

ABC-C SUPERVISOR AND EMPLOYEE GUIDE

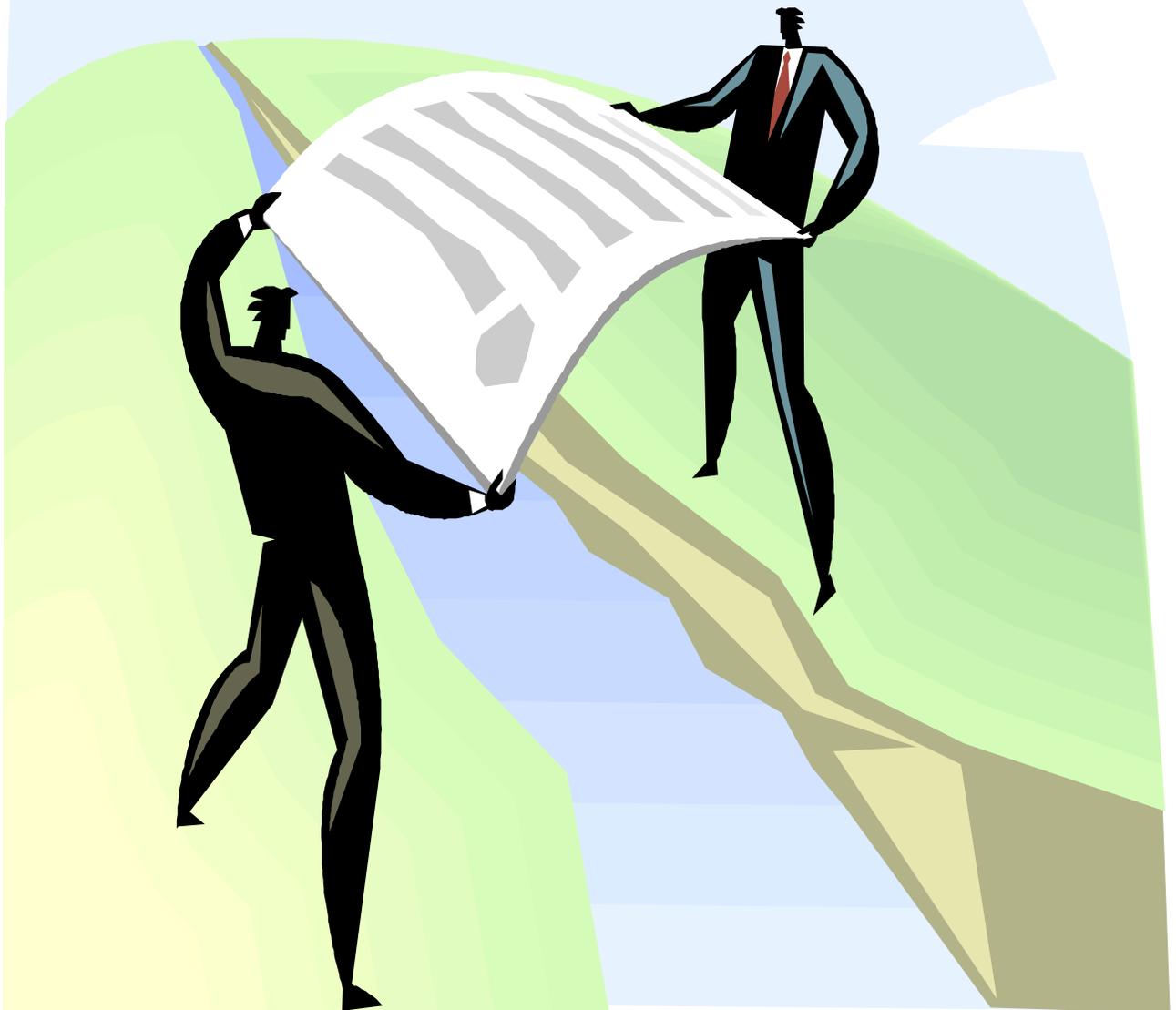


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FORMS CONTROL

Employees should be able to obtain most forms required in hardcopy through the Web by downloading them from <http://www.opm.gov/forms/index.htm>, <http://www.tsp.gov>, or the ABC-C Fax Back system. They may also be electronically obtained from Delrina Form Flow/Jet Form Software.

MANAGEMENT/SUPERVISORY RESPONSIBILITIES

The managers/supervisors are responsible for submitting timely personnel action requests (PARs) for retirements, deaths and separations; referring employees to the ABC-C for benefits and entitlements; ensuring that employees have computer and/or telephone access to the ABC-C; and familiarizing and complying with the responsibilities delineated in this guide.

1. The supervisor will upon the death of an employee :

- a. Immediately notify the CPAC of the death and provide the address and phone number of the employee's next of kin.
- b. Upon notification of employee's death, create and forward Personnel Action Request (PAR) to the CPAC. Include the date of the employee's death on the PAR.
- c. Initiate condolence letter.

2. The supervisor will upon covered family member death: Notify the CPAC and provide the name, relationship, address, and phone number of employee.

3. The supervisor will upon Mandatory Retirement of an employee:

- a. In coordination with the CPAC, initiate appropriate removal letter and issue to employee.
- b. Direct employee to the ABC-C for counseling and processing services.
- c. Submit PAR 90 to 120 days in advance of effective date through the FPIs to the CPAC. Provide hard copy PAR to employee to sign and submit with retirement package.
- d. Complete Retirement Certificate and initiate award action, if appropriate.
- e. Check Regional Application for length of service information for retirement certificate.

