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CASUALTY SERVICES

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This instruction implements Air Force Policy Directive (AFPD) 36-30, *Military Entitlements*, and Department of Defense Instruction (DoDI) 1300.18, *Personnel Casualty Matters, Policies, and Procedures*. It describes procedures for the Casualty Services Program for all levels of command and all Air Force organizations.

Refer recommended changes and questions about this publication to AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB, Texas 78150-4716 using Air Force Form 847, *Recommendation for Change of Publication.* Route from the field through the publishing manager (AFPC/DPDXI, 550 C Street West, Suite 48, Randolph AFB TX 78150-4750).

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Any organization may supplement this publication. Major commands (MAJCOM), field operating agencies (FOA), and direct reporting units (DRU) must send one copy of their published and or posted supplement to AFPC/DPWCS and a courtesy copy to AFPC/DPDXI. Other organizations send one copy of each published and or posted supplement to the next higher headquarters.

Process supplements that affect military personnel functions as shown in Air Force Instruction (AFI) 33-360, *Publications and Forms Management*, and coordinate with Air Force Personnel Center, Casualty Services Branch (AFPC/DPWCS). Refer to **Attachment 1** for glossary of references and supporting information. The Paperwork Reduction Act of 1995 affects this instruction.

(WRIGHTPATTERSON) This supplement establishes procedures and assigns responsibilities for the effective execution of the Air Force Casualty Services Program at Wright-Patterson Air Force Base. The supplement applies to all units and agencies assigned to Wright-Patterson Air Force Base and geographically separated units serviced by the 88th Air Base Wing Casualty Service Office. This instruction requires collecting and maintaining information protected by the *Privacy Act of 1974* authorized by 10 U.S.C. 2771, Armed Forces Accountability and Responsibility; *37 U.S.C. 555* and *556, Pay and Allowances of the* Uniformed *Services, Payments to Missing Persons*; *implemented by Air Force Regulation 30-25, Casualty Services*. (new publication is AFI 36-3002, *Casualty Services*). System of records notice *F036 AF PC R, Casualty Files* applies. This publication does not apply to the Air National Guard or the Air Force Reserve Center (ANG/AFRC) units. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional's chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS).

SUMMARY OF CHANGES

This document is substantially revised and must be completely reviewed. It updates organizations, office symbols, and renames numerous paragraph titles and updates and clarifies responsibilities for AFPC, major commands (MAJCOM) or comparable command levels, force support squadron (FSS)/mission support squadron (MSS) commanders, Air Reserve Component (ARC), and casualty assistance representatives (CARs). This publication establishes the requirement for a manned casualty operations 24/7, 365 days a year; standardizes reporting procedures for members who are very seriously ill or injured (VSI), or seriously ill or injured

(SI), for both overseas and the continental United States (CONUS) through mandatory use of the Defense Casualty Processing System (DCIPS) and clarifies casualty reporting instructions for PERSCO teams. Clarifies the Emergency Family Member Travel Program responsibilities and procedures. Adds new location for maintenance of addresses to **Table 2.1** Adds new benefit information and additional casualty assistance instructions for active Air Force members, Air National Guard (ANG) and United States Air Force Reserve (USAFR) members in a duty status, retiree deaths within and more than 120 days after retirement. Adds instructions and procedures for Traumatic Injury Protection Service members' Group Life Insurance (TSGLI). Expands the information in the Casualty Notification Officer Checklist. Deletes the Injured/Ill/Incapacitated terminology. Deletes the need for Incident Reports. Deletes the e-mail reporting message format examples. Deleted many sample attachments that can now be found online. The bar (|) preceding the title indicates a major revision from the previous edition.

(WRIGHTPATTERSON) This supplement redefines roles and responsibilities associated with the proper execution of the Air Force Casualty Services Program at Wright-Patterson Air Force Base. This supplement also provides clearly delineated procedural guidance issue forth since the inception of AFI 36-3002, *Casualty Services*.

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Chapter 1

THE AIR FORCE CASUALTY SERVICES PROGRAM

Section 1A—General Information

1.1. Overview.

1.1.1. Dealing with casualties is an important function of command.

1.1.2. Commanders at all levels must give the Casualty Services Program their personal attention.

1.1.3. Prompt, accurate reporting, dignified and humane notification, and efficient, thorough, and compassionate assistance to the next of kin (NOK) are the program's primary goals.

1.1.4. This instruction outlines the Air Force's obligations to members and families of the active Air Force, Air National Guard (ANG), United States Air Force Reserve (USAFR), and Air Force retirees.

1.1.5. Procedures in **Chapter 2** through **Chapter 5** apply when providing serving members of the active Air Force, ANG and USAFR in a duty status, and retired Air Force members receiving or eligible to receive retired pay.

1.1.6. **Chapter 6** describes casualty reporting, notification, and assistance procedures for members of the ANG and USAFR in a non-duty status, and USAFR retired awaiting pay at age 60.

1.1.7. The casualty assistance representative (CAR) provides limited casualty services to members of sister Services, certain foreign nationals, and civilians as indicated in **Table 1.1**.

1.1.8. See AFI 36-809, *Civilian Survivor Assistance*, for casualty notification and assistance procedures for appropriated fund civilian employees, including USAFR and ANG Title 5 employees.

1.2. Program Objectives.

1.2.1. To provide prompt and accurate casualty reporting.

1.2.2. To provide dignified and humane casualty notifications to surviving families.

1.2.3. To ensure efficient, thorough and compassionate follow-on NOK assistance for as long as is needed.

1.3. AFPC/DPWC Responsibilities.

1.3.1. The Chief, Casualty Matters Division has overall responsibility for the program objectives and for the management and operation of the Air Force Casualty Program.

1.3.1.1. Ensures the Casualty Operations Cell within the Services Branch (AFPC/DPWCS-COC) provides commanders, CARs, Airmen and their families 24/7, 365 day support. The Casualty Services Branch administers the Casualty Service Program to include CAR training using the standards outlined in DoDI 1300.18, paragraph 5.6.11.8.

1.3.1.2. During normal operations; the Casualty Operations Cell is manned with a minimum 2-person team per shift (3 x 8 hour shifts).

1.3.1.3. During contingency operations; the Casualty Operations Cell is manned and augmented as required to sustain mass casualty operations.

1.3.2. Serves as an Air Force representative and voting member of the DOD Casualty Advisory Board and the Department of Defense Casualty Information Processing System (DCIPS) Configuration Control Board IAW DoDI 1300.18, *Department of Defense Personnel Casualty Matters, Policy, and Procedures.*

1.3.3. Acts as the Air Force Certifying Official for claims submitted under the Servicemembers' Group Life Insurance (SGLI), Family Servicemembers' Group Life Insurance (FSGLI) and Traumatic Injury Protection-Servicemembers' Group Life Insurance (TSGLI) Program.

1.3.4. Administers policies on deceased, missing, duty status-whereabouts unknown (DUSTWUN), very seriously ill or injured (VSI), seriously ill or injured (SI), and not seriously ill or injured (NSI) personnel.

1.3.5. Administers the worldwide personal notification program.

1.3.6. Monitors the casualty assistance program.

1.3.7. Refers ANG and USAFR units without an FSS/MSS to the nearest active duty Air Force installation for help in carrying out their casualty service responsibilities.

1.3.8. The Casualty Services Branch (AFPC/DPWCS) is responsible for providing Casualty Services for the Air Force to include: Management, oversight, and benefit/entitlement eligibility certification for the Servicemembers Group Life Insurance Program (SGLI), Traumatic Injury-Servicemembers Group Life Insurance (TSGLI), Family member, Servicemembers Group Life Insurance (FSGLI), Death Gratuity, and other survivor benefits/entitlements. In addition, DPWCS:

1.3.8.1. Manages the Air Force component of the DoD Casualty Information Processing System (DCIPS).

1.3.8.2. Manages the Air Force Emergency Family Member Travel (EFMT) Program, moving authorized personnel to the bedside of ill/injured Airmen IAW the Joint Federal Travel Regulation.

