

# MILITARY PAY INFORMATION LINE

## *WHAT IS IT?*

The Military Pay Information Line provides service members access to their pay information. By using a Personal Identification Number (PIN), your Social Security Number (SSN), and a touch tone telephone, you will be able to use the Interactive Voice Response System (IVRS) to access your pay information 24 hours a day.

## *HOW DOES IT WORK?*

If you currently have IVRS access the change will be transparent to you, although you may need to listen for new options. Primary user PINs will continue to access the new service.

If you don't have access, you will be issued a temporary PIN to initially access the system. The PIN must be changed within 120 days of issuance. You may call the IVRS toll free (within CONUS) or through DSN. You will be asked for your SSN and PIN to access the following information.

## *WHAT INFORMATION IS ON THE MILITARY PAY INFORMATION LINE?*

### ACTIVE DUTY

- Net Pay, Direct Deposit
- Allotment Information
- Bond Information
- Tax Information
- Leave Balance Information

### RESERVE AND NATIONAL GUARD

- Net Pay, Direct Deposit Information (current and previous)
- SGLI Election Information
- Tax Information

### RECENTLY SEPARATED SERVICE MEMBERS

- Final Account Audit Status
- W2 Information

### ALL CALLERS WILL ALSO BE ABLE TO ACCESS GENERAL INFORMATION ON THE FOLLOWING AREAS:

- Non-receipt of allotments
- Information on bonds in safekeeping
- Reporting procedures for lost or stolen bonds
- Inquiries regarding estimated earnings for purposes of civilian retirement
- Direct access to a bond technician

ALL SERVICE MEMBERS WILL BEGIN AT MAIN MENU (IVRS ACCESS KEYS) AND BE ROUTED TO THE MENU UPON THEIR CURRENT STATUS:

### IVRS ACCESS KEYS

- Press 1: to report service member's death.
- Press 2: if you are a member inquiring about specific pay account information.
- Press 3: all other inquiries.

### ACTIVE DUTY QUICK KEY ACCESS

- Press 1: for net pay/direct deposit
- Press 2: for allotments and bonds
- Press 3: for W2 and tax information
- Press 4: for leave information
- Press 5: for garnishment information
- Press 6: for office symbol and address (Air Force use only)

### RESERVE/NATIONAL GUARD QUICK KEY ACCESS

- Press 1: for net pay/direct deposit
- Press 2: for W2 and tax information
- Press 3: for SGLI information
- Press 4: for information on changing direct deposit

### SEPARATEE QUICK KEY ACCESS

- Press 1: for information regarding final account audit status
- Press 2: for W2 information
- Press 7: to repeat information
- Press 9: to return to the main menu



**U.S. ARMY:**  
 Toll free: 1-888-PAY ARMY  
 Commercial: 317-510-0665  
 DSN: 699-0665



**U.S. AIR FORCE:**  
 Toll free: 1-800-755-7413  
 Commercial: 303-676-1281  
 DSN: 926-1281



**U.S. MARINE CORPS:**  
 Toll free: 1-800-594-8302  
 Commercial: 816-926-1415  
 DSN: 465-1415



**U.S. NAVY – ACTIVE:**  
 Toll free: 1-800-346-3374  
 Commercial: 216-522-5637  
 DSN: 580-5637

**U.S. NAVY – RESERVE:**  
 Toll free: 1-800-255-0974  
 Commercial: 216- 522-5138  
 DSN: 580-5138

**24-HOUR AUTOMATED ACCESS**

VISIT OUR WEB SITE

Explore our public Internet site, <http://www.dfas.mil>. Easy to navigate, it is designed to provide information and news about DFAS programs, including IVRS.

QUESTIONS RELATED TO PIN PROBLEMS?

Call the Centralized Customer Support Office at 1-800-390-2348 between 7 a.m. and 7 p.m. EST for assistance.

E-mail us at [askdfas@dfas.mil](mailto:askdfas@dfas.mil).



**DFAS**  
**YOUR FINANCIAL PARTNER @ WORK**

MILITARY PAY INFORMATION  
 LINE

**IVRS**  
**INTERACTIVE VOICE  
 RESPONSE SYSTEM**



**SERVICE MEMBERS  
 EMPOWERED THROUGH  
 TECHNOLOGY**