4. The supervisor will upon Discontinued Service Retirement (DSR) (Involuntary Separations: Reduction in Force and Non-Disciplinary Actions) of an employee:

- a. Initiate proposed action.
- b. Direct employee to the ABC-C IVRS or EBIS for retirement counseling and processing services.
- c. Issue decision letter advising employee of options if retirement is chosen.
- d. Submit PAR through the FPIs to the CPAC. Provide a copy of PAR to employee to sign and submit with the retirement package.
- e. Complete retirement certificate and initiate award action, if appropriate. Check Regional Application for length of service information for retirement certificate.

5. The supervisor will upon Voluntary Retirement of an employee:

- a. Direct employee to the ABC-C for retirement counseling and processing services.
- b. Submit PAR 90 to 120 days in advance of effective date. Provide hardcopy PAR to employee to sign and submit with retirement package. Forward PAR through the FPIs to the CPAC.
- c. Complete Retirement Certificate and initiate award action, if appropriate.
- d. Check Regional Application for length of service information for retirement certificate.

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6. The supervisor will upon Disability Retirement of an employee:

- a. Direct employees to the ABC-C IVRS or EBIS automated system for retirement counseling and processing services.
- b. Complete SF 3112B, Supervisor's Statement, and attach at a minimum, the employee's Position Description, Performance Standards and most recent Performance Appraisal.
- c. Approve requests for leave or leave without pay when employee has a pending disability application.
- d. Submit PAR when disability retirement is approved by OPM. Provide a copy of the PAR to the employee to sign and forward to ABC-C . Forward PAR through the FPIs to the CPAC without an effective date.
- e. Complete retirement certificate and initiate award action, if appropriate. Check Regional Application for length of service information for retirement certificate.

7. The supervisor will upon the Voluntary Early Retirement of an employee:

- a. Direct employee to the ABC-C for retirement counseling and processing services.
- b. Direct employee to CPAC regarding VSIP issues.
- c. Submit PAR 90 to 120 days in advance of effective date. Provide hard copy PAR to employee to sign and forward with retirement package. Forward PAR through FPIs to the CPAC.
- d. Complete Retirement Certificate and initiate award action, if appropriate.
- e. Check Regional Application for Length of service information for retirement certificate.

8. The supervisor will upon a FEGLI Accidental Dismembership of an employee: Notify the CPAC as soon as information is received and provide name, address, and phone number of employee or employee's designated representative.

EMPLOYEE RESPONSIBILITIES

ALWAYS

- ◆ **Obtain and retain a copy of each transaction that you make for your records. This can be done by requesting a copy of your transaction through the Fax-Back feature in IVRS or by printing the transaction screen on EBIS.**
- ◆ **Verify your transactions within 48 hours of making them; by revisiting the website or calling the toll-free telephone number.**
- ◆ **Secure your PIN number.**
- ◆ **Make a note of the effective date of your transaction. Both the IVRS and EBIS will inform you of the effective date.**
- ◆ **Review your LES covering the period in which the action is effective and verify the withholding(s). If this information is incorrect, call ABC-C and press "0" for a counselor.**
- ◆ **Comply with the responsibilities delineated in this guide.**

EMPLOYEE ACCESS TO ABC-C

1. The employee will:

a. Access the Interactive Voice Response System (IVRS) by calling the toll-free number, 1-877-ARMY-CTR (1-877-276-9287), from any touch-tone telephone and entering his/her Social Security Number (SSN) and Personal Identification Number (PIN). The employee's original PIN (four-digit number) is their month and year of birth; for example, July 1954 is 0754. After the employee enters their original PIN, the system will require the employee to select a six-digit numeric personal PIN.

b. Access the Employee Benefits Information System (EBIS) through the Web from the ABC-C home page at <http://www.abc.army.mil>. The first time an employee accesses the EBIS, the system will require that the employee establish a Point of Entry (POE) account. This additional security layer, the Point of Entry (POE) module, has been added to the Employee Benefits Information System (EBIS) web system to help ensure that your transactions are safe over the EBIS automated system. To utilize EBIS now, you must create your POE account even if you have been in the EBIS system before and established your PIN. A "first time user" is when you have not created your User ID and Password in the POE module. After creating your User ID and Password in POE, you must still use your established PIN for EBIS and/or IVRS transactions to access your personal records. If you have not established your PIN, you must enter your SSN and enter your 4-digit month and year of birth as your initial PIN (e.g., if you were born in September of 1945, your initial PIN would be 0945). The system will then prompt you to change it to a 6-digit PIN of your choice. Once you have established your PIN in EBIS, the same PIN can be used in IVRS also. Also, as a security feature, you must re-enter your SSN and PIN every time you begin a new transaction or move to another area within EBIS. This is done intentionally because the web is not like a phone call. Without this security feature, someone could access your records if you walked away from your computer while you were still in EBIS. The following instructions will assist you in setting up your POE account:

- Click on EBIS at <https://www.ebis.army.mil>.
- Read the "Warning Notice!" box and click on "Click here to login".
- If you have not created a POE account, click "Click here to create a new POE account". If you have created your POE account, simply type in your User ID and Password and click "Continue".