1.3.8.3. Provides casualty training to personnel Casualty Assistance Representatives (CARs) and personnel assigned duties involving casualty reporting, notification, and follow-on assistance.

1.3.9. The Missing Persons Branch (AFPC/DPWCM) administers the AF hostile and non-hostile missing persons program and reintegration of detained or captured AF personnel. They also serve as the liaison between the Air Force, US government, and the NOK of all Air Force unaccounted-for personnel. AFPC/DPWCM coordinates with the Defense Prisoner of War/Missing Personnel Office (OSD/DPMO) on plans activities and other matters relating to the personnel accounting mission in DODD 5110.10; this includes supporting surviving family outreach efforts to include appropriate Air Force level support at OSD/DPMO POW/MIA recurring Family Member Updates and Annual Government Briefings.

1.4. MAJCOM or Comparable Command Level Responsibilities.

1.4.1. Ensures squadron commanders are provided casualty services information and training during the MAJCOM Commander's Orientation Program.

1.4.2. Establishes procedures to ensure:

1.4.2.1. Installation FSSs/MSSs publish required supplements to this AFI defining responsibilities between base agencies when dealing with casualty cases.

1.4.2.2. Installation FSSs/MSSs conduct an annual review of the installation supplement to this AFI for currency and accuracy of information.

1.4.2.3. Host tenant support agreements are in place between active duty and Air Reserve Component and Guard FSSs/MSSs.

1.4.3. Each ANG state headquarters will maintain a roster of designated unit casualty representatives.

1.5. Installation Commander Responsibilities.

1.5.1. Implements the installation's Casualty Services Program by:

1.5.1. **(WRIGHTPATTERSON)** Appoints in writing a sufficient number of field grade officers (Major thru Colonel) each quarter to serve as Casualty Notification Officers. The original appointment letter will be provided to the 88 FSS Casualty Office after signature for filing and distribution.

1.5.1.1. Ensuring all base agencies fully support the objectives of the Air Force Casualty Services Program, and providing the CAR access to all known information and documents needed to report casualties (see **Table 5.2**).

1.5.1.2. Determining the servicemember's casualty status.

1.5.1.3. Informing the NOK of all known releasable information regarding the circumstances surrounding the servicemember's death.

1.5.1.4. Approving the release of all personnel (to include CAST, PERSCO, ANG and USAFR personnel) assigned to and/or performing duties as the CAR or casualty standby duty from other additional duties which would conflict with casualty responsibilities in a time of crisis. ***EXAMPLE:*** A member of the Traumatic Stress Management (TSR) Team.

1.6. FSS/MSS Commander Responsibilities. ***NOTE:*** HQ USAF Program Action Directive (PAD) 07-11 (A1 Transformation) signed 15 February 2008 directed the move of the Casualty/SBP function into the Airman and Family Readiness Section of the Airman and Family Services Flight upon the stand up of the Force Support Squadron (FSS). Change 1 to 07-11, signed 25 September 2008 affirmed that decision.

1.6.1. Provides the CAR a private office for counseling the NOK.

1.6.2. Ensures that the appointed CAR is provided the required training IAW this AFI and AFPC/DPWCS training program.

1.6.2.1. **(Added-WRIGHTPATTERSON)** Ensures the FSS Casualty Office identifies eligible officers for appointment as notification officers by the Installation Commander.

1.6.3. Assigns responsibility for casualty services at its level, to include GSUs, and informs AFPC/ DPWCS by ensuring an original AF 1075 is submitted whenever a change occurs and annually on 1 October of each year.

1.6.4. Ensures the CAR position is filled by a full time civil servant (CONUS and OVERSEAS long tour locations) and receives formal CAR training within six months of appointment to the position.

1.6.5. Ensures the CAR's primary duties and responsibilities are in support of the Air Force Casualty Program and that any additional duties assigned do not interfere with their primary responsibilities.

1.6.6. Publishes required installation supplements to this AFI, and conducts an annual review of the supplements for currency and accuracy of information.

1.6.7. Ensures a host-tenant support agreement is in place between the active duty and Air Reserve Component and Guard FSS/MSS.

1.6.8. Establishes contingency casualty reporting procedures for the CAR when reporting of casualties becomes impossible because of an attack on the installation, natural disaster, or any other circumstances, to include chain of command.

1.6.9. Appoints the CAST members, which will be composed of PERSCO team members and members of FSXOI in writing.

1.6.10. Ensures casualty services training is conducted IAW this AFI, to include the CAR, PERSCO and CAST members, GSUs, and squadron commanders.

1.6.11. Ensures the CAR, PERSCO and CAST members are exercised and evaluated on casualty scenarios at least three times a year.

1.6.12. For situations involving multiple casualties:

1.6.12.1. Authorizes recall of the CAST to augment the CAR, as necessary.

1.6.12.2. Requests temporary duty (TDY) manning assistance, routed through AFPC/DPWCS, from other FSSs/MPSs to provide additional support for casualty reporting, assistance, and other duties as necessary.

1.6.13. Monitors casualty assistance cases to ensure satisfactory assistance is being provided to the NOK.

1.6.14. Establishes procedures to ensure the CAR:

1.6.14.1. Reviews the active duty and retiree deceased casualty assistance cases and administratively closes casualty assistance cases within 6 months to 1 year from date of death.

1.6.14.2. Ensures CAR has an alternate or on call/after duty hours in place to ensure casualty mission continuance in the CARs absence.

1.6.14.3. Completes an AF Form 58, on both active duty and retired cases, to include:

1.6.14.3.1. A chronological record of contacts with the NOK, other government agencies, civilian agencies, and CAR's actions on behalf of the NOK.

1.6.14.3.2. Ensuring entries are typed, accurate and include an explanation for benefits denied.

1.6.14.3.3. Retaining in each casualty case file copies of all messages, memorandums, and claim forms sent to agencies and the NOK, and any other relevant documents.

1.7. Casualty Assistance Representative (CAR) Responsibilities.

1.7.1. Complies with the CAR duties and casualty reporting, notification, and follow-on assistance procedures contained in this AFI to include case follow up at the 6, 12, 18, and 24 month anniversaries.

1.7.2. Prepares written instructions to supplement this AFI (without duplication), outlining the responsibilities of the:

1.7.2.1. Installation command post.

1.7.2.1. **(WRIGHTPATTERSON) AFMC Command Center Responsibilities (HQ AFMC/A3XC, 257-6314):**

1.7.2.1.1. **(Added-WRIGHTPATTERSON)** Serve's as the focal point to receive and relay information pertaining to casualty situations. Immediately contacts Casualty Office or the Casualty Assistance Representative (CAR) on-call during non-duty hours upon receipt of information on any reported death of an active duty Air Force member. Immediately notifies Casualty Office or CAR upon receiving information that an active duty Air Force member has been injured and classified as Very Seriously Injured (VSI), Seriously Injured (SI) or Not Seriously Injured (NSI).

1.7.2.1.2. **(Added-WRIGHTPATTERSON)** Obtains the Number of Casualties. For each casualty obtains the following information: Name, Grade, Unit of Assignment, Duty Location, Type of Casualty (death, injury, illness and the severity), date and time of occurrence, exact location of incident, next of kin notification (NOK). Also obtains the following information about the individual reporting the casualty: Name, Organization, and Telephone Number.

1.7.2.1.3. **(Added-WRIGHTPATTERSON)** Contacts Mortuary Office when notified of any Air Force active duty death. Refer to on-call roster after normal duty hours.

