



# Army Benefits Center - Civilian (ABC-C)

## SPECIAL EDITION

# ABC-C News

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To reach the ABC-C: <https://www.abc.army.mil> or 1-877-276-9287 (TDD: 1-877-276-9833)  
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### New Phone Menu Options!

You might remember reading in our July 2006 issue that we are working on streamlining our telephone menu to make it easier to reach our benefits counselors. Well, I am happy to report we have put the final touches on our new process! Effective **October 30, 2006**, you will hear a different phone menu option. After entering your Social Security Number (SSN), personal identification number (PIN) and duty telephone you can press **0** to speak directly to a counselor. Have more questions? Read on...



#### Why the change?

We want to make it easier for you to talk to one of our benefits counselors.

#### How will this change affect me?

The new phone menu will allow you to speak with a benefits counselor without having to listen to so many voice scripts.

#### Why do I have to enter my SSN and PIN?

The SSN and PIN are required for security reasons – to protect *your* personal information.

#### I have never established a PIN. How do I create one?

Your PIN will be a four-digit number that consists of your month and year of birth (MMYY). For security purposes, once you initially access the system, you must change it to a six-digit number.



### What if I can't remember my PIN?

The process is easier than you may think. Grab your most recent Leave and Earnings Statement (LES) so you can answer a few security questions. Call our toll-free number 1-877-276-9287 (ARMY CTR) and follow the phone menu below.

<p><b>Select:</b></p> <p>1 = Army Civilian 2 = DCMA 3 = Army Uniformed Service Member</p>	<p><b>Select:</b></p> <p>1 = Customer Service Survey 2 = Access Benefits and Entitlements</p> <p><b>Select:</b></p> <p>1 = Current Army, DCMA, or separated employee within the last 180 days 2 = Retired, Survivor, or separated more than 180 days 3 = Seeking Temporary Continuation of Coverage (TCC) under FEHB</p>	<p><b>To access Benefits and Entitlements:</b></p> <p><b>Select:</b></p> <p>1 = Enter your SSN and PIN. 2 = Forgotten your PIN</p> <p><b>NOTE:</b> If you are a new employee, your PIN is 4 digits and consists of your month and year of birth (MMYY).</p> <p>You will need to enter/verify your duty telephone number</p> <hr/> <p>0 = Counselor 1 = Health Benefits (FEHB) 2 = Retirement 3 = Thrift Savings Plan (TSP) 4 = Life Insurance (FEGLI) 6 = Request faxed document 9 = Exit System</p>
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### I want to change my PIN and make a benefits election. Where can I find a complete phone menu?



Go the ABC-C website at <https://www.abc.army.mil>. The phone menu is posted on our home page.

Send comments or suggestions to:  
<mailto:NewsletterINQ@cpocswr.army.mil>