- Fill out the "POE User Validation and Account Creation" box and click "Continue". You may want to have your latest Notification of Personnel Action, SF 50 handy because you will need to enter your leave SCD, civilian pay plan, grade, and step.
- At the "POE Account Creation" screen, set-up your User ID and Password following the directions on the bottom of the screen and click "Continue". **Please remember your User ID and Password as the system will not let you change it within 8 days of creating it.**
- You will receive a message stating "POE Account Created Successfully". Click on "Click here to login" to enter your new User ID and Password to access EBIS.
- You will now be at the "Point of Entry (POE) Account" screen. Enter your User ID and Password and click "Continue".
- The "POE Login Successful" screen will appear. Click on "Click Here To Continue".
- The "POE Account Maintenance" and "POE Main Menu" boxes will appear on your screen. Click on "ArmyEBIS" in the "POE Main Menu" box and the EBIS Homepage will appear.

c. Contact the Southwest CPOC Help Desk at (785) 239-2000 or DSN 856-2000 for assistance when unable to access the IVRS or EBIS.

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2. **Separated employees, children and former spouses who lose FEHB coverage** can obtain information on Temporary Continuation of Coverage (TCC) from the ABC-C homepage at <http://www.abc.army.mil>.

3. **When employees retire from the Department of Army**, responsibility for providing personnel services transfers to the Office of Personnel Management (OPM). As a service to retired employees, referral information for the Office of Personnel Management (OPM), National Finance Center (NFC), National Association of Retired Federal Employees (NARFE) and Social Security Administration (SSA) can be obtained from ABC-C at 1-877-276-9287.

THRIFT SAVINGS PLAN

A. TSP OPEN SEASON

1. The employee will:

- a. Review LES for open season notification.
- b. Obtain open season materials from the TSP web site at <http://www.tsp.gov> or an appropriate source.
- c. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make an election.
- d. Review LES or the IVRS or EBIS personal benefits information to ensure the election is correct. The LES serves as the official notification of the TSP election. A copy of the TSP-1 will not be available to the employee.
- e. Review his/her periodic participant's statement.

B. TSP LOAN PROGRAM/IN-SERVICE WITHDRAWALS

1. The employee will:

- a. Contact the ABC-C IVRS or EBIS automated systems, the TSP Service Office, and/or TSP web site at <http://www.tsp.gov> for information.
- b. Obtain the TSP-20, Loan Application and TSPBK04, Loan Booklet from <http://www.tsp.gov> or appropriate source.
- c. Complete the loan application and submit it to the TSP Service Office.
- d. Contact the local payroll Customer Service Representative to resolve loan repayment issues.
- e. Contact the TSP Service Office or <http://www.tsp.gov> to obtain TSP In-Service Withdrawals (TSP Book 12), Age-Based In-Service Withdrawal Request (Forms TSP 75/75T), and Financial Hardship In-Service Withdrawal (Forms TSP 76 and 75T). Complete the in-service withdrawal request and submit it to the TSP Service Office.

- f. Complete the TSP Thriftline for the status of loan and in-service withdrawal requests.
- g. Contact the TSP Thriftline for the status of loan and in-service withdrawal requests.
- h. Complete a TSP-1 Election Form and mail it with the TSP eligibility notice to your servicing CPOC to resume contributions to your TSP account after the expiration of the non-contribution period.

C. TSP TERMINATING CONTRIBUTIONS

1. The employee will:

- a. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make an election.
- b. Review LES to ensure the election is correct.

D. TSP OUTPROCESSING

1. The former employee will:

- a. Review the TSP Withdrawal Package. For information, contact the TSP Thriftline at (504) 255-8777 (this is not a toll-free number), TSP web site, <http://www.tsp.gov>, or ABC-C IVRS or EBIS automated systems.
- b. Forward withdrawal election directly to the TSP Service Office for processing.
- c. Comply with local outprocessing procedures.

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E. TSP MAKING UP CONTRIBUTIONS FOLLOWING MILITARY SERVICE

1. The employee will:

- a. Review the handout, "Information for Employees Entering Active Duty" on the ABC-C homepage at <http://www.abc.army.mil> or appropriate source.
- b. Within one year from the date of reemployment, submit a written request and mail it to your servicing CPOC to make up the employee contributions.
- c. Submit a new TSP-1 to terminate the contributions or to make an election for any open season that occurred during the period of military service.
- d. Contact the ABC-C IVRS or EBIS automated systems for information.
- e. Upon receipt of amount owed from DFAS, determine payment schedule.

FEHB

A. FEHB OPEN SEASON

1. The employee will:

- a. Review LES for open season notification.
- b. Obtain RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book) and National Health Carrier plan brochures from appropriate source or <http://www.opm.gov/forms/index.htm>.
- c. Obtain Fee for Service or HMO Carrier Plan brochures by contacting the 1-800 number listed in the Plan Comparison Book or <http://www.opm.gov/forms/index.htm>.
- d. Review RI 70-1, Plan Comparison Book and other pertinent information.
- e. Contact the ABC-C IVRS or EBIS automated systems for information and/or to make election.

- f. Review LES to ensure election is correct.
- g. Obtain copy of SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.

