



DEPARTMENTS OF THE ARMY AND THE AIR FORCE  
JOINT FORCE HEADQUARTERS - NEW YORK  
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MNHF

27 August 2010

MEMORANDUM FOR All Federal Technicians

SUBJECT: National Guard Deployment of the Employee Benefits Information System (EBIS) and the Interactive Voice Response system (IVRS)

1. The National Guard will be deploying the Employee Benefits Information System (EBIS) and the Interactive Voice Response system (IVRS) on 1 October 2010. EBIS is a web application that allows technicians to access general and personal benefit information and conduct electronic transactions using a computer. IVRS is an automated self-service benefit program technicians can access from a touch-tone telephone system.
2. Both EBIS and IVRS will allow technicians to make changes/elections to their Federal Employees Health Benefits (FEHB), Federal Employees Group Life Insurance (FEGLI) and Thrift Savings Plan (TSP). In addition, the technician retirement application process will be conducted using EBIS and IVRS.
3. The National Guard entered into an agreement with the Army Benefits Center – Civilian (ABC-C) to provide these services to both Army and Air Force technicians. This Directorate will continue to provide individual retirement briefings for technicians and assist in the completion of the application process.
4. Technicians can access the EBIS Website at <https://www.abc.army.mil> from a government computer using your Common Access Card (CAC) and CAC PIN. You can access IVRS by calling the toll free number 1-877-276-9287. Both systems are available seven days a week, 24 hours a day. Benefit counselors are available Monday through Friday 0600 to 1800 Central Time.
5. POC for this deployment is M. Sheila Lindsay (518) 786-4950, DSN 489-495 or e mail: [sheila.lindsay@us.army.mil](mailto:sheila.lindsay@us.army.mil).

FOR THE ADJUTANT GENERAL:

A handwritten signature in black ink that reads "Curtis B. Williamson".

CURTIS B. WILLIAMSON  
COL, LG, NYARNG

Director, Federal Human Resource Office