

**New for Department of Navy civilian employees!  
The Benefits Line and The Employee Benefits Information System!**

Have you ever gotten home from work and remembered that you wanted to review your current benefits information, maybe as the result of a new baby or another change in your family? Somehow, the days get away from you and you find yourself rushing around on the last day of an open season, trying to find the form you need and then trying to get it to the office where it belongs. Well, for those of us who never get to the bottom of our to-do list, and for the night owls among us, there are new options. Civilian Navy employees will now be able to access benefits information and complete Health and Life insurance and Thrift Savings Plan transactions using a telephone or a computer.

Using your computer you can access the Employee Benefits Information System (EBIS) at [www.donhr.navy.mil](http://www.donhr.navy.mil), click on the Pay and Benefits link, click on DON Civilian Benefits Information (EBIS), click on the EBIS icon, and from there the system will take you through establishing a password and Personal Identification Number (PIN). You will need to have a copy of your earnings and leave statement available to establish the password as information available on that statement will be required as a security check before you are allowed to establish a password.

After 9 January 2002 you will be able to use your telephone to access The Benefits Line at 1-888-320-2917. This system will also provide you with information regarding your current benefits information and allow you to make benefits changes. If you have not already established a PIN through computer access to EBIS you will be asked to establish one through the Benefits Line. Once established, your PIN will be the same, whether accessing information by telephone or computer.

These are very convenient services, but what if you really need to talk to a benefits expert? This service will still be available to you. Until 9 January 2002, you will continue to contact the Human Resources Service Center-Northeast, as has been the process since regionalization of personnel services several years ago. Effective 9 January, calls should be directed to a Benefits Customer Service Representative at 1-888-320-2917. A representative will answer your questions and help you solve any benefits-related issues.

You will also be able to obtain retirement estimates and Personal Benefits Statements from both EBIS and the Benefits Line. However, you should speak with a specialist from the HRSC-NE if you are planning to retire within one year or if you have unusual situations such as breaks in service or a prior refund of retirement contributions.