B. FEHB NON-OPEN SEASON (MARRIAGE, BIRTH, ETC)

1. The employee will:

- a. Obtain RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book) and National Health Carrier plan brochures from appropriate source or <http://www.opm.gov/forms/index.htm>.
- b. Obtain Fee for Service or HMO Carrier Plan brochures by contacting the 1-800 number listed in the Plan Comparison Book or <http://www.opm.gov/forms/index.htm>.
- c. Review information and contact the ABC-C IVRS or EBIS automated systems for information and/or to make election.
- d. Upon request, provide the ABC-C with proper documentation to support change. Employees are responsible for validity of changes. Disciplinary action may be taken upon discovery of fraudulent change.
- e. Review LES to ensure election is correct.
- f. Obtain copy of SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.

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C. FEHB TERMINATION/CANCELLATION

1. The employee will:

- a. Contact the ABC-C IVRS or EBIS automated systems for information and/or to effect a termination or cancellation.
- b. Review LES to ensure the termination or cancellation is correct.
- c. Obtain a copy of SF 2809, Health Benefits Registration Form through the ABC-C IVRS system.

D. FEHB OUTPROCESSING/TEMPORARY CONTINUATION OF COVERAGE (TCC)

1. The employee will:

- a. Read remark on SF 50 regarding TCC.
- b. If terminating Federal employment, obtain and review the booklet, Temporary Continuation of Coverage Under the Federal Employees Health Benefits Program (RI 79-27) from appropriate source or <http://www.opm.gov/forms/index.htm>.
- c. Read the notification letter regarding TCC.
- d. If interested in TCC, contact the ABC-C IVRS system for information.
- e. If election of TCC is desired, obtain an SF 2809 from appropriate source or <http://www.opm.gov> and submit election form to ABC-C within 60 days of separation or within 65 days of receipt of notice, whichever is later.
- f. Comply with local outprocessing procedures.

E. FEHB AND LEAVE WITHOUT PAY (LWOP)

1. The employee will:

- a. Submit request for LWOP approval to their supervisor.

b. If entering a LWOP status, obtain the handout "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)" from the ABC-C web site or appropriate source.

c. Complete the FEHB Options While in Non-Pay Status Letter and forward to the ABC-C. If employee does not return the FEHB LWOP election to ABC-C, the employee's health coverage will terminate.

d. If entering a LWOP status to enter military duty, obtain the handout "Information for Employees Entering Active Duty" from the ABC-C web site or appropriate source. Complete the election form and forward to the ABC-C with a copy of the military orders.

e. Contact the ABC-C IVRS or EBIS automated systems for information.

f. Employees whose enrollment has been terminated due to 12 months in a non-pay status have 60 days from returning to a pay and duty status to re-enroll. Employees must contact a Benefits Counselor through the ABC-C IVRS to re-enroll.

F. FEHB FORMER SPOUSES/CHILDREN WHO LOSE COVERAGE

1. The Employee and Former Spouse/Children will:

a. Obtain the handout "Temporary Continuation of Coverage - FEHB" from the ABC-C website at <http://www.abc.army.mil/ABCHealth/Information/TCC.htm>. Non-employees are unable to access the ABC-C through IVRS or EBIS automated systems.

b. Notify ABC-C within 60 days of qualifying event via a letter or written request and provide spouse's/child's mailing address. To enroll, complete and mail SF 2809 to the ABC-C.

c. Provide supporting documentation as necessary.

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FEGLI

A. FEGLI OPEN SEASON

1. The employee will:

a. Review LES for open season notification.

b. Obtain FEGLI booklet, RI 76-21 from appropriate source or <http://www.opm.gov/forms/index.htm>.

c. Contact the ABC-C IVRS or EBIS automated systems for information or to make election.

d. Upon request, provide the ABC-C with proper documentation to support election. Employees are responsible for validity of changes. Disciplinary action may be taken upon discovery of fraudulent change.

e. Review LES to ensure election is correct.

B. FEGLI ONE YEAR AFTER VALID DECLINATION CHANGE

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for information.

b. Obtain SF 2822, Request for Insurance to elect coverage from ABC-C Fax Back System or OPM web site <http://www.opm.gov/forms/index.htm>. Complete employee information and mail to the CPOC.

c. Upon receipt from the CPOC, take SF 2822 to physician and have required physical exam at own expense.

d. Ensure physician sends SF 2822 to the Office of Federal Employee Group Life Insurance (OFEGLI) within 60 days of exam.

e. Upon notification of approval, obtain SF 2817, complete and mail to ABC-C within 31 days from date of OFEGLI approval to make election.

f. Review LES to ensure election is correct.

C. FEGLI CHANGES (MARRIAGE/DIVORCE/DEATH OF SPOUSE/ACQUISITION OF CHILD/DECREASE IN COVERAGE, ETC.)

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for information and to make election.

b. Provide the ABC-C with proper documentation to support change. Employees are responsible for validity of changes. Disciplinary action may be taken upon discovery of a fraudulent change.

c. Review LES to ensure election is correct.

D. FEGLI ACCIDENTAL DISMEMBERMENT

1. The employee will:

a. Notify supervisor immediately of accident.

b. Provide written notice of accident to the Office of Federal Employees Group Life Insurance (OFEGLI) within 20 days of accident. Notice may be a simple letter signed by the employing agency, an interested friend or the employee.

c. Obtain FE-7, Claim for Accidental Means Dismemberment Benefits from OPM web site or appropriate source, complete Part A and have attending physician complete Part C and provide required medical report.

d. Forward completed FE-7 form to ABC-C within 90 days of date of accident.

