

## HROC Call Center Menu Prompts

Below is a sample of the message prompts you will hear when calling the Call Center. As you become familiar with the sequencing you can expedite your call by pressing the designated number on your touch-tone telephone. Calls are monitored for coaching and training purposes.

Initial Greeting When Calling the HROC Call Center	
Hello, thank you for calling the Defense Logistics Agency's HROC Call Center. Our call center allows you the option of conducting some benefits actions by automation or speaking with a live benefits counselor. Our automated line is available 22 hours a day and counselors are available from 6 a.m. to 6 p.m. Eastern Standard Time.	
If you're calling concerning job inquiries or staffing issues	Press 1
If you're calling about pay problems	Press 2
If you're calling about any other personnel matter	Press 3
If you know your parties extension	Press 4
If you're calling to access your automated Benefits PAL	Press 5

Benefits PAL Welcome Greeting	
Welcome to the Defense Logistics Agency's automated Employee Benefits Information Center.	
For information on our Customer Service Survey	Press 1
To access the Benefits and Entitlements Services System	Press 2
For current DLA serviced employees (Other options include. "If you are a retired DLA serviced employee or if you are the survivor of an employee, who retired from DLA civilian service, press 2. If you are seeking temporary continuation of coverage under the FEHB, press 3".)	Press 1
Please enter your social security number.	Enter your SSN
If this is your first time accessing the system, you will hear "please enter your four digit Personal Identification Number or PIN." (Your PIN will be a four-digit number equivalent to your MMY of birth). <ul style="list-style-type: none"> <li>• Please hold while we verify this information.</li> <li>• (First Time Using your Benefits PAL)...Your current PIN is 4-digits. For security reasons, we are expanding to a 6-digit PIN. Please change your PIN to any 6-digit number.</li> <li>• (If this is not your first time accessing the system, you will hear)... "Please enter your six digit Personal Identification Number or PIN".</li> <li>• You will use your social security number and pin to access your records. When you make a benefits and entitlements transaction through the automated system, your PIN, in connection with your social security number, will have the same effect as your signature.</li> <li>• To change your PIN, press 1; to continue, press 2.</li> </ul>	Enter your PIN
The current duty phone number on file for you is _(it will be read to you)__. If this is correct, press 1, otherwise, press 2.	Press 1 if correct Press 2 to change

<b>For Federal Employees' Health Benefits</b>	<b>Press 1</b>
For general FEHB information	Press 1
For personal FEHB information	Press 2
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 make a non-open season change or election	Press 6
To cancel your FEHB enrollment	Press 7
To obtain a faxed copy of your most recent SF 2809	Press 8
To transfer to a Benefits Counselor	Press 0
To return to the previous menu	Press 9

<b>For Retirement</b>	<b>Press 2</b>
For general retirement information	Press 1
For personal retirement information	Press 2
For retirement estimate	Press 3
For a pre-calculated voluntary or early 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

<b>For Thrift Savings Plan</b>	<b>Press 3</b>
For general Thrift Savings Plan information	Press 1
For personal program information	Press 2
To enroll or change your TSP during open season	Press 3
To stop your contributions to the TSP	Press 4
To transfer to a Benefits Counselor	Press 0
To return to the previous menu	Press 9

<b>For Federal Employees' Group Life Insurance</b>	<b>Press 4</b>
For general Federal Employees' Group Life Insurance information	Press 1
For personal program information	Press 2
To make a non-open season election, change or termination	Press 3
To make an open season election or change	Press 4
To transfer to a Benefits Counselor	Press 0
To return to the previous menu	Press 9

<b>For Benefit News</b>	<b>Press 5</b>
To request a Faxed Document	Press 6

<b>To Exit the system</b>	<b>Press 9</b>
---------------------------	----------------