



# What's New

## From the Benefits and Entitlements Service Team (BEST)

4 Nov 02

- Health Insurance Open Season Begins 11 Nov and Ends 9 Dec 02.** Air-Force serviced appropriated fund civilian employees will use the BEST phone automated system or EBIS web application to conduct open season enrollments or changes. The BEST phone system may be reached by calling 1-800-997-2378, or commercial 527-2378 if calling within the San Antonio, Texas area. Overseas employees will dial a toll-free direct dial access number for the country in which located. Hearing impaired employees may use the EBIS web application or contact a benefits counselor by calling our toll-free TDD line: 1-800-382-0893, or commercial 565-2276 within San Antonio, or if overseas, a toll-free direct access TDD number.
- The **2003 Health Insurance Guides and Plan Brochures** are available for review or download. Links are provided on our [Health Insurance](#) page.
- During the health insurance open season, you may change your participation in Premium Conversion (PC).** The open season is the only time, if you are participating in PC, that you may change to self-only coverage, or cancel coverage completely, without having a qualifying life event. For more information, please visit our Health Insurance page and select the FEHB Premium Conversion Fact Sheet.
- Thrift Savings Plan Rates of Return Posted 4 November 2002.** The monthly G, F, C, S, and I Fund returns represent the actual total rates of return used to allocate monthly earnings for October 2002 to participant accounts, after deduction for administrative costs, trading costs, and accrued investment management fees. Percentages in ( ) are negative returns. For more information, go to the TSP Home page at [www.tsp.gov](http://www.tsp.gov) and click on Rates of Returns.

	G Fund	F Fund	C Fund	S Fund	I Fund
October 2002	0.33%	(0.44%)	8.77%	3.38%)	5.42%
<u>Last 12 Months</u> (11/1/2001 - 10/31/2002)	5.073%	5.91%	(15.10%)	(8.99%)	(13.46%)

- Thrift Savings Plan (TSP) Participant Statements.** The Federal Thrift Board expects to begin mailing participant statements around mid-November 2002. Your statement presents all information about your account activity during the last six months. Be sure to check this information carefully and keep your statement for future reference. If you do not receive

your statement by the end of the month, you need to contact the TSP Service Office at (504) 255-8777. If you identify an error in the amount of contributions or loan payments posted to your account, you have six months from the time the error was made to report it.