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E. FEGLI VOLUNTARY CANCELLATION

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for information and/or to cancel coverage.

b. Review LES to ensure cancellation is effected.

F. FEGLI AND LEAVE WITHOUT PAY (LWOP)

1. The employee will:

a. Obtain the handout "Benefits Summary for Appropriated Fund Civilian Employees on Leave Without Pay (LWOP)" or the handout "Information for Employees Entering Active Duty", SF 2821, Agency Certification of Insurance Status, and SF 2819, Notice of Conversion Privilege. The handouts can be found on the ABC-C web site or the ABC-C Fax Back System.

b. Take the following actions if FEGLI is due to terminate because of 12 months in a LWOP status:

(1) If interested in converting to a private policy, read and follow instructions for conversion on the SF 2819 and send completed SF 2821 and SF 2819 to Office of Federal Employees Group Life Insurance (OFEGLI). The election must be made within 31 days of insurance termination date or the date on the SF 2819, whichever gives the employee more time.

(2) If interested in "Porting" Option B coverage, complete and mail or fax the Portability Notice to ABC-C and send a copy to MetLife. A copy of the original SF 2821 should also be sent to MetLife if one was received. The Portability Notice MUST be completed within 60 days of the terminating event and be received at the ABC-C not later than the 65th day after the terminating event or by the 79th day if the employee lives overseas.

G. FEGLI OUTPROCESSING (EXCLUDES RETIREMENTS AND DEATHS)

1. The employee will:

a. If interested in converting to a private policy, read and follow instructions for conversion on the SF 2819 and send completed SF 2821 and SF 2819 to Office of Federal Employees Group Life Insurance (OFEGLI). The election must be made within 60 days of insurance termination date or the date on the SF 2819, whichever gives the employee more time.

b. If interested in "Porting" Option B coverage, complete and mail or fax the SF 2821 and Portability Notice to ABC and send a copy to MetLife. The Portability Notice MUST be completed within 60 days of the terminating event and be received at the ABC-C not later than the 65th day after the terminating event or by the 79th day if the employee lives overseas.

e. Comply with local outprocessing procedures.

H. FEGLI ASSIGNMENTS

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for information.

b. Obtain RI 76-10 from <http://www.opm.gov/forms/index.htm> of appropriate source.

c. Complete RI 76-10 and send to CPOC.

d. If assigning FEGLI to viatical settlement firm, provide necessary release form to CPOC for filing in OPF.

I. FEGLI LIVING BENEFITS

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for assistance,

b. Contact OFEGLI to obtain FE-8. Upon receipt of FE-8, complete Part A and have physician complete Part B. Forward completed forms to OFEGLI.

RETIREMENT CONTRIBUTIONS/DEPOSITS/REDEPOSITS/REFUNDS

A. VOLUNTARY CONTRIBUTIONS

1. The employee will:

a. Contact the ABC-C IVRS or EBIS automated systems for information.

b. Obtain the SF 2804, Application to Make Voluntary Contributions from appropriate source or <http://www.opm.gov/forms/index.htm>.

c. Complete SF 2804 and mail to the ABC-C.

B. DEPOSIT/REDEPOSIT

Deposit: Period of service during which retirement contributions were not withheld from your salary i.e. temporary service.

CSRS – Nondeduction service performed prior to 1 Oct 82:

- If deposit is made, service is creditable for eligibility and annuity computation

- If deposit is **not** made, service is creditable for eligibility and annuity computation, **BUT** Annuity will be reduced by 10% of the deposit due.

CSRS – Nondeduction service performed on or after 1 Oct 82:

- If deposit is made, service is creditable for eligibility and annuity computation.
- If deposit is **not** made, service is creditable for eligibility, **BUT** service is **NOT** creditable for annuity computation

FERS – Nondeduction service performed prior to 1 Jan 89:

- If deposit is made, service is creditable for eligibility and annuity computation
- If deposit is **not** made, service is **NOT** creditable for eligibility or annuity computation

FERS – Nondeduction service performed on or after 1 Jan 89:

- **NO** credit or deposit is **allowed**.

Redeposit: Service in which you contributed to the retirement fund and later received a refund of those contributions.

- If **CSRS** and redeposit is made, service **is** creditable for eligibility and annuity computation.
- If **CSRS** and redeposit is **NOT** made for refunded service ending prior to 1 Oct 90 (other than disability retirement or death in service) – service **is** creditable for eligibility and annuity computation, with an annuity reduction based on actuarial tables.
- If **CSRS** and redeposit is **NOT** made for refunded service ending on or after 1 Oct 90 (other than disability retirement or death in service) – service **is** creditable for eligibility but **NOT** creditable for annuity computation.
- If **FERS** and the refunded service is **PRIOR** to **FERS** retirement system and redeposit **is** made - service **is** creditable for eligibility and annuity computation.
- If **FERS** and the refunded service is **PRIOR** to **FERS** retirement system and redeposit is **NOT** made – service is **NOT** creditable for eligibility **NOR** annuity computation
- If **FERS** and the refunded service is **AFTER** implementation of **FERS** retirement system – **NO** credit or redeposit is **ALLOWED**.

