

## NESC Holiday Hours and January Pension Payments

The National Employee Services Center (NESC) wishes each of you the happiest of holidays and would like to share important information regarding the following:

- NESC hours during the holidays
- Details on January pension checks

### Thank You for a Great Year

With more than 300,000 customers, the NESC took 331,000 phone calls and had over two million Web hits on [myfordbenefits.com](http://myfordbenefits.com) in 2012. Our average speed of answer is now averaging 10 seconds with overall customer satisfaction service levels over 90%. We extend our appreciation to so many of you who have helped us improve our services.

### January Pension Payments

Like last year, and as previously communicated on pension statements, the pension benefit for Jan. 1, 2013, will be payable **on the first business day of the year, Wednesday, January 2nd**. Please review your December pension statement to ensure your personal data are correct. If you have any changes that need to be made to your personal data, please make them online at [www.myfordbenefits.com](http://www.myfordbenefits.com) or by calling the NESC.

### NESC is Open During Holiday Period

From now through the end of the year, the NESC benefit representatives will be available to answer your questions Monday through Friday, from 9 a.m. to 9 p.m., Eastern time, except on New York Stock Exchange holidays. The NESC will observe the following holiday hours:

December 24: Open from 9 a.m. to 1 p.m. EST

December 25: Closed

December 31: Open from 9 a.m. to 4 p.m. EST

January 1, 2013: Closed

Remember, you can find more information and resources, review your choices and make certain changes to your benefits **24 hours a day, seven days a week** at [myfordbenefits.com](http://myfordbenefits.com). If online self-service doesn't work for you, please call 1-800-248-4444 and speak with a Personal Benefits Representative. For TDD (hearing impaired) communication services, call 1-800-833-8334.

**Have a safe, blessed Holiday Season and a happy New Year!**

Sincerely,

National Employee Services Center Team