How will you know if your transaction has processed?

Most transactions are processed overnight. You can verify your transaction by revisiting the website or calling the ABC-C. You can also 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.
- Knowledgeable and trained specialists available to provide assistance.

ABC-C VISION

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

Timely	**Accurate**
Efficient	**Beneficial**
Automated	**Consistent**
Modern	**Caring**

OVERSEAS TOLL-FREE NUMBERS

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

Department of the Army
Army Benefits Center-Civilian
305 Marshall Avenue
Fort Riley, KS 66442-7005
1-877-276-9287

America's Army: The Strength of the Nation

Army Benefits Center – Civilian

Need Assistance?

It's As Easy As ABC…

May 2016

ARMY BENEFITS CENTER-CIVILIAN

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

The ABC-C provides automated benefits support to Army-serviced appropriated fund employees through the Employee Benefits Information System (EBIS) and trained benefits specialists.

- **EBIS** is a web application that allows you to access general and personal benefits information and conduct electronic transactions using a computer. The system contains comprehensive information and personalized benefits statements.

- **Benefits specialists** are knowledgeable on life and health insurance, Thrift Savings Plan, and retirement issues. They are available to assist you in completing your benefits transactions in EBIS.

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

- Retirement (Civil Service & 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 can access EBIS from a government computer seven days a week, 24 hours a day through the ABC-C website at https://www.abc.army.mil with your Common Access Card (CAC). Click on "Employee Benefits Information System (EBIS)," then enter your Social Security Number and EBIS PIN. To access EBIS from home, you must have installed a CAC reader. Information on CAC readers and installation instructions are available on the Army Knowledge Online (AKO) website at https://www.us.army.mil.

Customers in the 50 states can reach a benefits specialist by calling the toll-free number 1-877-ARMY CTR (1-877-276-9287). Overseas customers, see the back of this brochure for toll-free numbers accessed through a commercial/civilian telephone. Benefits specialists are available Monday through Friday from 6:00 a.m. to 6:00 p.m. Central Time (CT). For additional information, visit the ABC-C website.

How Do You Get Your PIN?

Initially, your EBIS PIN will be a four-digit number equivalent to your month and year of birth (MMYY). For security purposes, once you access EBIS, you must change it to a new six-digit number. Your EBIS PIN will not expire.

Benefits

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

- Log on to EBIS through the ABC-C website with your Social Security Number and ABC-C PIN.
- Select the tab for the desired topic.
- Review general information available in each subject area.
- Review personal information from your records.
- Make changes to your benefits.
- Verify the action on your Leave and Earnings Statement (LES).
- Speak to a benefits specialist.