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1. The employee will:

- a. Contact the ABC-C the IVRS or EBIS automated systems for information.
- b. Obtain the SF 2803 (CSRS), Application to Make Deposit or Redeposit, or SF 3108 (FERS), Application to Make Service Credit Payment for Civilian Service from appropriate source or <http://www.opm.gov/forms/index.htm>.
- c. Complete applicant's portion of appropriate form and mail to ABC-C.
- d. Review OPM acknowledgment letter and make appropriate payments directly to OPM.
- e. Retain copy of OPM receipt showing full or partial payment.
- f. Provide copy of OPM receipt to the CPOC for filing in the employee's OPF.

C. REFUNDS OF RETIREMENT CONTRIBUTIONS

1. The employee will:

- a. Contact the ABC-C IVRS or EBIS automated systems for information.

b. Complete the SF 2802, Application for Refund of Retirement Deduction (CSRS), or SF 3106, Application for Refund of Retirement Deductions (FERS), and mail to the CPOC within 30 days of separation.

c. If separated more than 30 days, mail directly to OPM at the address on the form.

D. POST-56 MILITARY DEPOSIT (Active military service performed after 1956)

- **FERS-** deposit must be made to receive retirement credit. Deposit is generally 3% of basic military pay received for the post-56 military deposit.
- **CSRS-** If first employed under CSRS before 1 Oct 82, you have a choice. Your decision will be based on your eligibility for social security benefits at age 62. Credit will be received, however if you are eligible for social security at age 62 your annuity would be recomputed if the deposit was not made. Deposit is generally 7% of basic military pay received for the post-56 military deposit.

Under both retirement systems, no interest will be charged if, a deposit for military service is made within two years after the date you first became employed. If the deposit is not completed in the two-year period, interest will be accessed one year after the two-year period.

1. The employee will:

- a. Review appointment package information and follow instructions, if a new hire.
- b. Contact the ABC-C IVRS or EBIS automated systems for information.
- c. Obtain application forms from ABC-C Fax Back system or <http://www.abc.army.mil>.

(1) If employee does not have the estimated military earnings:

(a) Complete the personal information on RI 20-97 Form, Estimated Earnings During Military Service, attach all DD Forms 214, Certificate of Release or Discharge from Active Duty, and forward the RI 20-97 to the appropriate military finance office for verification of military earnings.

(b) Upon receipt of estimated military earnings from the military finance office, complete personal information on SF 2803, Application to Make Deposit or Redeposit (CSRS), or SF 3108, Application to Make Service Credit Payment (FERS), as applicable and forward with the RI 20-97, and all DD Forms 214, to the ABC-C.

(2) If employee has estimated military earnings, complete personal information on SF 2803, Application to Make Deposit or Redeposit (CSRS), or SF 3108, Application to Make Service Credit Payment (FERS), as applicable and forward with the RI 20-97 and all DD Forms 214, to the ABC-C.

d. Make arrangements with DFAS to pay the required deposit.

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e. When deposit is paid in full, forward a copy of OPM Form 1514, Military Deposit Worksheet and RI 20-97 to the CPOC.

RETIREMENTS

A. RETIREMENT COUNSELING/ESTIMATE

1. The employee will contact the ABC-C to obtain counseling and request an annuity printout.

B. VOLUNTARY RETIREMENT

1. The employee will:

- a. Contact the ABC-C for counseling no earlier than one year prior to retirement.
- b. Obtain general retirement information from the ABC-C IVRS or EBIS automated systems.

c. Obtain automated annuity estimate from the ABC-C IVRS or EBIS automated systems. If calling the ABC-C IVRS, the following employees should go directly to a benefits counselor and not use the automated estimate calculation - Firefighters, Air Traffic Controllers, Law Enforcement Officers, employees with part-time service, employees with NAF service, employees who elected to transfer to FERS, rehired CSRS employees who took a contribution refund which will not be repaid, rehired FERS employees who took a contribution refund, retired military combining military and civilian service, employees with post-56 military service who have not made a deposit and employees with temporary service for which a deposit will not be paid. **However, firefighters, air traffic controllers, law enforcement officers, or retired military combining military and civilian service, may obtain retirement annuity estimates via the EBIS web system without benefits counselor assistance.**

d. Obtain required retirement forms list from ABC-C Fax Back System or at <http://www.abc.army.mil>.

e. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>.

(1) Complete all forms to include a hard copy PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward completed retirement forms including the hardcopy PAR to arrive at the ABC-C 90 to 120 days in advance of retirement.

(3) Retain a copy of all paperwork submitted to the ABC-C.

f. Advise management of retirement decision and ask them to initiate electronic PAR.

C. DISABILITY RETIREMENT

1. The employee will:

a. Contact the ABC-C for counseling and to obtain an annuity estimate.

b. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.

c. Obtain SF 3112 and appropriate immediate retirement form from appropriate source or <http://www.opm.gov/forms/index.htm>

(1) Provide SF 3112B to supervisor and SF 3112C to physician for completion.

(2) When returned, forwards completed SF 3112A with supervisor's and physician's statement to CPAC. Retain a copy of all paperwork submitted to the CPAC.

(3) Upon OPM approval of disability retirement, submit hard copy PAR to the ABC-C. The PAR must be signed on page 2.

D. DISCONTINUED SERVICE RETIREMENT (DSR) (INVOLUNTARY SEPARATIONS: REDUCTION IN FORCE AND NON-DISCIPLINARY ACTIONS)

1. The employee will:

a. Contact the ABC-C for counseling and to obtain an annuity estimate.

b. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.

c. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>.

