



ARMY BENEFITS CENTER- CIVILIAN



do for you?

The ABC-C provides automated benefits support for appropriated fund employees through the Employee Benefits 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 (CT).

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/transaction.
- 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.



