



How to Use the ABC-C

Employees can access the Government Retirement & Benefits (GRB) Platform from a government computer seven days a week, 24 hours a day through the ABC-C website at <https://abc.chra.army.mil> using a Common Access Card (CAC). Click on the GRB Platform button, select a certificate, and enter their CAC PIN. To access from a home computer, a CAC reader must be installed. CAC readers and installation instructions are available on the Army Knowledge Online at <https://www.us.army.mil>.

Employees in all 50 states can reach a Benefits Specialist by calling DSN 520-2222, 785-240-2222, or toll-free 1-877- ARMY CTR (1-877-276-9287). If overseas, employees may use country-specific toll-free numbers, accessible through either commercial or civilian telephone systems. Benefits Specialists are available Monday through Thursday from 7:00 a.m. to 5:00 p.m. Central Time (CT).

Injury Compensation

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



Overseas Toll-Free Numbers

- Belgium0800-78245
- Germany.....0800-1010282
- Italy0800-780821
- 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
DSN 520-2222
785-240-2222
1-877-276-9287

Excellence Through Partnership



Army Benefits Center – Civilian



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

Follow Us



Benefits

Services provided by the

Army Benefits Center – Civilian

The ABC-C provides automated benefits support to Army-serviced appropriated fund employees through the Government Retirement & Benefits (GRB) Platform and trained Benefits Specialists.

- **GRB Platform** is an automated, secure, self-service web application that allows employees to review general and personal benefits information and calculate their own retirement estimates. The GRB Platform also allows employees to make benefits elections for Federal Employees Health Benefits (FEHB), Federal Employees' Group Life Insurance (FEGLI), and the Thrift Savings Plan (TSP).
- **Benefits Specialists** are knowledgeable on life and health insurance, Thrift Savings Plan, survivorship, and retirement issues. They are available to assist employees in completing benefits transactions in the GRB Platform.

Please note the GRB Platform can only be accessed from a computer with a Common Access Card (CAC).

GRB Platform can be accessed via the GRB Platform login icon on the ABC-C website at:
<https://abc.chra.army.mil>

DoDEA Employees ONLY
e-mail: usarmy.riley.chra-hqs.mbx.abcc-dodea-inquiries@mail.mil

DHA Employees ONLY
e-mail: usarmy.riley.chra-hqs.mbx.abcc-dha-inquiries@mail.mil

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

- Log on to the GRB Platform from the ABC-C website at <https://abc.chra.army.mil>
- Select the benefit tile for the desired topic
- Review general information available in each subject area
- Review the Total Compensation Statement
- Request and review retirement estimates
- Make changes to health, life, and TSP benefits
- Access the Resource Library
- Review personal benefits information

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://abc.chra.army.mil> for more information.

ABC-C is Good for All!

- Fast and easy access to current and complete benefits information.
- Automated system ensures accuracy.
- Convenience – the employee is in control of 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.

Timely	Accurate
Efficient	Beneficial
Automated	Consistent
Modern	Caring

The Transaction Verification Process

Most transactions are processed overnight. Verification of transactions are made by revisiting the website or calling the ABC-C and speaking with a Benefits Specialist. The employee may also verify the transaction on his or her Leave and Earnings Statement (LES).