1.7.2.1.4. **(Added-WRIGHTPATTERSON)** Notifies Public Affairs Office (88 ABW/PA, 522-3252). Refer to on-call duty roster after normal duty hours.

1.7.2.1.5. **(Added-WRIGHTPATTERSON)** Notifies 88 ABW chaplain. Refer to on-call duty roster.

1.7.2.1.6. **(Added-WRIGHTPATTERSON)** Coordinates and submits required operational reports.

1.7.2.1.7. **(Added-WRIGHTPATTERSON)** Contacts the Civilian Personnel Office or on-call representative when notified of a civilian casualty.

1.7.2.1.8. **(Added-WRIGHTPATTERSON)** Contacts the Casualty Office during normal duty hours when notified of the death of a retired Air Force member. If

notified after normal duty hours, call the Casualty Office not later than 0800 the next duty day.

1.7.2.2. Unit commanders.

1.7.2.2. **(WRIGHTPATTERSON) All Unit Commanders Serviced by the 88 FSS:**

1.7.2.2.1. **(Added-WRIGHTPATTERSON)** Notifies AFMC Command Center (257-6314) immediately upon the death of any active duty Air Force member. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.2.2. **(Added-WRIGHTPATTERSON)** Directs inquiries concerning casualties to the Casualty Office except for news media, which will be directed to the 88 ABW Public Affairs Office.

1.7.2.2.3. **(Added-WRIGHTPATTERSON)** Notifies NOK when the casualty is a member of his or her unit (ONLY after being briefed by the Casualty Office). **NOTE**: Notification Officer must be in the grade of major or above.

1.7.2.2.4. **(Added-WRIGHTPATTERSON)** Prepare letters of circumstances and condolences within five days of death and coordinates them through the Casualty Office before approval to release from HQ AFPC/DPWCS.

1.7.2.2.5. **(Added-WRIGHTPATTERSON)** If notified by the medical center that a member of their unit is VSI or SI, commanders need to notify NOK of the member's medical status. VSI or SI members, who are capable of communications, will be asked if they wish the NOK notified. Their wishes will be followed. Depending on the circumstances, actual notification may be delegated to the member's First Sergeant or attending physician. Close communication between the medical center and member's commander is necessary to discharge this responsibility. If the member's NOK resides outside CONUS, notify the Casualty Office during duty hours or CAR after duty hours to have HQ AFPC/DPWCS make notification to the NOK.

1.7.2.2.6. **(Added-WRIGHTPATTERSON)** Ensures the Medical Center has started the Line of Duty Determination (LOD) on any active duty Air Force member who has died. The LOD needs to be completed in a timely manner as some benefits for the member's spouse and/or children depend on it.

1.7.2.2.7. **(Added-WRIGHTPATTERSON)** Ensures written guidelines covering casualty responsibilities are provided in internal unit instructions. Establish procedures to ensure all assigned personnel, newly assigned personnel and unit members going TDY complete and update their vRED as required in accordance with AFI 36-3002, paragraph 7.3.3 and have an updated Person Authorized to Direct Disposition (PADD) in their vRED as required by OSD policy and implemented by MPFM: 06-23.

1.7.2.2.8. **(Added-WRIGHTPATTERSON)** Ensures selected Casualty Notification Officers will be available during the appointed period.

1.7.2.2.9. **(Added-WRIGHTPATTERSON)** Reports all SI, VSI, and deceased civilian employees in TDY status, whether on or off base, to their servicing Human Resources Specialist (Employee Relations), 88 FSS/FSMCZ.

1.7.2.3. Security Forces.

1.7.2.3. **(WRIGHTPATTERSON) 88th Security Forces Squadron (257-7684/6516):**

1.7.2.3.1. **(Added-WRIGHTPATTERSON)** Notifies AFMC Command Center and Casualty Office upon receipt of any information regarding a casualty involving active duty Air Force personnel assigned to WPAFB. This includes death, injury, illness, and includes those who have been classified as VSI, SI. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.3.2. **(Added-WRIGHTPATTERSON)** Furnishes Casualty Office with circumstances surrounding death, when applicable, as soon as possible to preclude a delay in making notification to the NOK and Air Force Casualty Branch.

1.7.2.4. Medical treatment facility (MTF) personnel.

1.7.2.4. **(WRIGHTPATTERSON) 88th Medical Group (88 MDSS/SGST, 257-9183):**

1.7.2.4.1. **(Added-WRIGHTPATTERSON)** Notifies AFMC Command Center when a general officer or colonel is hospitalized, will also notify AFMC Commander Center if an active duty member dies or when a civilian employee dies on-base. Contacts the AFMC Command Center if a civilian casualty as defined in **paragraph 1.7.2.7.2**., dies."

1.7.2.4.2. **(Added-WRIGHTPATTERSON)** Notifies NOK of death ONLY if present at time of death.

1.7.2.4.3. **(Added-WRIGHTPATTERSON)** Provides a nurse or qualified Emergency Medical Technician (EMT) when requested by the Casualty Office to accompany the notification officer to the residence of the NOK.

1.7.2.4.4. **(Added-WRIGHTPATTERSON)** Furnishes the Casualty Office a copy of the autopsy/toxicology reports required by HQ AFPC/DPWCS.

1.7.2.4.5. **(Added-WRIGHTPATTERSON)** Notifies the unit commander of the member who is hospitalized and the medical condition is classified as VSI or SI. Depending on circumstances, notification to NOK of the member's medical condition may be delegated to the attending physician.

1.7.2.4.6. **(Added-WRIGHTPATTERSON)** Notifies Casualty Office during duty hours when a member's medical condition is classified VSI or SI, and the NOK resides outside CONUS. During non-duty hours, contact the CAR through the AFMC Command Center. MDSS/SGST (257-9183) will provide medical updates for progress reports which are required when there is a change in the member's condition, or at least every fourteen days.

1.7.2.4.7. **(Added-WRIGHTPATTERSON)** Contacts Casualty Office, during duty hours, or the CAR, during non-duty hours, on all Emergency Family Member Travel (EFMT) requests for NOK of a VSI/SI active duty member approved by the Medical Group Commander. The Casualty Office will send a message to HQ AFPC/DPWCS requesting EFMT orders for NOK.

1.7.2.4.8. **(Added-WRIGHTPATTERSON)** Reports retiree and dependent deaths to the Casualty Office and Mortuary Office. If death occurs during non-duty hours, notify the Casualty Office the next duty day.

1.7.2.4.9. **(Added-WRIGHTPATTERSON)** Supports the military personnel Casualty Office by designating, in writing, a point of contact or office, within the Medical Center to provide casualty information to the Casualty Office.

1.7.2.4.10. **(Added-WRIGHTPATTERSON)** Ensures the release of appropriate information to the Casualty Office to assist in preparation of required casualty reports that are due to higher headquarters.

1.7.2.4.11. **(Added-WRIGHTPATTERSON)** Ensures that a Line of Duty Determination is prepared on all active duty Air Force deaths and forwarded to the member's Squadron Commander for completion within 48 hours when applicable.

1.7.2.4.12. **(Added-WRIGHTPATTERSON)** Contacts the Office of the Armed Forces Medical Examiner (OAFME) following all deaths of Active Duty and all on-base deaths of civilian employees.

1.7.2.4.13. **(Added-WRIGHTPATTERSON)** Provides a point of contact or office for casualty coordination during base exercises.

1.7.2.5. Installation chaplains.

1.7.2.5. **(WRIGHTPATTERSON) Installation Staff Chaplain (88 ABW/HC, 257-7427):**

1.7.2.5.1. **(Added-WRIGHTPATTERSON)** Provides a Chaplain Duty Roster to AFMC Command Center.

1.7.2.5.2. **(Added-WRIGHTPATTERSON)** Provides a chaplain to accompany the notification officer for initial casualty notification to the NOK.

