

Congress of the United States
Washington, DC 20515

March 2, 2026

Director Scott Kupor
U.S. Office of Personnel Management
1900 E Street NE
Washington, D.C. 20415

Director Kupor,

We write regarding the Office of Personnel Management's (OPM) online platform, Retirement Services Online (RSO), and the significant difficulties our constituents have encountered when requesting physical copies of their tax documents. We urge you to immediately expand support services for impacted retirees who require access to their own tax documents.

Each year, OPM states that it will mail physical Form 1099-R documents to any annuitant who does not have an email address on file after January 31.¹ Despite this policy, we have heard from numerous constituents who still have not received their Form 1099-R or annuity statements, even after waiting well beyond the maximum two-week delivery window communicated by your staff.

Many of these individuals subsequently attempted to contact OPM through your phone help line but were unable to reach a representative. This has been a persistent and deeply frustrating problem for retirees who call repeatedly without ever receiving assistance. OPM is required to provide retirees with their tax documents and there is absolutely no justification for your failure to uphold this basic service.²

We are requesting the following information to ensure our constituents are receiving the best possible service from your office:

1. What is the current status of mailing Form 1099-R to retirees, including statistical information on how many have yet to be mailed?
2. What is the current average call and wait times at the Office of Retirement Services' help line?
3. Does OPM collect customer service satisfaction data for the ORS help line and, if so, what metrics does OPM use to gauge successful outcomes?
4. What measures, if any, is OPM planning to take to ameliorate these issues and improve its overall customer satisfaction with the retirees it serves?

It is unacceptable for the federal agency responsible for the tax documentation of millions of retired Americans to fall short in providing timely, reliable service to all of them. We strongly urge you to address this serious gap in support and ensure that every impacted retiree can obtain the documents they need to file their taxes.

¹ Office of Personnel Management. *Get your 1099-R tax form*.

<https://www.opm.gov/support/retirement/how-to/get-your-1099-r-tax-form/>

² Internal Revenue Service. *Publication 721*. February 11, 2026. <https://www.irs.gov/pub/irs-pdf/p721.pdf>

We look forward to your timely response.

Sincerely,



Frank Pallone, Jr.
Member of Congress



James R. Walkinshaw
Member of Congress



Eleanor Holmes Norton
Member of Congress



Steny H. Hoyer
Member of Congress



Suhas Subramanyam
Member of Congress



April McClain Delaney
Member of Congress



Donald S. Beyer Jr.
Member of Congress



J. Luis Correa
Member of Congress



Wesley Bell
Member of Congress