



## 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 install 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 back of this brochure for toll-free numbers accessed through a commercial/civilian telephone. Benefits Specialists are available Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time (CT). For additional information, visit the ABC-C website.

## Injury Compensation

The Employees’ Compensation Claims Filing Portal (ECOMP) can be accessed by visiting [www.ecomp.dol.gov](http://www.ecomp.dol.gov). Customers can reach an Injury Compensation Specialist by calling the toll-free number 1-866-792-7620. Injury Compensation Specialists are available Monday through Friday from 7:00 a.m. to 5:00 p.m. Central Time (CT). For additional information, visit the ABC-C website.



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## Overseas Toll-Free Numbers

- Belgium** ..... 0800-78245
- Germany**.....0800-1010282
- Italy** .....0800-780821
- 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

**Army Benefits Center – Civilian**  
305 Marshall Avenue  
Fort Riley, KS 66442-7005  
1-877-276-9287

**Excellence Through Partnership**



# Army Benefits Center – Civilian



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

## 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), Employee Benefits Automated Tracking System (EBATS), 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.
- **EBATS** allows you the opportunity to see the status of your action(s) that are being processed by the ABC-C. You will be able to see a summary of your current benefits, and any open/closed benefit actions such as military/civilian deposits or redeposits, retirements, and retirement estimates.
- **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.

Please note that EBIS and EBATS can only be accessed if you are logged in with your Common Access Card (CAC).

### How Do You Get Your EBIS PIN?

Initially, your EBIS PIN will be the 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 can:

- Log on to EBIS through the ABC-C website with your Social Security Number and EBIS 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).

## 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
- Injury Compensation
- Unemployment Compensation

## Pre-Retirement DCS Briefings:

The ABC-C hosts CSRS and FERS Pre-Retirement DCS briefings. Visit our website at <https://www.abc.army.mil> for more information.

## ABC-C is good for you!

- Fast, easy access to current and complete benefits information.
- Automated system ensures accuracy.
- Convenience – You are in control of your benefits and entitlement transactions.
- Knowledgeable and trained Benefits Specialists available to provide assistance.

## ABC-C VISION

The Army Benefits Center - Civilian strives to set the standard as a diverse, unified center through our attitudes, behaviors, communication and culture. We are committed to our values, resilient through our challenges and will demonstrate our dedication as caring civilian human resource professionals.

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

## How will you know if your transaction has processed?

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