



From the Benefits and Entitlements Service Team (BEST)

BEST Telephone Menu

Stateside employees: Dial 1-800-525-0102.

Foreign area employees: Dial the toll-free AT&T Direct Access Number for the country you are in, then 800-525-0102. (AT&T Direct Access Numbers are available on the web at www.usa.att.com/traveler/index.jsp.)

1. When the phone system answers, you will hear, **“Welcome, and thank you for calling the Total Force Service Center providing personnel services.”** Listen carefully to the menu. Press 2 for civilian employees, then 2 again for BEST benefits and entitlements services. You will hear two tones (and several seconds of silence) while your call is being transferred.

2. The system will then voice information on using your Social Security Number (SSN) and Personal Identification Number (PIN) to access your records and process benefits transactions.

3. Listen carefully; you will be prompted, **“To enter your SSN and PIN, press 1; if you have forgotten your PIN, press 2.”**

- If this is your **first** time accessing the system, after entering your SSN you will hear, “Please enter your **four-digit** Personal Identification Number or PIN.” (This is also called your “BEST” or “benefits” PIN.) PIN numbers are automatically assigned by the automated system when you are hired. They are not mailed. The automatically assigned PIN is a four-digit number equivalent to your month and year of birth, for example, if born in September 1972, your PIN will be 0972.
- If this is **not** your first time accessing the system, you will hear, “Please enter your **six-digit** Personal Identification Number or PIN.” (Rehired employees: If you were serviced by BEST under a previous appointment, you may have already selected a six-digit PIN. The system will remember this PIN.)
- If you have forgotten your PIN, press 2 to reset your PIN and enter your SSN, date of birth, service computation date for leave (SCD-Leave), civilian pay plan, grade, and step. (This information can be found on your **most recent** Leave and Earnings Statement or SF 50.) You will then enter a new six-digit numerical PIN. (Rehired employees – do not use the last SF 50 from your previous period of employment to obtain this data.)

4. You'll then hear, **“Please hold while we verify this information.”**

- If this is your **first** time accessing the system, you will hear, **“Please change your PIN to a six-digit number of your choice.”**
- If **not** your first time accessing the system, you'll hear, **“To change your PIN, press 1; to continue, press 2.”**

5. You'll then hear, **“The current duty phone number on file for you is _____.”** If this is correct, press 1, otherwise press 2.” (This is your commercial duty phone number, with area code. Foreign area employees should exclude their country code.)

6. The system will then **voice the benefits main menu**. Press the number related to your call: 1 for FEHB, 2 for Retirement, 3 for TSP, 4 for FEGLI (see more detailed menu below). Then, **to contact a benefits counselor**, press 0 (zero).

If you are unable to access the phone system after a week on duty or the system voices your information is incorrect or your SSN is not on file, please ensure you are entering the correct information and try again. If you get the same message, ask your local Civilian Personnel Section (CPS) to contact BEST on your behalf.

Hearing impaired employees with access to Telecommunications Device for the Deaf (TDD) equipment may reach a benefits counselor by calling our toll-free TDD number: 1-800-382-0893, or commercial 565-2276 if calling within San Antonio, Texas (area code 210).

BEST Telephone Menu

For **Federal Employees' Health Benefits (FEHB)**, press 1

- For general FEHB information by fax-back, press 1
- For personal FEHB information, press 2
- To elect new employee coverage, press 3
- To change from self and family to self only without changing your health plan, press 4
- To make an open season change or election, press 5
- To cancel your FEHB change or election, press 6
- To make a non-open season change or election, press 7
- To obtain a faxed copy of your most recent SF 2809, press 8
- To change your participation in the Premium Conversion program or to transfer to a Benefits Counselor, press 0
- To return to the previous menu, press 9

For **Retirement**, press 2

- For general retirement information by fax-back, press 1
- For personal retirement information, press 2. (You may obtain the date you are first eligible for voluntary retirement in the personal information area.)
- For a retirement estimate, press 3
 - For a pre-calculated voluntary retirement estimate, press 1
 - For a real-time on-line estimate, press 2
 - For a TSP monthly annuity estimate, press 3
- To transfer to a Benefits Counselor, press 0
- To return to the previous menu, press 9

For **Thrift Savings Plan (TSP)**, press 3

- For personal program information, press 1
- To enroll or change your TSP contributions, press 2
- To stop your regular contributions to the TSP, press 4
- To elect, change, or stop TSP Catch-Up elections, press 5
- To transfer to a Benefits Counselor, press 0
- To return to the previous menu, press 9

For **Federal Employees' Group Life Insurance (FEGLI)**, press 4

- For general Federal Employees' Group Life Insurance information by fax-back, press 1
- For personal life insurance information, press 2
- To elect new employee coverage, press 3
- To make a non-open season election, change, or termination, press 4
- To make an open season election or change, press 5
- To obtain a faxed copy of your open season form, press 6
- To transfer to a Benefits Counselor, press 0
- To return to the previous menu, press 9

To request **Benefit News**, press 5

To request a **Faxed Document**, press 6

To **Exit** the system, press 9