1.7.2.5.3. **(Added-WRIGHTPATTERSON)** If advised of a death by other than the Casualty Office, immediately notifies the Casualty Office and AFMC Command Center. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.6. Mortuary Officer.

1.7.2.6. **(WRIGHTPATTERSON) Base Mortuary Office (88 FSS/FSOXM, 257-6377):**

1.7.2.6.1. **(Added-WRIGHTPATTERSON)** Arranges for mortuary services (including military honors) as outlined in AFI-34-242, Mortuary Affairs Program.

1.7.2.6.2. **(Added-WRIGHTPATTERSON)** If notified of a death by other than the Casualty Office or AFMC Command Center, immediately notifies those offices. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.6.3. **(Added-WRIGHTPATTERSON)** Coordinates request for mortuary services for retired Air Force deaths with the Casualty Office to ensure timely reporting and contact with NOK, when appropriate.

1.7.2.6.4. **(Added-WRIGHTPATTERSON)** Ensures the appointed Summary Court Officer is briefed on disposition of an individual's personal property and procedures for performing this duty.

1.7.2.6.5. **(Added-WRIGHTPATTERSON)** Contacts and briefs NOK concerning disposition of remains after official casualty notification to NOK has been made.

1.7.2.6.6. **(Added-WRIGHTPATTERSON)** Discharges duties and responsibilities outlined in AFI 34-242 and applicable mortuary checklists.

1.7.2.7. Civilian personnel flight (CPF).

1.7.2.7. **(WRIGHTPATTERSON) Civilian Personnel (88 FSS/FSMCZ, 257-2411):**

1.7.2.7.1. **(Added-WRIGHTPATTERSON)** Maintains a current roster of key personnel to be notified for civilian casualties. Sends a copy to the following: 88 FSS/FSFR, 88 MDSS/SGST (257-9183), and HQ AFMC/A3XC (Command Center).

1.7.2.7.2. **(Added-WRIGHTPATTERSON)** Reports all deceased civilian employees, regardless of apparent cause, occurring on or off base to the AFMC Command Center. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.7.3. **(Added-WRIGHTPATTERSON)** Reports all SI, VSI and deceased civilian employees in TDY status to the AFMC Command Center, whether occurring on or off base. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.7.4. **(Added-WRIGHTPATTERSON)** Provides a representative to notify NOK, extend sympathy, and offer immediate assistance. The representative is normally accompanied by the employee's supervisor and the base chaplain.

1.7.2.7.5. **(Added-WRIGHTPATTERSON)** Advises the 88 ABW Public Affairs Office after the NOK has been notified.

1.7.2.7.6. **(Added-WRIGHTPATTERSON)** Advises the Casualty Office of the death of all civilian employees to determine if casualty was an Air Force military retiree.

1.7.2.7.7. **(Added-WRIGHTPATTERSON)** Provides recommendation to AFMC Command Center if flag should be flown half-staff. Flags may be lowered for deceased civilian employees with faithful service with the grades of GS/GM-15, SES's and above. May also be lowered for acts of heroism or other reasons the installation commander deems appropriate.

1.7.2.7.8. **(Added-WRIGHTPATTERSON)** Provides the NOK with contact information for the Benefits and Entitlements Service Team (BEST), Air Force Personnel Center, regarding survivor benefits.

1.7.2.8. Airman and Family Readiness Center (A&FRC).

1.7.2.8. **(WRIGHTPATTERSON) Airman and Family Readiness Center (A&FRC, 257-3592):**

1.7.2.8.1. **(Added-WRIGHTPATTERSON)** Notify the Casualty Office during duty hours; after duty hours, weekends, holidays, call the AFMC Command Center. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.9. Transportation officer.

1.7.2.9. **(WRIGHTPATTERSON) Vehicle Operations (88 MSG/LGRTVO, 257-3755):**

1.7.2.9.1. **(Added-WRIGHTPATTERSON)** Provides transportation for the notification team to the NOK's residence.

1.7.2.9.2. **(Added-WRIGHTPATTERSON)** Provides an Air Force staff car for casualty assistance representative to visit NOK within the area of their responsibility regardless of the normal operational distance for base vehicles.

1.7.2.10. Base telecommunications center and telephone operators.

1.7.2.10. **(WRIGHTPATTERSON) Base Telecommunications Center and Telephone Operators:**

1.7.2.10.1. **(Added-WRIGHTPATTERSON)** Notifies the Casualty Office during duty hours; after duty hours, weekends, holidays, call the AFMC Command Center. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.11. Public Affairs (PA) office.

1.7.2.11. **(WRIGHTPATTERSON) Public Affairs (88 ABW/PA, 522-3252):**

1.7.2.11.1. **(Added-WRIGHTPATTERSON)** Is authorized to release casualty information to the news media.

1.7.2.11.2. **(Added-WRIGHTPATTERSON)** Staff member will not release names of casualties until 24 hours after the Casualty Office notifies NOK, IAW DOD Policy.

1.7.2.11.3. **(Added-WRIGHTPATTERSON)** Will provide AFMC Command Center and 88 FSS/FSFR with a current on call duty roster.

1.7.2.11.4. **(Added-WRIGHTPATTERSON)** Will immediately contact the Casualty Service Office or AFMC Command Center, when notified of a death outside proper channels. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.11.5. **(Added-WRIGHTPATTERSON)** Advises Casualty Office of any newsworthy event which occurs on or off base which may involve Air Force personnel and generates official inquiries. Such events may include aircraft mishaps, natural disasters, terrorist incidents or activities.

1.7.2.12. Disaster preparedness office.

1.7.2.12. **(WRIGHTPATTERSON) Civil Engineer Unit Control Center (88 ABW/CE 257-3927):**

1.7.2.12.1. **(Added-WRIGHTPATTERSON)** Notifies the Casualty Office during duty hours; after duty hours, weekends, holidays, call the AFMC Command Center. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.13. ARC FSS/MSS attached to or on the installation.

1.7.2.13. **(WRIGHTPATTERSON) ARC FSS/MSS attached to or on the installation.**

1.7.2.13.1. **(Added-WRIGHTPATTERSON)** Notifies the Casualty Office during duty hours; after duty hours, weekends, holidays, call the AFMC Command Center. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.14. **(Added-WRIGHTPATTERSON) Financial Services Office (88 CPTS/FMF, 522-2084):**

1.7.2.14.1. **(Added-WRIGHTPATTERSON)** Prepares death gratuity checks upon request by Casualty Office, or processes the Electronic Funds Transfer (EFT).

1.7.2.14.2. **(Added-WRIGHTPATTERSON)** Provides Casualty Office the name and home telephone number of primary and alternate person who can issue a death gratuity check after normal duty hours. Ensures this information is updated as required.

1.7.2.15. **(Added-WRIGHTPATTERSON) Air Force Office of Special Investigation (Det 101, 257-8433):**

1.7.2.15.1. **(Added-WRIGHTPATTERSON)** OSI agents will provide information as pertains to the circumstances of the death of an Air Force member when requested by the Casualty Office.

1.7.2.15.2. **(Added-WRIGHTPATTERSON)** On the death of any active duty Air Force member, immediately notify AFMC Command Center, (937) 257-6314/DSN 787-6314, regardless of the time of day, 24/7. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.16. **(Added-WRIGHTPATTERSON) Geographically Separated Units (GSU):**

1.7.2.16.1. **(Added-WRIGHTPATTERSON)** Provide an updated AF Form 1075 annually or when changes occur to the Casualty Office.

1.7.2.17. **(Added-WRIGHTPATTERSON) All Other Agencies:**

1.7.2.17.1. **(Added-WRIGHTPATTERSON)** Immediately notifies AFMC Command Center on notification of the death of any active duty Air Force member. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.18. **(Added-WRIGHTPATTERSON) Casualty Office: (88 FSS/FSFR, 257-6405/257-6002):**

1.7.2.18.1. **(Added-WRIGHTPATTERSON)** Immediately contacts HQ AFPC/DPWCS (DSN 656-3505) to report casualty (s).

