

Unauthorized Direct Deposit or Allotment Changes via myPay

Service Member

1. Immediately change your myPay username and password or contact myPay at 1-888-DFAS411 (888-332-7411) to have your myPay account locked.
2. Contact your finance office to have your direct deposit and/or allotments corrected

FSO

If notified that a member's myPay account has been tampered with and fraud is suspected:

- Immediately correct the member's direct deposit and/or allotment/s
- Contact the bank that will receive the erroneous payment and "request" for them to freeze the funds. Notify them that a letter of indemnity will be coming from DFAS asking them to return the funds to the government
- Open a CMS case and refer the case to DFAS AC myPay Fraud
 - o CMS Case should contain
 - Member's Current Address
 - Member's Phone Number and best time(s) to contact
 - Member's Government email address
 - Description of the suspected fraud
- Contact one of the following individuals at DFAS advising of the situation and CMS case (This will help to ensure that action on the CMS case is taken immediately)
 - o Amber.Hansen@DFAS.mil (DSN 699-2071)
 - o Claude.Dodds@DFAS.mil (DSN 699-3110)
 - o Pam.Neal@DFAS.mil (DSN 699-4595)
 - o Edward.Neiger@DFAS.mil (DSN 699-4741)
 - o Michael.Jones@DFAS.mil (DSN 699-5933)

DFAS

1. Will notify AFAFO, Applicable DFAS offices and myPay
2. Will Attempt to suppress a payment going to the fraudulent account or work with the receiving financial institution to recall the funds (letter of indemnity)
 - a. If unable to recover the funds, will await approval from the Air Force to make member "whole"

myPay

1. Will contact myPay investigators and applicable legal offices

Additional Guidance:

1. Always log into myPay using your CAC card. If you are unable to use your CAC card and are logging into myPay using a user name and password, ALWAYS use the virtual keyboard.
2. Keep your email address up to date in myPay.
3. Read any email you receive from myPay, as you are notified via email if any changes have been made to your information.
4. Protect your myPay user name, password and CAC PIN. Do not share with anyone.