

Pay Information by Phone

Service members can now access pay information from the master military pay account using an automated Interactive Voice Response System (IVRS), thanks to the Defense Finance and Accounting Service (DFAS)-Indianapolis Center.

Soldiers can access the system 24 hours a day, 7 days a week by calling commercial (317) 510-0299, or DSN 699-0299.

The system goes through a series of questions that enable the caller, using a touch-tone telephone, to establish a secure, confidential, personal identification number (PIN).

Once the PIN is validated, service members can access pay information regarding Direct Deposit information for mid- and end-of-month pay, allotments and bonds, tax information, and debt and leave information.

This system also provides generic information on frequently asked questions such as 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 and direct access to a bond specialist.

While IVRS is a convenient, easy way to obtain pay information, contact your finance office as the primary channel for resolving pay issues and obtaining information.

Reservists, National Guard members and separating soldiers seeking pay information should call the customer service line at (317) 510-2800 or DSN 699-2800. Retirees should call (800) 321-1080. Annuitants should call (800) 435-3396.

--DFAS PAO