1.7.2.18.2. **(Added-WRIGHTPATTERSON)** Immediately contacts AFMC Command Center (88 ABW/CP, 257-6314) if they have not been advised of the casualty. (Reference Casualty Notification Worksheet at Attachment 2 for reporting requirements).

1.7.2.18.3. **(Added-WRIGHTPATTERSON)** Contacts notification officer.

1.7.2.18.4. **(Added-WRIGHTPATTERSON)** Contacts Chapel Office, Chapel 1 (257-7427). After duty hours contact the chaplain on-call through the AFMC Command Center.

1.7.2.18.5. **(Added-WRIGHTPATTERSON)** Contacts the Medical Center, Emergency Room (257-0770), for a nurse or a qualified Emergency Medical Technician to accompany the notification officer.

1.7.2.18.6. **(Added-WRIGHTPATTERSON)** Contacts the Base Motor Pool (257-3757) during duty hours, (0600-1800), (Mon – Fri) to arrange for staff car for the notification team. After hours obtains 88 MSG/CC staff car for notification team.

1.7.2.18.7. **(Added-WRIGHTPATTERSON)** Briefs notification officer and team on responsibilities and procedures.

1.7.2.18.8. **(Added-WRIGHTPATTERSON)** Completes required reports and messages according to AFI 36-3002.

1.7.2.18.9. **(Added-WRIGHTPATTERSON)** Coordinates with mortuary officer when death occurs in this area.

1.7.2.18.10. **(Added-WRIGHTPATTERSON)** Notifies Public Affairs Office (88 ABW/PA, 522-3252) when NOK have been notified. Refer to on call duty roster after hours.

1.7.2.18.11. **(Added-WRIGHTPATTERSON)** Reviews Circumstances and Condolences letters before forwarding to HQ AFPC/DPWCS for approval then for release to NOK by member's Commander.

1.7.2.18.12. **(Added-WRIGHTPATTERSON)** Prepares/dispatches all appropriate casualty reports to HQ AFPC/DPWCS when members are determined to be VSI, SI, and the NOK resides outside the CONUS.

1.7.2.18.13. **(Added-WRIGHTPATTERSON)** Dispatches message to HQ AFPC/DPWCS upon receipt of Emergency Family Member Travel (EFMT) worksheet from the Medical Center. NOK of VSI/SI active duty members are authorized multiple round trip travel authorizations to visit patient when recommended by attending physician and approved by the 88th Medical Group Commander. If patient is not assigned locally, arrange for transportation, lodging, etc., for the NOK.

1.7.2.18.14. **(Added-WRIGHTPATTERSON)** Obtains Notification Officer eligibility roster from FSMP during the months of Feb, May, Aug, and Nov for selection of notification officers for the next quarter. Casualty staff personnel prepares appointment letter for 88 ABW commander's signature.

1.7.2.18.15. **(Added-WRIGHTPATTERSON)** Notifies officers of their selection via letter/email and provides guidance to them to ensure responsibilities are understood.

1.7.2.19. **(Added-WRIGHTPATTERSON) Unit Commander/Notification Officer Responsibilities:**

1.7.2.19.1. **(Added-WRIGHTPATTERSON)** When called by the Casualty Assistance Representative (CAR), report immediately to the Casualty Affairs Office, Building 2, Military Personnel Section, Room 276, in service dress.

1.7.2.19.2. **(Added-WRIGHTPATTERSON)** Use provided guidelines in making notification:

1.7.2.19.3. **(Added-WRIGHTPATTERSON)** Use the utmost tact and diplomacy when notifying the NOK and give only the information provided by the CAR.

1.7.2.19.4. **(Added-WRIGHTPATTERSON)** Advises the NOK not to make any funeral arrangements until contacted by the Mortuary Officer.

1.7.2.19.5. **(Added-WRIGHTPATTERSON)** Informs the primary NOK that a CAR will be assigned to contact the NOK within 24 hours and will help them apply for their benefits.

1.7.2.19.6. **(Added-WRIGHTPATTERSON)** If only one parent is at home when notification is made to parents, try to find out the status of the missing parent. If parents are not separated, ask if it is desired that the other parent be informed. If answer is negative consider "notification made." If a request is made for the Air Force to make notification, proceed to notify other parent. If other parent is not in the area, give this information to HQ AFPC/DPWCS (Casualty) on their toll free number, 1-800-433-0048.

1.7.2.19.7. **(Added-WRIGHTPATTERSON)** If any difficulty is encountered in making notification, i.e., NOK is not at home, incorrect address, contact HQ AFPC/DPWCS (Casualty) at 1-800-433-0048 for further instructions.

1.7.2.19.8. **(Added-WRIGHTPATTERSON)** Once notification has been made, call HQ AFPC/DPWCS (Casualty) at 1-800-433-0048 of the completed action and provide telephone numbers and verification or changes to address of NOK and any unusual events or comments of the NOK.

1.7.2.19.9. **(Added-WRIGHTPATTERSON)** Complete Casualty Notification Instruction Record. Under "Remarks" write down any particular problems the NOK may wish to discuss with the CAR, such as finances, transportation, etc. Do not try to answer any of the questions. Deliver the completed form to the Casualty Office within 24 hours or as directed.

1.7.2.19.10. **(Added-WRIGHTPATTERSON)** Contacts the Casualty Assistance Office (257-6405/257-6002) if you have any questions, are going TDY or leave while assigned duties as notification officer.

1.7.3. Addresses the following situations in the supplemental instructions:

1.7.3.1. Prompt and effective reporting of casualties as listed in **Table 1.1**.

1.7.3.2. Notifying the NOK.

1.7.3.3. Providing assistance to the NOK.

1.7.3.4. Handling calls or requests from the NOK and from government agencies.

1.7.3.5. Handling calls from the general public and the news media (refer to the installation PA office).

1.7.3.6. Reporting military and civilian casualties from assigned or attached units (see **Table 1.1**) occurring on or near the installation during both on-duty and off-duty hours.

1.7.3.7. Appointment of CAR standby and or assistant CAR to share on-call duties or, if no assistant shares standby, compensating the CAR for standby hours according to local policy.

1.7.3.8. Reaching the FSS/MSS casualty standby representatives during off-duty hours.

1.7.3.9. Procedures for obtaining information from MTF and civilian hospitals during on-duty and off-duty hours on personnel classified as deceased, VSI, SI, NSI or responding to situations involving multiple casualties.

1.7.4. Ensures the FSS/MSS commander sends the installation supplemental instruction and the installation Mass Disaster/Mass Casualty Response Plan required by DoDI 1300.18 **Paragraph 5.4.3** to this AFI, with a signed transmittal memorandum, through MAJCOM to AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716 for coordination according to AFI 33-360. ***EXCEPTION:*** Air Reserve Component units, see **Paragraphs 1.8.2.1** and **1.8.2.2**.

1.7.5. Sends, e-mails, or faxes an original AF 1075 listing FSS/MSS personnel responsible for casualty standby duties, whenever a change occurs and annually on 1 October to AFPC/DPWCS.

1.7.6. Sends, e-mails or faxes an original AF 1075 to AFPC/DPWCS listing all officers (major and above) assigned casualty services duties at serviced GSUs outside a 50-mile radius of an active duty base, whenever a change occurs and annually on 1 October.

1.7.7. Trains all casualty services personnel at serviced GSUs, PERSCO and CAST members, using this AFI, the installation supplemental instructions, the installation Mass Disaster/Mass Casualty Plan, and sample messages and letters for reporting casualties and notifying NOK.

