



## How Do You Use ABC-C?

Customers in the 50 states can reach a Benefits Specialist by calling the toll-free number 1-877-ARMY CTR (1-877-276-9287).

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 at <https://abc.army.mil/abc>.

## How to Use the GRB Platform

You can access the Government Retirement & Benefits (GRB) Platform from a government computer seven days a week, 24 hours a day with your Common Access Card (CAC) through the website at <https://platform.chra.army.mil>. To access GRB Platform from home, you must install a CAC reader.

## 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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DEPARTMENT OF DEFENSE  
EDUCATION ACTIVITY



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**Excellence Through Partnership**



# Army Benefits Center – Civilian



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

Current as of April 2025

## What can the Army Benefits Center – Civilian do for you?

The ABC-C provides automated benefits support via <https://abc.army.mil> through the Employee Benefits Automated Tracking System (EBATS), Benefits Inquiry, and trained Benefits Specialists.

- **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. Access via the EBATS tile on the ABC website.
- **Benefits Inquiry** is a request for assistance with benefit related concerns such as Federal Employees Health Benefits (FEHB), Federal Employees' Group Life Insurance (FEGLI), Thrift Savings Plan (TSP), Workers' Compensation, Unemployment Compensation, Child Incapable of Self Support, Foster Child, Employee or Family Member Death, Disability or Regular Retirements, Retirement Estimates, Military or Civilian Deposits or Redeposits, Temporary Continuation of Coverage (TCC) or Reconsiderations. Access via the Contact Us tile on the ABC website.
- **Benefits Specialists** are knowledgeable on life and health insurance, Thrift Savings Plan, and retirement issues.

# Benefits

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

- Log on to GRB Platform
- Select the tile 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://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.

<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 visiting the GRB Platform website, EBATS, or contacting the ABC-C. You can also verify your transaction by reviewing your LES.