



**Using the Benefits Line: Getting Started is Easy as 1-2-3...**

With a few clicks on your telephone keypad, you can make FEHB, FEGLI or TSP transactions, hear information about your current benefits coverage and retirement, or talk to one of our Benefits Counselors if you desire.

If this is your first time using the Benefits Line, here are some quick steps to help you get started:

**Step:**

1. Dial 1-888-320-2917
2. **Press 1** - for current Navy serviced employee
3. **Press 2** - to access the Benefits and Entitlement Services System
4. **Press 1** - for current Navy serviced employee
5. **Press 1** - to enter your Social and PIN
  - Enter your Social
  - Enter your PIN\*

*\*No password is needed but you will need to establish a 6-digit numeric PIN to use the Benefits Line. The good news is that if you have already selected a PIN to use on the website EBIS, you will use the same PIN for the Benefits Line.*

*If you do not yet have a PIN, the system will prompt you for your 4 digit Personnel Identification Number or PIN. If you have never selected a PIN, your 4 digit PIN will*

*be your 2 digit birth month and your 2 digit birth year (e.g. If your birthday is May 15, 1978, you will enter 0578.) The system will then prompt you to select a 6 number PIN. (Do not use any part of your social or birthday.) Once you have established your PIN, you are almost ready to go!*

6. **Press 1** - to change your pin  
**OR**  
**Press 2** - to continue
7. **Press 1** - If your duty phone number is already on file and is correct  
**OR**  
**Press 2** - if the phone number is not correct

*If you don't have a duty phone number on file, follow the phone number prompts. Enter your 10-digit phone number when prompted.*

8. Now you are ready to select the benefits area you wish:

<b>FEHB</b>	<b>Press 1</b>
<b>Retirement</b>	<b>Press 2</b>
<b>TSP</b>	<b>Press 3</b>
<b>FEGLI</b>	<b>Press 4</b>
<b>Benefits News</b>	<b>Press 5</b>
<b>To request a faxed document regarding general Benefits information</b>	<b>Press 6</b> If you want a faxed copy of your SF-2809 - <b>Press 1</b> for FEHB and listen to the prompts
<b>To Exit</b>	<b>Press 9</b>

**Call the toll-free, 24-hour Benefits Line:**  
**1-888-320-2917**

Counselors are also available 7:30 a.m. to 4:30 p.m.,  
 (Eastern Time) Monday thru Friday

**OR**

If you prefer to use the Internet, please go to:  
[www.donhr.navy.mil](http://www.donhr.navy.mil)  
 and Click on 'EBIS.'