1.7.8. Provides the Mortuary Officer and the PA office the following information once all NOK have been notified:

1.7.8.1. Member's name and rank.

1.7.8.2. Age.

1.7.8.3. Home of record.

1.7.8.4. Race and religion.

1.7.8.5. Total Active Federal Military Service Date (TAFMSD).

1.7.8.6. Awards, decorations, and badges.

1.7.9. If a qualified family member dies, ensures the member is advised of the opportunity to apply for a humanitarian reassignment (see AFI 36-2110, Assignments, attachment 24):

1.7.9.1. Discusses humanitarian reassignments with the member discreetly at an appropriate time and place.

1.7.9.2. Makes Air Force Aid Society referral or coordination for support as needed.

1.7.10. When an incident involves multiple casualties:

1.7.10.1. Recalls the CAST on orders from the FSS/MSS commander.

1.7.10.2. Establishes immediate telephone contact (DSN 665-3505 or 1-800-433-0048) with AFPC/DPWCS, if possible.

1.7.10.3. Coordinates with military and civilian organizations, including local hospitals and local authorities, to expedite the flow of information for casualty reporting.

1.7.10.4. Advises the installation commander or on-scene commander on conclusive evidence of death (see **Paragraph 2.9**) if recovery and positive identification of remains are delayed or impossible.

1.7.11. Reports the status of casualties to AFPC/DPWCS and intermediate levels of command and interested agencies.

1.7.12. Assists commanders with notifications to the NOK.

1.7.13. Provides assistance to the NOK or other eligible beneficiaries of a deceased member to claim all government and civilian benefits to which they are entitled.

1.7.13.1. Advises the NOK of their right to request a copy of all required documentation on the case in accordance with *Public Law 102-484, Section 1072, National Defense Authorization Act.*

1.7.14. Becomes familiar with the role and responsibilities of the family liaison officer (FLO) and AFI 34-1101, *Assistance to Survivors of Persons Killed in Air Force Aviation Mishaps and Other Incidents* and the roles of the A&FRC Community Readiness Consultants (CRC) in providing crisis assistance.

1.7.14.1. Establishes a cohesive working relationship with each appointed FLO and/or the CRC depending on situation. Provides an overview of the Air Force Casualty Program as required by the FLO training program.

1.7.14.2. Ensures the base mortuary officer is aware of the CAR's role in assisting the next of kin in the application for benefits and entitlements.

1.7.15. Responsible for providing Key Personnel Briefing to all incoming commanders within 60 days of assuming command.

1.7.15.1. Include the reporting responsibilities of the unit.

1.7.15.2. Provide information on the responsibility of training field grade officers for notification.

1.7.15.3. Explain the flow of casualty operations/notification for the installation.

1.8. Air Reserve Component FSS/MSS Responsibilities.

1.8.1. Assists ANG or USAFR unit commanders, including GSUs, in preparing written instructions to supplement this AFI (without duplication) for ANG, USAFR, or active duty casualties.

1.8.1.1. Conducts an annual review of the supplement for currency and accuracy of information.

1.8.2. Ensures the FSS commander or MSS commander signs a transmittal memorandum, and sends the supplemental instructions to the appropriate office:

1.8.2.1. For ANG, sends the instructions through the state adjutant general and ANG/DPFWC, 1411 Jefferson Davis Highway, Suite 10500, Arlington VA 22202-3231, to AFPC/DPWCS for review and coordination, according to AFI 33-360.

1.8.2.2. For USAFR, sends the instructions through Headquarters Air Force Reserve, Customer Service Branch (HQ AFRC/DPMC), 155 2nd Street, Robins AFB GA 31098-1635, to AFPC/ DPWCS for review and coordination according to AFI 33-360.

1.8.3. Ensures a host-tenant support agreement is in place between the ARC and active duty FSS/ MSS.

1.8.4. Sends, e-mails or faxes an original AF 1075, listing FSS/MSS personnel qualified for casualty reporting, notification, and assistance, and casualty standby duties, whenever a change occurs and annually on 1 October to AFPC/DPWCS.

1.8.4.1. For ANG, FSSs/MSSs, send one copy to NGB/A1PS, 1411 Jefferson Davis Highway, Suite 10500, Arlington VA 22202-3231.

1.9. Designated PERSCO Trainer Responsibilities.

1.9.1. Ensures team members are trained on all aspects of casualty reporting and ensures such training is documented on AF 623.

1.9.2. Establishes procedures for reporting casualties to include:

1.9.2.1. Communicating to and from the deployed site.

1.9.2.2. Transmitting casualty reports to and from the deployed site using DCIPS-Forward.

1.9.2.3. Establishing liaisons with military and civilian hospitals within the deployed site.

1.9.2.4. Briefing deployment commanders of casualty duties and responsibilities.

1.10. Individual Member's Responsibilities.

1.10.1. All active AF, ANG and USAFR members must support the AF Casualty Services Program.

1.10.2. Department of Defense Instruction (DoDI) 1300.18, requires any person serving in a Department of Defense (DoD) component to participate in the casualty notification program.

1.10.3. Any officer, including some noncommissioned officers, may act as the personal representative of the AF Chief of Staff to notify NOK:

1.10.3.1. Master sergeant through chief master sergeant may only be used to notify the NOK of a VSI, SI, or NSI member, if assigned notification duties.

1.10.3.2. Performs this duty with dignity, compassion, and consideration for the NOK.

1.11. Required Casualty Services. **Table 1.1** provides a list of required casualty actions for general categories of military and civilian personnel.

1.11.1. Unit commanders (or designated representatives) notify the NOK or other concerned persons of releasable information to include:

1.11.1.1. A military or civilian member's casualty status.

1.11.1.2. Search efforts for Duty Status Whereabouts Unknown (DUSTWUN) or missing military or civilian members.

1.11.1.3. Medical progress on military VSI, SI, or NSI members.

1.11.2. The CAR or deployed PERSCO team chief:

1.11.2.1. Reports the status of casualties to AFPC/DPWCS and other interested agencies listed in **Table 2.1**, **Table 2.2** and **Table 2.3**.

Section 1B—Administrative Requirements

1.12. Releasing Casualty Information.

1.12.1. The following publications apply to releasing information on Air Force casualties:

1.12.1.1. AFI 35-101, *Public Affairs Policies and Procedures*.

1.12.1.2. AFSUPDODR 5400.7, *DoD Freedom of Information Act (FOIA) Program*.

1.12.1.3. AFI 33-332, *Air Force Privacy Act Program*.

1.12.1.4. DODI 1300.18, *Department of Defense Personnel Casualty Matters, Policies, and Procedures*.

1.12.1.5. The base and or MAJCOM Staff Judge Advocate's (SJA's) office.

1.12.2. No casualty information on deceased military personnel may be released to the media or general public until 24-hours after notification of the next of kin. In the event of a multiple loss incident, the start time for the 24-hour period will commence upon the notification of the last family member/beneficiary.

1.12.2.1. For the vast majority of ill/injured casualties, no information is releasable outside DoD channels without the written consent of the ill/injured Airman, except to those person(s) identified on the Airman's **Record of Emergency Data (vRED/DD Form 93)**. Contact the local SJA if you believe your case is an exception to this policy.

1.12.2.2. In cases of servicemembers who have been unaccounted for from past conflicts, public release will not occur until 24-hours after the NOK accepts the member's identification, or 24-hours after the NOK has been notified that the Armed Forces Identification Review Board has upheld the identification.

1.12.2.3. In cases where servicemembers have been reported DUSTWUN or missing under potentially hostile situations, casualty information will not be released to the media

or the general public until 72-hours after the NOK have been notified or the combatant commander clears the information for release.

1.13. Adverse Effects. Each person involved in the casualty reporting, notification and assistance process should give every consideration to ensure the release of casualty information does not adversely affect the member, the NOK, or the Air Force. Check with the local SJA office if there is a question on the material being released.