(1) Complete all forms to include a PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward complete retirement package to include the notice of proposed removal, decision to remove, and the hard copy PAR to the ABC-C.

(3) Retain a copy of all paperwork submitted to the ABC-C.

E. VOLUNTARY EARLY RETIREMENT (VERA)

1. The employee will:

a. Follow local procedures for requesting VERA and Voluntary Separation Incentive Pay (VSIP), as applicable. VSIPs must be approved by management and the CPAC.

b. Contact the ABC-C IVRS or EBIS automated systems to obtain automated annuity estimate.

c. Contact the ABC-C for counseling and to obtain annuity estimate.

d. Advise management of retirement decision and ask them to initiate PAR once VERA and, if applicable, VSIP, is approved.

e. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.

f. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>.

(1) Complete all forms to include a hard copy PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward complete retirement package to include the notice of proposed removal, decision to remove, and the hard copy PAR to the ABC-C.

(3) Retain a copy of all paperwork submitted to the ABC-C.

F. MANDATORY RETIREMENT

1. The employee will:

a. Receive notification of mandatory retirement date.

b. Contact the ABC-C IVRS or EBIS for counseling and to obtain annuity estimate.

c. Obtain required retirement forms list from the ABC-C web site or ABC-C Fax Back System.

d. Obtain required retirement forms from appropriate source or <http://www.opm.gov/forms/index.htm>

(1) Complete all forms to include a hardcopy PAR, documenting the request to retire. The PAR must be signed on page 2.

(2) Forward complete retirement package to include the notice of proposed removal, decision to remove, and the hardcopy PAR to the ABC-C.

(3) Retain a copy of all paperwork submitted to the ABC-C.

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BENEFICIARY FORMS

(TSP 3, SF 2823, SF 1152, SF 3102, SF 2808)

PROCESSING PROCEDURES

1. The employee will:

- a. Contact the ABC-C IVRS or EBIS automated systems for information.
- b. Obtain the following forms from <http://www.opm.gov/forms/index.htm> or appropriate source:
 - (1) SF 2823, Designation of Beneficiary Under OFEGLI
 - (2) SF 1152, Designation of Beneficiary for Unpaid Compensation of Deceased Employee
 - (3) SF 3102, FERS Designation of Beneficiary
 - (4) SF 2808, CSRS Designation of Beneficiary
 - (5) TSP 3, Designation of Beneficiary (NOTE: TSP 3 may also be obtained from <http://www.tsp.gov>.)
- c. Complete form(s) and forward to appropriate processing office.
- d. Submit SF 1152, SF 2823, and SF 3102 to CPOC. If completed at time of in-processing, provide to CPAC for mailing to the CPOC.
 - (1) Mail SF 2808 to OPM at address on reverse of form.
 - (2) Mail TSP 3 to the NFC.
- f. Retain employee copies.

NOT-10/10/00: Forms must be certified by the CPAC prior to mailing to the CPOC.

2. DESIGNATION OF BENEFICIARIES

TSP-3	Thrift Savings Plan	Employee Completes & Retains Copy	Employee Submits to NFC
SF-2808	CSRS	Employee Completes & Retains Copy	Employee Submits to OPM
SF-3102	FERS	Employee Completes, Retains Copy & Mails to CPOC.	CPOC Retains Hard-Copy in OPF**
SF-2823	Life Insurance	Employee Completes, Retains Copy & Mails to CPOC.	CPOC Retains Hard-Copy in OPF**
SF-1152	Unpaid Compensation	Employee Completes, Retains Copy & Mails to CPOC.	CPOC Retains Hard-Copy in OPF**

**OPM requirement to maintain hardcopy is due to legal requirement for original signatures

SURVIVORSHIP

A. SURVIVOR BENEFITS/EMPLOYEE DEATH

1. The survivor will:

a. Complete the following forms and forward to appropriate processing office. If death is under suspicious circumstances, all forms will be returned to ABC-C.

(1) Application for Death Benefits (SF 2800 if CSRS) (SF3104 if FERS) and Documentations and Elections in Support of Application of Death Benefits, SF 3104B if FERS and mail to the Office of Personnel Management. Include the following forms as applicable.

(a) Survivor's Military Service Election (OPM 1519 if CSRS or SF 3104B if FERS).

(b) Initial Certification of Full Time School Attendance, RI 25-41, if applicable.

(c) Withholding Certificate for Pension or Annuity Payments, W-4P.

(d) Direct Deposit Form, SF 1199A (if CSRS)

(2) Claim for Death Benefits, Form FE-6. Mail to the Office of Federal Employees Group Life Insurance (OFEGLI).

(3) Claim for Unpaid Compensation of Deceased Civilian Employee, SF 1153. Mail completed form with certified death certificate to ABC-C.

(4) Thrift Savings Plan Information Relating to Deceased Participant, Form TSP-17, if applicable; mails to the TSP Service Office.

b. Attach an original, certified Death Certificate to each claim. Also attach other applicable documents, i.e., marriage of birth certificate(s), divorce decree(s), Court Order Appointing Executor of Estate.

B. COVERED FAMILY MEMBER DEATH

1. **The employee will** complete the FE-6 DEP, Statement of Claim Option C - Family Life Insurance, attach a certified death certificate and mail directly to the Office of Federal Employee Group Life Insurance.

