ABOUT US

OUR CUSTOMERS

The Army Benefits Center-Civilian (ABC-C) has been providing benefits advisory and processing services to federal employees worldwide since 1999. Federal benefits programs are broken into several categories. The ABC-C handles Workers' and Unemployment Compensation advisory and facilitation of claims. Also, the ABC-C Benefits Branches manage the administration of employee benefits and retirement programs.

The ABC-C provides benefits support to Army-serviced appropriated fund employees.

- Government Retirement & Benefits (GRB) Platform: Access 24/7 with a CAC-enabled computer at the ABC-C website and click the GRB icon. Review benefits, calculate retirement estimates, and make benefit elections.
- ECOMP: A web application that allows Employees to file a claim for compensation if an injury or illness occurs in the workplace.
- Specialists: For personalized support with benefits or compensation, click 'Contact Us' for updated contact information.

CONTACT US

Specialists are available from 8 a.m. to 4 p.m. Central time, Monday through Thursday. For all contact information and the Service Now ticket form, visit our website and select the yellow 'Contact Us' button from our homepage.

Benefit inquiries

(877) 276-9287 / (571) 644-6041
Please listen to the promts to select the correct command team

DoWEA Employees Only:
usarmy.riley.chra-hqs.mbx.abcc-dodea-inquiries@army.mil

DHA Employees Only:
usarmy.riley.chra-hqs.mbx.abcc-dha-inquiries@army.mil

Workers' Compensation inquiries

(866) 792-7620 / (571) 644-6060

usarmy.riley.chra-sw.mbx.workers-compensation@army.mil

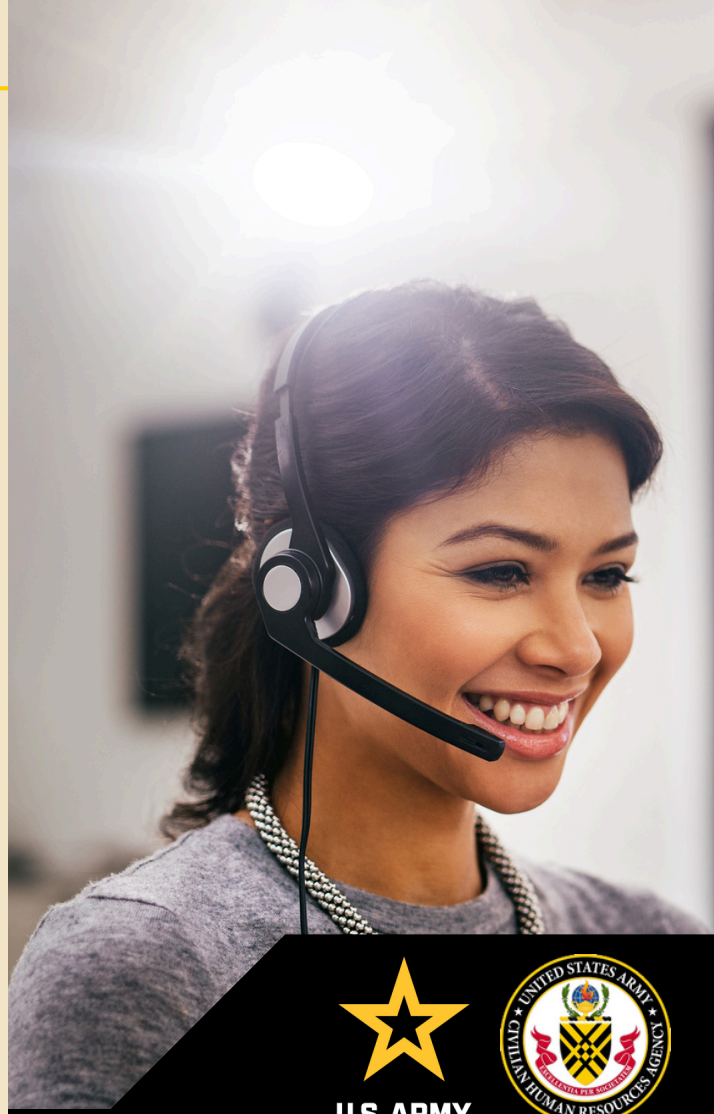
Unemployment Compensation inquiries

(866) 792-7620 / (571) 644-6060

usarmy.riley.chra-hqs.mbx.abcc-uc-inquiry@army.mil

https://abc.chra.army.mil/abc

WE'RE ON



U.S. ARMY
Civilian Human Resources Agency

Army Benefits Center-Civilian

SELF-SERVICE

The ABC-C offers through the GRB :

- Total Compensation Statement reviews
- Personal benefit estimates and calculations
- Benefit elections and changes (FEHB, FEGLI, TSP)
- Extensive resource library (videos, forms)
- Military buyback process initiation
- Online Retirement Application (ORA) initiation
- Chat function to message HR Specialist (if there is an open case)
- Employees control benefit elections. Trained specialists provide assistance

SPECIALIZED SERVICES & CONVENIENCE

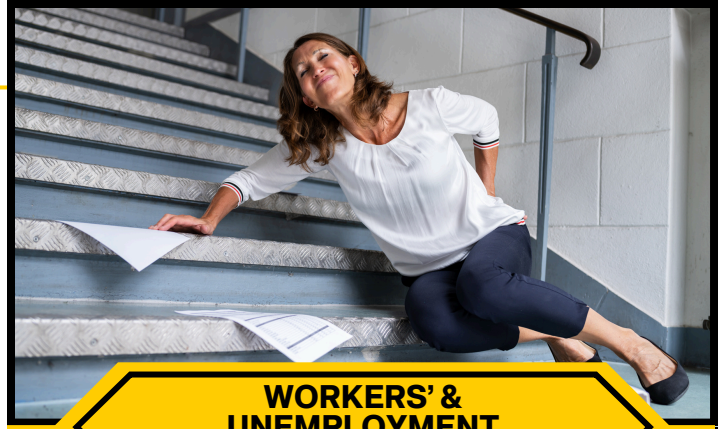
- Pre-Retirement Briefing (CSRS & FERS)
- Employee Benefits Virtual Café: Topical webinars.
- Convenience: Submit benefits and retirement support tickets through our Service Now ticket system. Just scroll down on the 'Contact Us' page for the form or via the CAC-enabled Civilian Human Resources Portal (CHRP).

HOW TO ACCESS GRB* PLATFORM:

Visit: https://platform.chra.army.mil or navigate from the ABC-C website by clicking the GRB icon.

- Select your desired benefit topic
- Review general and personal information
- Make benefit elections and changes
- Calculate retirement estimates

*Note: GRB Platform requires CAC-enabled computer access



WORKERS' & UNEMPLOYMENT COMPENSATION

- Where to File for Workers' Compensation: ECOMP Portal: Access the Employees' Compensation Operations & Management Portal at www.ecomp.dol.gov.
- SF-8 needed to file for state-manged Unemployment Compensation benefits.
- Need Help with Workers' or Unemployment Compensation? Talk to a Specialist: Click the 'Contact Us' button on the ABC-C homepage to connect with an Compensation Specialist (available Monday-Thursday, 8 a.m. to 4 p.m. Central Time).
- Find additional information by searching 'compensation' on our website.

HERE TO ASSIST

Timely
Efficient
Automated
Modern
Accurate
Beneficial
Consistent
Customer Service

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.

FEDERAL BENEFITS COVERED:

- Retirement (CSRS & FERS)
- Health Benefits (FEHB)
- Life Insurance (FEGLI)
- Thrift Savings Plan (TSP)
- Survivor Benefits
- Injury Compensation
- Unemployment Compensation