1.14. Peacetime Casualties.

1.14.1. After the CAR confirms with AFPC/DPWCS (AF Casualty Operations) that all NOK have been notified, the FSS/MSS commander is authorized to release casualty information to the installation PA office:

1.14.1.1. If the casualty is an Air Force member, the notification officer must confirm completed notification with the servicing CAR and AFPC/DPWCS before the FSS/MSS commander releases the names of the casualty to the installation PA office.

1.14.1.2. If the casualty is a foreign national, information will not be released until AFPC/ DPWCS confirms notification through the embassy attaché, Ministry of Defense, or equivalent.

1.15. Hostile Casualties and Terrorist Acts.

1.15.1. When the United States is involved in hostilities or terrorist acts, AFPC/DPWCS releases casualty information to AFPC/PA after notifying all NOK.

1.15.2. AFPC/PA forwards the information to OASD/PA who is the initial public release authority on all hostile casualties.

1.15.3. The CAR refers all requests for information on any hostile casualty (including those from friendly fire) to the installation PA office who will answer the question through the appropriate channels.

1.15.4. The installation PA office refers requests for information from members of Congress and state or local officials to the Secretary of the Air Force, Office of Legislative Liaison (SAF/LL).

1.16. Information that May be Shared with Public Affairs.

1.16.1. The Privacy Act determines the type of personal information that may be shared with PA, and varies depending on the type of casualty. While members who die have no expectation of privacy, their dependents still fall under the Privacy Information Act. (***EXCEPTION:*** If a member does not want their NOK notified, do not provide any information to PA).

1.16.2. Follow the guidelines in the following paragraphs, unless otherwise instructed.

1.16.2.1. For ill or injured casualties, personal information that may be released includes:

1.16.2.1.1. Name and sex.

1.16.2.1.2. Rank, date of rank, commission source, and promotion number.

1.16.2.1.3. Assigned CONUS unit and Service or job specialty.

1.16.2.1.4. Pay date, military base pay and allowances. ***EXCEPTIONS:*** Basic Allowance for Housing (BAH) or Family Separation Allowance because they would indicate marital and family status.

1.16.2.1.5. Date entered active duty.

1.16.2.1.6. Releasable information pertaining to date and location of the incident.

1.16.2.1.7. Military awards and decorations the member holds.

1.16.2.1.8. Professional Military Education (PME) completed.

1.16.2.2. For ill or injured casualties, information the following information will not be shared without the member's written permission:

1.16.2.2.1. SSN.

1.16.2.2.2. Gross pay and BAH.

1.16.2.2.3. Age or date of birth.

1.16.2.2.4. National origin and race.

1.16.2.2.5. Marital status.

1.16.2.2.6. Home of record, home address and telephone number.

1.16.2.2.7. Civilian awards.

1.16.2.2.8. Civilian education completed.

1.16.2.2.9. Any information on the member's NOK.

1.16.2.3. For deceased casualties, personal information that may be shared without written permission includes:

1.16.2.3.1. Name and sex.

1.16.2.3.2. Rank, date of rank, commission source, promotion number.

1.16.2.3.3. Assigned CONUS unit and Service or job specialty.

1.16.2.3.4. Date entered active duty.

1.16.2.3.5. Pay date, military base pay, and allowances ***EXCEPTION:*** BAH or any allowances that would indicate marital and family status).

1.16.2.3.6. Age and date of birth.

1.16.2.3.7. Home of record (city and state only).

1.16.2.3.8. National origin and race.

1.16.2.3.9. Releasable information pertaining to date and location of the incident.

1.16.2.3.10. Military awards and decorations the member holds.

1.16.2.3.11. PME completed.

1.16.2.3.12. Civilian awards the member holds.

1.16.2.3.13. Civilian education completed.

1.16.2.4. For deceased casualties, information that may not be shared without the NOK's written permission includes:

1.16.2.4.1. Home address and telephone number.

1.16.2.4.2. Marital status.

1.16.2.4.3. Names and addresses of the NOK.

1.16.2.4.4. Information on NOK.

1.16.2.4.5. Specific, releasable details concerning the cause and circumstances of death.

1.16.2.5. For DUSTWUN and/or Missing casualties during peacetime, the personal information that may be shared with the public without written permission is limited to:

1.16.2.5.1. Name and rank.

1.16.2.5.2. Casualty status.

1.16.2.5.3. Releasable information pertaining to the date and location of incident.

1.16.2.6. During wartime AFPC/DPW and AFPC/PA, determine what information the AF shares on DUSTWUN and Missing members, through SAF/PA.

1.16.2.6.1. Sharing of specific personal information could jeopardize a member's chance for survival. ***NOTE:*** Tell NOK to be aware of this possibility when considering news media interview requests.

1.17. Transfer of Records on Officers and Enlisted Members.

1.17.1. See AFI 36-2608, *Military Personnel Records System*:

1.17.1.1. **Table A6.6**, *Disposition of Records of an Individual Who Dies.*

1.17.1.2. **Table A6.10**, *Disposition of Records of an Individual Placed in a Missing Status.*

1.18. Maintenance and Disposition of Casualty Case Files.

1.18.1. The CAR should:

1.18.1.1. Maintain casualty case files in accordance with AFMAN 33-363 and dispose of in accordance with AF RDS in AFRIMS.

1.18.2. Establish a case file for each assigned casualty and file them alphabetically.

1.18.3. Case files should contain:

1.18.3.1. A completed AF Form 58, on both active duty and retired cases, to include:

1.18.3.1.1. A chronological record of contacts with the NOK, other government and civilian agencies, the CAR's actions on behalf of the NOK, and an explanation for benefits denied.

1.18.3.2. Copies of all messages, memorandums and claim forms sent to agencies and the NOK, and any other relevant documents. This requirement includes the letters sent to surviving families at the 6, 12, 18, and 24 month windows.

1.18.4. Installations reporting casualties but having no assistance responsibilities establish an interim case file for each casualty reported, containing reporting and notification documents (e.g. messages, memorandums, telegrams, and so on).

1.19. Using DD Form 1300, *Report of Casualty* (DD-P&R[AR] 1664, **Report of Casualty**):

1.19.1. AFPC/DPWCS:

1.19.1.1. Prepares DD Form 1300 for deceased and missing:

1.19.1.1.1. Officers and enlisted members in the active Air Force.

1.19.1.1.2. United States Air Force Academy (USAFA) cadets.

1.19.1.1.3. ANG and USAFR officers and airmen in a duty status or traveling directly to or from duty.

1.19.1.1.4. Air Force Reserve Officer Training Corps (AFROTC) applicants or cadets participating in or traveling to or from military training.

1.19.1.1.5. Department of the Air Force (DAF) civilian employees assigned overseas that may require movement of household goods, or TDY overseas.

1.19.1.2. Prepares DD Form 1300 for deceased:

1.19.1.2.1. Officers and enlisted members in absent without leave (AWOL) or deserter status.

1.19.1.2.2. Officer and enlisted members who are retired with pay and die within 120 days of retirement.

1.19.1.3. Digitally sends copies of the DD Form 1300 to:

1.19.1.3.1. The CAR assisting the NOK.

1.19.1.3.2. The CAR reporting the casualty.

1.19.1.3.3. The CAR at the member's permanently assigned base.

1.19.1.3.4. AFPC Retirements and Separations Branch (DPSOS).

1.19.1.3.5. AFPC Rated Management Branch (DPAO).

1.19.1.3.6. AFPC Staging and Shipping Branch (DPSSR).

1.19.1.3.7. USAF General Officer (AF/DPG) & Colonel (AF/DPO) Management Offices.

1.19.1.3.8. Defense Finance and Accounting Service-Indiana Center, Special Assistance Office (DFAS-IN/JFLTBA), (For active duty members only).

