

**Welcome
to PPC**

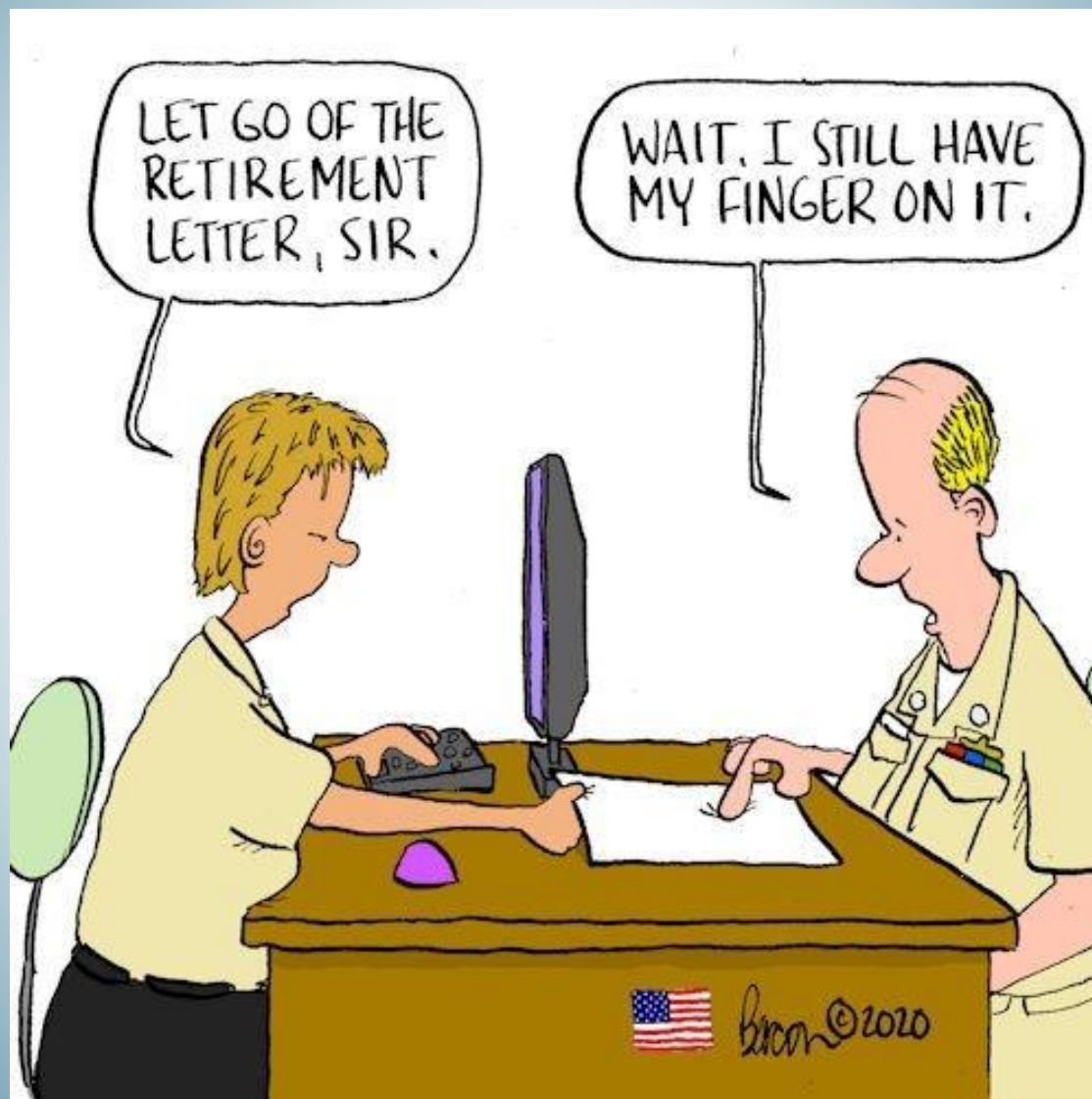


Pay & Personnel Center



CAPT John Henry
Commanding Officer





Command Philosophy

- **Be Human First**
- **Do the Right Thing**
- **Take Care of your Shipmates**



What Happened Since Last Time?

- Addition of Operations Division Chief
- Addition of RAS Deputy Branch Chief & new hires
- Multifactor Authentication for Direct Access Self-Service
- Successful Tax Season!
- Harkcon Manpower Study for PPC (+77 = 302)
- Researched option to bring in volunteers to augment call center
- VA Compensation Automation Progress
- Estate & Final Affairs Planning Guide
- Multiple Gov't Shutdowns (\$500M in retired pay)

Responding to the Need

Death process takes too long!

- You're right.
- PPC restructured final pay procedures to meet our families where they stand.
- RAS created a specialty team in February to focus on timeliness for deceased claims
 - Processing deaths/terminating accounts
 - Issuing final pay to beneficiaries
 - Creating annuitant accounts

Responding to the Need

VA Compensation Still Takes Too Long!

- You're still right.
- 2500 ticket backlog . . . But the timelines are dropping
 - Less than 60 days: 1273
 - 60-90 days: 450
 - 90-120 days: 260
 - 150-180 days: 95
 - More than 180 days: 15
- AVAC & new processes are designed to further reduce wait times

Future Initiatives

Continued Improvements

- DA automation for VA Compensation (go-live 01OCT26)
- ServiceNow coming to our retiree community
- New website (built with your input)
- Retirement training/refresher (supplement to TAPS)
 - PPC interactive guides
 - YN Technical Authority outreach to all counseling YNs
 - PPC interactive guides
 - Scheduled webinars

How Can You Help?

Self Service

- Many changes can be made instantaneously by member

Annual Account Review

- Personal & dependent information

Questions

