

## Useful IMF Contact Information

### Bank-Fund Staff Federal Credit Union

Member Services .....202.212.6400  
Toll-free (U.S., Canada, Mexico) .....800.923.7328  
Email .....memberservices@BFSFCU.org  
Website .....[BFSFCU.org](http://BFSFCU.org)

### Bretton Woods Recreation Center

Telephone .....301.948.3357  
Website.....[bwrc.org](http://bwrc.org)

### Compassionate Fund

Telephone .....202.623.8175

### Concordia Apartments

1250 New Hampshire Ave., NW  
Email .....reservations@Concordia.com  
Telephone.....202.557.2000  
Website .....[theconcordia.com](http://theconcordia.com)

### Dining Rooms (World Bank)

Reservations .....202.458.0678

### IMF Family Association (IMFFA)

Telephone .....202.623.7696  
Website.....[imffa.org](http://imffa.org)

### Fitness Center

HQ1 Orange Level, Rm. 7000

Telephone .....202.623.6559  
Email .....fitness@IMF.org  
Scheduling Website.....[mindbodyonline.com](http://mindbodyonline.com)

### Fund Retiree Portal (Finance Department)

Website .....[retireeportal.IMF.org](http://retireeportal.IMF.org)  
Telephone .....202.623.4944  
Registration Email .....FINIRP@IMF.org  
Registration Telephone .....202.623.4944

### Health Advocate

Telephone .....888.709.3212  
Email .....answers@healthadvocate.com  
Website .....[healthadvocate.com/IMF](http://healthadvocate.com/IMF)

### HRD Services

#### Insurance (MBP)

Telephone .....202.623.5841  
Email .....MBPqueries@IMF.org SRP

#### Benefits, Policy, Questions, and Death Notifications

Telephone .....202.623.6494  
Email .....SRP@IMF.org

## As of January 2026

### IMF Giving

Telephone .....202.623.0770  
Email .....givingtogether@IMF.org  
Website .....[IMF.org/giving](http://IMF.org/giving) IMF

### IMF Publications

Email .....publications@IMF.org  
Telephone .....202.623.7430  
Website .....[IMF.org/external/publications](http://IMF.org/external/publications)

### IMF Photo Studio (Passport/Visa Photos)

HQ1-C-290

Scheduling Website.....[calendly.com](http://calendly.com)

### IMF Retirees & Alumni Association (IMFRA)

HQ2 3-041

Telephone .....202.623.8140  
Email .....IMFRA@IMF.org  
Website ..... [IMFretirees.org](http://IMFretirees.org)

### Joint Bank-Fund Library

Telephone .....202.623.7054  
Website.....[library.worldbankimflib.org](http://library.worldbankimflib.org)

### Medical Insurance Plan Administrators

#### U.S.—Aetna International (available 24/7)

Telephone .....866.258.6680  
Email .....AIservice@aetna.com  
Website.....[aetnainternational.com](http://aetnainternational.com)

#### For escalated cases not resolved by Aetna or Cigna

Email .....mbpqueries@IMF.org

#### International—Cigna International (available 24/7)

Telephone .....32.3.217.6966  
Email .....mbp.180@cigna.com  
Toll-free .....800.3.217.6622  
Toll-free USA .....855.473.3844  
Toll-free Canada .....855.460.6836  
Website.....[CignaHealthBenefits.com](http://CignaHealthBenefits.com)

Teladoc Website .....[teladoc.com/aetna](http://teladoc.com/aetna)

Teladoc Telephone .....1.855.Teladoc

### Parking Office (Guest & Flex Parking)

HQ1-184

Telephone .....202.623.7093  
Email .....parking@IMF.org

### Pension Payments Administration

Telephone..... 202.623.4944  
Email .....FINPP@IMF.org

### Security (ID cards and photos)

Telephone .....202.623.6545  
Email .....CSFpassIDoffice@IMF.org