



Army Benefits Center - Civilian

SWCPOC at Fort Riley, Kansas

ABC-C News

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Welcome to the First Edition of the ABC-C News!

We hope you find this newsletter helpful and informative.

Our purpose is to provide up-to-date information helpful to you when using Army's automated system to manage your benefits and entitlements, and when planning your retirement.

Your feedback is appreciated on how we can better serve you.

(modified by webmaster for publication on Internet – webmaster@chrma.hqusareur.army.mil)

Chief, Army Benefits Center-Civilian

What Can The ABC-C Do For You?

The Army Benefits Center – Civilian (ABC-C) is a centralized service center for Department of Army civilian employees. You can access the ABC-C by telephone via a toll-free number, or through the Internet. The ABC-C automated systems are available almost 24 hours a day and benefit counselors are available to assist employees between the hours of 6:00 a.m. and 6:00 p.m. CST.

The ABC-C can assist you with the below listed benefits. We also process actions associated with your benefits:

- Life insurance
- Health insurance
- Thrift Savings Plan
- Death/Survivorship
- Retirement estimates
- Retirement
- Buy-back of military and/or civilian time for retirement purposes



As a new employee, the ABC-C is where all of the benefits elections are made after you have started working.

As a current employee, the ABC-C is where you can change your benefits elections when necessary.

During open seasons for benefits, you can create transactions for changes, view those pending changes, and view the new elections after the effective date.

You can also inquire about paying for military or civilian time that you wish to count towards retirement – and, you estimate retirement benefits on the web site using the calculators. (Once you have decided to retire, you will forward your application to the ABC-C for processing.)

To better serve you during peak hours, ABC-C counselors are now available from 6:00 a.m. to 6:00 p.m. CST



The ABC-C Web Site

Our web address is <https://www.abc.army.mil>. You can also reach us via the CPOL web site by clicking on the "links" button on the CPOL home page. Using the ABC-C web site is the ideal way to review your personal benefits information using your Personal Identification Number (PIN).

For example, you can look into upcoming open seasons, initiate changes when necessary, and plan your retirement. Or, you can obtain general information on health and life insurance, retirement estimates, and the Thrift Savings Plan (TSP).

You can also access information helpful to new employees, and you can use a diagram that will help you use our web site or telephone system.

You can also let us know how we're doing by completing the survey.



Logging Into The Secure Area Of The Web Site

To log into the secure area of the web site, you must have a Point-of-Entry (POE) password. You create your own password, and you can change it at anytime as necessary. (NOTE: Your POE password will expire after 90 days if you do not change it from the date it was created.)

To create your POE password, you will need a recent SF50 (Notification of Personnel Action) so you can enter information that will be verified against the database. Once your information has been verified, you will be prompted to enter a new POE password; and, you will go to the next page automatically. You then must click on "Army EBIS" to reach the secure area.

Once you are in the secure area, you will use a 6-digit PIN, created by you, along with your SSN to view your personal information, or to create transactions and work through retirement calculators. This PIN is the same PIN that you used on the ABC-C telephone system. (NOTE: If you have not created a PIN or do not remember it, just click on "PIN" and follow the on-screen prompts.)



Once you have a PIN, you are ready to explore the web site and create transactions. If you require further assistance, contact the SWCPOC Help Desk at DSN 856-2000 or commercial 785-239-2000.



Reaching a Counselor

You can reach a counselor at the ABC-C by calling the toll-free number and following the menu prompts until you reach the functional area that can best answer your questions. When you dial through properly, the counselor will already have your basic information on the computer screen.

Visit our web site for a diagram outlining the telephone system.

The current toll-free numbers are:

- CONUS 1-877-276-9287
- Belgium 0800-78245
- Italy 800-780821
- Japan 00531-1-20378
- Korea 00798-14-800-4766
- Netherlands 0800-0232739
- Saudi Arabia 1-877-276-9287 (same as the CONUS number)
- United Kingdom 08-000857723
- Germany 0800-1010282



Retirement Planning

Remember that in order to identify and correct problems and to assure timely payment, you need to submit your retirement application and associated paperwork at least 90 days before the date you plan on retiring.

Keep in mind that the busiest months for retirements are January, June, September, and December.

To see what is required and for complete instructions on how to complete your retirement package, visit the ABC-C web site and go to "Information", then "Retirement", then "Information", then "Completing the Retirement Package".

If you have questions or need assistance, please use the ABC-C toll-free telephone number to reach a counselor between the hours of 6:00 a.m. to 6:00 p.m. CST.

ABC-C is a Division of SWCPOC, at Fort Riley KS

Direct comments or suggestions to: DSN: 856-2224 or Commercial 785-239-2224

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