

# 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 systems ensures accuracy.
- Convenience – You are in control of *your* benefits and entitlement transactions.
- Knowledgeable and trained counselors available to assist you.

**ABC-C VISION**

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

<b>Timely</b>	<b>Accurate</b>
<b>Efficient</b>	<b>Beneficial</b>
<b>Automated</b>	<b>Consistent</b>
<b>Modern</b>	<b>Caring</b>



### 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.....	0800-232739
Saudi Arabia.....	1-877-276-9287
United Kingdom.....	08-000857723

Department of the Army  
 Army Benefits Center-Civilian  
 303 Marshall Avenue  
 Fort Riley, KS 66442-5004  
 1-877-276-9287  
 1-877-276-9833 (TDD)

America's Army: The Strength of the Nation

# Army Benefits Center-Civilian



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



## 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), the Interactive Voice Response System (IVRS), and trained benefits counselors.

- **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.
- **IVRS** is an automated self-service program you can access from a touch-tone telephone system. Unlike the web, 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 & 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 the EBIS website at <https://www.abc.army.mil>. You will need to use your Army Knowledge Online (AKO) userid and password to access EBIS. 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 the back of this brochure for toll-free numbers accessed through a commercial/civilian telephone. For additional information, visit the ABC-C website. Both systems are available seven days a week, 24 hours a day. Benefits counselors are available Monday through Friday from 6:00 a.m. - 6:00 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. The same PIN is used in both EBIS and IVRS. Your ABC-C PIN will not expire.



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

- Log on to the ABC-C website or call toll-free to access your records with your Social Security Number and PIN.
- Select the menu item for desired information.
- Review general information available in 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).