HEARING IMPAIRED CUSTOMERS

A. ELECTRONIC TRANSACTIONS

1. The employee will:

a. Contact the ABC-C for TDD servicing via 1-877-ARMY TDD (1-877-276-9833).

b. Provide SSN and PIN to family member, friend, or interpreter to conduct electronic business transactions and verify projected actions.

B. MANUAL TRANSACTIONS

1. The employee will:

a. Contact the ABC-C for TDD servicing via 1-877-ARMY TDD (1-877-276-9833) or obtain information and conduct transactions via the EBIS web site.

b. Obtain and complete the appropriate form(s) to process business transactions.

c. Provide completed manual forms to local CPAC.

d. Verify projected actions through the EBIS, local CPAC, or through the ABC-C via TDD servicing.

THRIFT SAVINGS PLAN FORMS:

TSP-1 Election Form
TSP-3 Beneficiary Form
TSP-9 Change of Address for Separated Participants
TSP-16 Exception to Spousal Requirements
TSP-17 Application for Account Balance of Deceased Participant
TSP-20 Loan Application
TSP-75 Age Based In-Service Withdrawal Request
TSP-70 and 70T Withdrawal Request and Transfer Information
TSP-76 Financial Hardship In-Service Withdrawal Request
TSP-536 Tax Information about Payments from TSP Account
TSPBK01 TSP Withdrawal Package
TSPBK02 Withdrawing Your TSP Account
TSPBK04 Loan Booklet
TSPBK05 Annuities
TSPBK08 Summary of the TSP for Federal employees
TSPBK09 TSP at a Glance
TSPBK12 TSP In-Service Withdrawals

HEALTH BENEFITS FORMS/PUBLICATIONS:

SF 2809 Health Benefits Election
SF 2810 Notice of Change in Health Benefits Enrollment
RI 70-1, Guide to Federal Employees Health Benefits Plans (Plan Comparison Book)
RI 79-27, Temporary Continuation of Coverage Under the Federal Employees Health Benefits Program

FEGLI FORMS/PUBLICATIONS:

SF 2817 Life Insurance Election and attachment on porting Option B & C
SF 2818 Continuation of Basic Life Insurance Coverage
SF 2819 Notice of Conversion Privilege
SF 2820 Certification of Insured Employee's Retired Status
SF 2821 Agency Certification of Insurance Status
SF 2822 Request for Insurance
SF 2823 Designation of Beneficiary
OPM Form 1482 Agency Certification of Status of Reemploy Annuitants
RI 76-21 FEGLI Program Booklet
RI 76-10 Assignment of Federal Employees' Group Life Insurance
FE-6 Claim for Death Benefits
FE-6 DEP Statement of Claim Option C - Family Life Insurance
FE-7 Claim for Accidental Means Dismemberment Benefits

RETIREMENT FORMS/PUBLICATIONS (CSRS):

SF 2801 (Set Includes) Application for Immediate Retirement
 SF 2801-1 Certified Summary of Federal Service
 SF 2801-2 Spouse's Consent to Survivor Election
 SF 2801-3 Election of Former Spouse Survivor Annuity
 SF 2801 Schedules A (Military Service Information), B (Military Retired Pay), C Federal Employees Compensation Information), D (Agency Checklist of Immediate Retirement Procedures)
SF 2802 Application for Refund of Retirement Deductions
SF 2802-B Current/Former Spouse's Notification of Application for Refund of Retirement Deductions Under CSRS
SF 2803 Application to Make Deposit or Redeposit
SF 2804 Application to Make Voluntary Contributions, CSRS
SF 2804a Information Regarding Voluntary Contributions, CSRS
SF 2808 Designation of Beneficiary

OPM FORM 1510 Certification of Agency Offer of Position and Required Documentation for a Discontinued Service Retirement
OPM FORM 1514 Military Deposit Worksheet
OPM FORM 1515 Military Service Deposit Election
W-4 Federal Tax Withholding
SF 1199-A Direct Deposit Sign Up
SF 2818 Continuation of Life Insurance as a Retiree or Compensationeer

RETIREMENT FORMS/PUBLICATIONS (FERS):

SF 3107 (Set Includes) Application for Immediate Retirement
 SF 3107-1 Certified Summary of Federal Service
 SF 3107-2 Spouse's Consent to Survivor Election
 SF 3107 Schedules A (Military Service Information), B (Military Retired Pay), C Federal Employees Compensation Information), D (Agency Checklist of Immediate Retirement Procedures)
SF 3106A Current/Former Spouse's Notification of Application for Refund of Retirement Deductions Under the Federal Employees Retirement System
SF 3106 Application for Refund of Retirement Deductions (FERS)
OPM FORM 1510 Certification of Agency Offer of Position and Required Documentation for a Discontinued Service Retirement
OPM FORM 1514 Military Deposit Worksheet
OPM FORM 1515 Military Service Deposit Election
W-4 Federal Tax Withholding
SF 1199-A Direct Deposit Sign Up
SF 3102 Designation of Beneficiary, Federal Employees Retirement System
SF 3109 Election of Coverage, Federal Employees Retirement System
SF 3110 Former Spouse's Consent to FERS Election
SF 3111 Request for Waiver, Extension, or Search in Connection with Election of FERS Coverage, Federal Employees Retirement System
SF 2818 Continuation of Life Insurance as a Retiree or Compensationeer

