



**A**RMY  
**B**ENEFITS  
**C**ENTER-  
**C**IVILIAN



**What can the Army Benefits Center-Civilian do for you?**

The ABC-C provides automated benefits support to Army appropriated fund employees through the Employee Benefit Information System (EBIS), the Interactive Voice Response System (IVRS), and trained counselors.

- The **EBIS** is a web application that allows you to access general and personal benefit information, and conduct electronic transactions using a computer. The system contains comprehensive information and personalized benefits statements.
- The **IVRS** is an automated self-service program you can access from a touch-tone telephone system. Unlike the web, the IVRS allows you to transfer to a benefits counselor for additional assistance.

**The ABC-C provides services in the following program areas:**

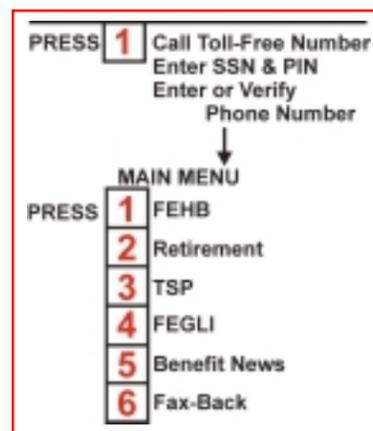
- Retirement (Civil Service and Federal Employees' Retirement Systems)
- Thrift Savings Plan (TSP)
- Federal Employees' Health Benefits (FEHB)
- Federal Employees' Group Life Insurance (FEGLI)
- Survivor Benefits

**How do you use ABC-C?**

You access EBIS via the website at <https://www.abc.army.mil>. Customers in the 50 states can access IVRS by calling the toll-free number 1-877-ARMY CTR (1-877-276-9287). For TDD assistance in the United States, call (1-877-276-9833). OVERSEAS CUSTOMERS: see back of brochure for toll-free numbers accessed through a commercial / civilian telephone. For additional information, visit the ABC-C website. Both systems are available 7 days a week, nearly 24 hours a day, and benefit counselors are available Monday - Friday, 6 a.m. - 6 p.m. Central Time.

**How do you get your PIN?**

Initially, your PIN will be a four-digit number equivalent to your month and year of birth (MMYY). For security purposes, once you access the system, you must change it to a new six-digit number.

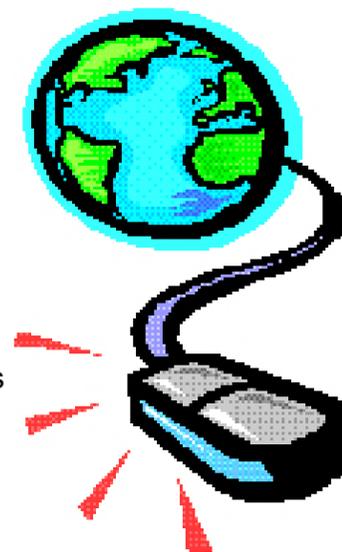


**Benefits**

**For Health Benefits, Life Insurance and Thrift Savings Plan services, you will:**



- Log-on to the website or call the ABC-C toll-free number to access your records with your Social Security Number (SSN) and PIN.
- Select the menu item for desired information.
- Review general information available on each subject area.
- Review personal information from your records.
- Make changes to your benefits.
- Speak to a benefits counselor (IVRS only).
- Verify the action on your Leave and Earnings Statement (LES).



**For retirement planning services, you will:**

- Log-on to our website or call the toll-free number to access your records with your SSN and PIN.
- Select the menu for on-line estimates.
- Receive annuity estimates.
- Speak to a benefits counselor (IVRS only).

**For retirement counseling/processing services, you will:**

- Notify your supervisor of your intent to retire.
- Log-on to our website or call the toll-free number to receive retirement information.



- Notify ABC-C of your intent to retire at least 90 days prior to your retirement date. A benefits counselor will provide you personal voice-to-voice retirement counseling.
- Complete retirement forms downloaded from the systems.
- Mail the retirement package to the ABC-C.



**How will you know if your transaction was processed?**

Most transactions are processed overnight. You can verify your transaction by revisiting the website or calling the ABC-C. You also can verify your transaction by reviewing your LES.

**ABC-C is good for you!**

- Fast, easy access to current and complete information.
- Automated system ensures accuracy.
- Convenience - You are in control of your benefits and entitlement transactions.

**Survivor benefit services with ABC-C:**

The ABC-C provides personal counseling to survivors on benefit eligibility and claims processing. The staff is committed to providing professional services, assisting survivors as long as necessary.



**ABC-C VISION**

Provide responsive quality service that allows Army civilian employees to manage their benefits and entitlement portfolios.

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|-------------------|--------------------|
| <b>T</b> imely    | <b>A</b> ccurate   |
| <b>E</b> fficient | <b>B</b> eneficial |
| <b>A</b> utomated | <b>C</b> onsistent |
| <b>M</b> odern    | <b>C</b> aring     |



**OVERSEAS TOLL-FREE NUMBERS**

- Belgium..... 0800-78245
- Germany..... 0800-1010282
- Italy..... 800-780821
- Japan..... 00531-1-20378
- Korea..... 00798-14-800-4766
- Netherlands..... 0800-0232739
- Saudi Arabia..... 1-877-276-9287
- United Kingdom..... 08-000857723

Visit our ABC-C Web site for DSN access to overseas toll-free numbers.

Department of Army  
 Southwest Civilian Personnel Operations Center  
 Army Benefits Center-Civilian  
 301 Marshall Avenue  
 Fort Riley, KS 66442-5004

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**Need Assistance?  
 It's As Easy As  
 ABC...**