices or information. This customer service phone number is no longer in use by OPM or the Federal Government.

The Department of State's Annuitant Express is accessed via [Employee Express](#). Employee Express is accessed using a PIV Smartcard or [Login.gov](#).

#### **If You Need to Contact Employee Express or Your Agency Benefits Officer**

If you need assistance using Employee Express, use the [Submit Help Request](#) link in the upper right corner of the Employee Express login page. **There is currently no customer service phone number in use for Employee Express.**

Direct questions about specific personnel and payroll information to your servicing personnel-payroll office. OPM provides a list of Federal agency benefits officers on its [website](#).

#### **If You Believe You are the Victim of a Scammer Using the Phone Number in this Alert**

If you think you gave personal information to a scammer, go to <http://www.identitytheft.gov> for steps you can take to protect your identity. Notify financial institutions and protect your accounts.

[ReportFraud.ftc.gov](#) is the Federal Government's website where you can report fraud, scams, and bad business practices. Please remember that legitimate Government representatives will never ask for sensitive personal information such as logins, PINs, or passwords or for financial information such as credit card numbers, bank account numbers, or other financial account information.