

## **ACCESSING EBIS**

### **How the system works for health benefits, life insurance, and thrift savings plan services:**

- Technicians access the web at <https://www.abc.army.mil> using AKO authentication or they can call the toll free number at 1.877.276.9287, and access their records using their SSN and PIN.
- Technicians can select the appropriate prompt for desired information.
- Technicians may obtain general benefits information or personal information from their records.
- Technicians can speak with a benefit counselor, if additional information is requested.
- Technicians can conduct benefits and entitlement changes
- Technicians may verify their personal transaction on Leave and Earning Statement (LES).

### **How the system works for retirement planning services:**

- Technicians access the web at <https://www.abc.army.mil>, using AKO authentication or by calling the toll-free number at 1.877.276.9287, and access their records using SSN and PIN.
- Technicians select the prompt for on-line estimates.
- Technicians receive annuity estimates.
- Technicians speak to a benefits counselor, if additional information is required.

### **How the system works for retirement counseling and processing services:**

- Technicians notify their supervisor of their intent to retire.
- Technicians call the toll-free number 1.877.276.9287 and receive retirement information from the automated system or from a benefits counselor.
- Technicians may also access the web at <https://www.abc.army.mil> for general retirement information.
- Technicians receive a personal voice-to-voice counseling session.
- Technicians complete the appropriate retirement forms from the ABC-C website, the Office of Personnel Management (OPM) website at <http://www.opm.gov/forms/index.htm>, or from their Human Resources Office (HRO).
- Technicians send their retirement forms to
- ABC-C will then send the retirement package to their payroll and OPM for final adjudication.

**How the system works for survivor benefit services:** The ABC-C provides survivor advisory services processing. The ABC-C personally contacts survivors and committed to providing expeditious, professional service. This includes counseling on benefit eligibility and how to apply for those benefits. The ABC-C assists survivors as long as necessary to ensure receipt of entitled benefits.

**How the system works for separated and retired Technicians:**

Separated technicians are not able to use EBIS to obtain information. However, prior technicians can receive information about "Temporary Continuation of Coverage (TCC) under FEHB" by contacting their HRO or ABC-C.

Retired technicians can receive referral information for the Office of Personnel Management (OPM), National Finance Center (NFC), and Social Security (SS) by their HRO or ABC-C.