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From the Benefits and Entitlements Service Team (BEST)

"Full" versus "Limited" Servicing

The terms "full service" or "limited service" appear frequently in Benefits and Entitlements Service Team (BEST) marketing materials, newsletters, homepage, fax-back documents, and other information.

What's the difference? For full service employees, BEST provides benefits and entitlements services in the areas of health and life insurance, Thrift Savings Plan (TSP), retirement, and survivor benefits. Under limited services, BEST provides health and life insurance and TSP services, but does **not** provide retirement and survivor benefits services. Under limited services, retirement and survivor benefits remain the responsibility of the servicing Civilian Personnel Office. The key thing to know is if you are serviced by BEST under "limited services," you should refer all retirement and survivor benefit questions to your servicing Civilian Personnel Office.

Below is a list of bases for which we provide "limited services." If your base does not appear on this list, you receive "full service" from BEST.

ONE EXCEPTION - Effective 23 Sep 01, **Lab Demo** employees who belong to Brooks, Edwards, Eglin, Hanscom, and Kirtland Air Force Bases receive limited services from BEST. All other employees at those bases receive full services.

Limited Service Bases:

Spangdahlem AB, Germany
Sembach AB, Germany
Ramstein AB, Germany
Incirlik AB, Turkey
Izmir AB, Turkey
Aviano AB, Italy
Mildenhall RAF, United Kingdom
Lajes Field, Azores
Pentagon/11th Wing, Washington DC
Robins AFB, Georgia
Hill AFB, Utah
Tinker AFB, Oklahoma
Wright-Patterson AFB, Ohio