

EASY ACCESS & SUPPORT

Our Partners



The Army Benefits Center-Civilian (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.
- Benefits Specialists: For personalized support, click '[Contact Us](#)' on the ABC-C homepage. Available Monday-Thursday, 8 a.m. to 4 p.m. Central time.
- Employees control benefit elections. Trained specialists provide assistance

SPECIALIZED SERVICES & CONVENIENCE

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

CONTACT US

Specialists are available from 8 a.m. to 4 p.m. Central time, Monday through Thursday. For all contact information, visit our website and select the yellow '[Contact Us](#)' button from our homepage to ensure you are connecting with your command's assigned Benefits Specialists.



**USACE / AMC & AMC
Subcommands / All other Army /
National Guard / NAF Portee:**
(877) 276-9287 / (571) 644-6041

**DHA / DoDEA / DeCA / All other
DoD:**
(877) 276-9268 / (571) 644-6059



DoDEA 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



Army Benefits Center-Civilian
305 Marshall Avenue
Fort Riley, Kansas 66442-7005



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

WE'RE ON



**Need benefits assistance?
It's as easy as ABC!**



U.S. ARMY



Civilian Human Resources Agency

**Army
Benefits
Center-
Civilian**

WE ARE HERE TO ASSIST

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

INJURY COMPENSATION CENTER OF EXCELLENCE (ICCOE)

Need Help with Injury Compensation?

- **ECOMP Portal:** Access the Employees' Compensation Operations & Management Portal at www.ecomp.dol.gov.
- **Talk to a Specialist:** Click the 'Contact Us' button on the [ABC-C homepage](#) to connect with an Injury Compensation Specialist (available Monday-Thursday, 8 a.m. to 4 p.m. Central Time).
- **ICCoE Resources:** Find additional information from the Injury Compensation Center of Excellence by searching 'injury compensation' on our website.



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

TRANSACTION VERIFICATION PROCESS

Most benefit transactions are processed by the following pay period. Verification of transactions are made by checking GRB or calling the ABC-C and speaking with a Benefits Specialist. The employee may also verify the transaction on their next Leave and Earnings Statement (LES).

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

Efficient

Automated

Modern

Accurate

Beneficial

Consistent

Customer Service

FEDERAL BENEFITS COVERED:



Retirement (CSRS & FERS)



Health Benefits (FEHB)



Life Insurance (FEGLI)



Thrift Savings Plan (TSP)



Survivor Benefits



Injury Compensation



Unemployment Compensation