1.19.1.3.9. Director/Veterans Affairs (VA) Records Center (233), (For both active duty members and 120-day retiree deaths).

1.19.1.3.10. Air Force Mortality Registry (USAFSAM/PHR), (For both active duty members and 120-day retiree deaths).

1.19.1.3.11. National Cemetery System, Monument System, (For both active duty members and 120-day retiree deaths).

1.19.1.3.12. Defense Manpower Data Center (DMDC) Statistical Information Analysis Division (DMDC/SIAD); (For active duty members).

1.19.1.3.13. Social Security Administration, (For active duty members and 120-day retiree deaths).

1.19.1.3.14. The Office of Service member's Group Life Insurance (OSGLI).

1.19.2. The CAR distributes the DD Form 1300 as follows:

1.19.2.1. One copy to the summary courts officer.

1.19.2.2. One copy to the Department of Veterans Affairs (VA) office providing assistance to the NOK.

1.19.2.3. One copy to the Social Security Administration (SSA) office providing assistance to the NOK.

1.19.2.4. One copy to be retained in the case file.

1.19.2.5. Remaining copies to the NOK listed on the form.

1.19.3. Government agencies use DD Form 1300 to:

1.19.3.1. Pay benefits.

1.19.3.2. Close active files.

1.19.4. The NOK use the DD Form 1300 to:

1.19.4.1. Cash bonds.

1.19.4.2. Settle commercial insurance claims.

1.19.4.3. Support any other claims requiring proof of death.

1.19.5. CARs may request certified copies of the DD Form 1300 from AFPC/DPWCS in order to facilitate actions indicate in **Paragraph 1.19.4**.

1.20. Using AF Form 1613, Statement of Service.

1.20.1. AFPC/DPSR prepares an AF Form 1613 on active duty members in the Air Force.

1.20.2. ARPC/DPSAOR (Service Document Branch) prepares an AF 1613 on all ANG and USAFR members--regardless of duty status at the time of death.

1.20.3. AF Form 1613 verifies a member's periods of service since DD Forms 214, *Certificate of Release or Discharge From Active Duty*, are not prepared for deceased service members.

1.20.4. AFPC/DPWCS digitally sends the form to the CAR assisting the NOK.

1.20.5. The CAR distributes the AF Form 1613 as follows:

1.20.5.1. Two copies to the NOK.

1.20.5.2. One copy to the VA office providing assistance to the NOK.

1.20.5.3. One copy to the SSA office providing assistance to the NOK.

1.20.5.4. One copy to be retained in the case file.

1.20.6. The applicable agency (VA or SSA) requests an AF Form 1613 for deceased retirees from the National Personnel Records Center (NPRC), Military Personnel Records, 9700 Page Ave, St. Louis MO 63132-5100, to process claims.

1.20.6.1. If the CAR receives an AF Form 1613 on a deceased retiree, the CAR distributes it as follows:

1.20.6.1.1. Two copies to the NOK.

1.20.6.1.2. One copy to the VA office providing assistance to the NOK.

1.20.6.1.3. One copy to the SSA office providing assistance to the NOK.

1.20.6.1.4. One copy to be retained in the case file.

1.21. Obtaining Forms. AF Forms referenced in this instruction are available on the Air Force Electronic Publishing Web site (**http://e-publishing.af.mil**). (***EXCEPTION:*** AFPC/DPWCS stocks and prepares DD Form 1300 and Headquarters Air Reserve Personnel Center stocks and prepares AF Form 1613 for Reserve and Guard personnel).

Table 1.1. Rules for Casualty Reporting, Notification, and Assistance.

CASUALTY STATUS (Notes 1, 14 & 19) (X=Mandatory)							
Rule	**Casualty is**	**Provide**	**DECEASED**	**DUSTWUN (Note 2)**	**MISSING (Note 3)**	**VSI/SI**	**NSI**
1	Member of the AF, DoD civilian, AF contractor working under the auspices of the US government, or ANG/USAFR member serving on active duty (AD), active duty for training (ADT), inactive duty for training (IDT) or performing authorized travel directly to and from such duty and **who becomes a casualty as the result of hostile action or terrorist activity**	Casualty Report	X	X	X (Note 5)	X	X (Notes 6 , 7 &22)
		Notification to the NOK	X (Note 11)	X (Note 11)	X (Note 11)	X (Notes 10 & 13)	Notes 10, 12, & 13
		Casualty Assistance	X (Note 18)	Notes 15 & 16	X	Note 7	Notes 15 & 16

CASUALTY STATUS (Notes 1, 14 & 19) (X=Mandatory)							
Rule	**Casualty is**	**Provide**	**DECEASED**	**DUSTWUN (Note 2)**	**MISSING (Note 3)**	**VSI/SI**	**NSI**
	Member of the AF, DoD civilian, AF contractor working under the auspices of the US government, or ANG/USAFR member serving on active duty (AD), active duty for training (ADT), inactive duty for training (IDT) or performing authorized travel directly to and from such duty and who becomes a casualty while serving in a Combat Zone (CZ), or Qualified Hazardous Duty Area (QHDA)	Casualty Report	X	X	X (Note 5)	Note 23	Notes 6 & 7
		Notification to the NOK	X	X	X	Notes 10 & 13	Notes 10-12 & 13
		Casualty Assistance	X (Notes 17 & 18)	Notes 15 & 16	X	Note 7, 23	Note s 15 & 16
2	Member of the Air Force (AF), USAFA cadet, and ANG/USAFR	Casualty Report	X	X	X	X	Note 8
3	Member serving on active duty (AD), extended active duty (EAD), active duty for training (ADT), inactive duty for training (IDT) or performing authorized travel directly to and from such duty **(Note 8)**	Notification to the NOK	X	X	X	Notes 10 & 13	Notes 10 & 13
		Casualty Assistance	X	Notes 15 & 16	X	Note 7, 22	Notes 15 & 16
4	AFROTC applicant or cadet participating in professional military training or performing authorized travel	Casualty Report	X	X	X	Notes 6 & 8	Notes 6 & 8
		Notification to the NOK	X	X	X	Notes 10 & 13	Notes 10 & 13

CASUALTY STATUS (Notes 1, 14 & 19) (X=Mandatory)							
Rule	**Casualty is**	**Provide**	**DECEASED**	**DUSTWUN (Note 2)**	**MISSING (Note 3)**	**VSI/SI**	**NSI**
	directly to or from such training with the active AF	Casualty Assistance	X	Notes 15 & 16	X	Note 7	Notes 15& 16
5	Member of another US Military Service attached or assigned to an AF installation, or whenever an AF commander has knowledge of a casualty and a commander of the Service concerned is unable or unavailable to report it	Casualty Report	X	X	X	X	Notes 5 & 7
		Notification to the NOK	X	X	X	Notes 10 & 13	Notes 10 & 13
		Casualty Assistance	Notes 15 & 16	Notes 15 & 16	Notes 15 & 16	Notes 15 & 16	Notes 15 & 16
6	Member of the AF, ANG, or USAFR in a Deserter status	Casualty Report	X				
		Notification to the NOK	X				
		Casualty Assistance	Note 18				
7	Retired member of the AF, ANG, or USAFR when death occurs within 120 days after retiring **(see paragraph 2.33.)**	Casualty Report	X				
		Notification to the NOK	Note 16				
		Casualty Assistance	X				
8	Retired member of the AF, ANG, or USAFR receiving or eligible to receive retirement pay when death occurs more than 120 days after retiring	Casualty Report	Note 16				
		Notification to the NOK	Note 16				
		Casualty Assistance	X				

CASUALTY STATUS (Notes 1, 14 & 19) (X=Mandatory)							
Rule	**Casualty is**	**Provide**	**DECEASED**	**DUSTWUN (Note 2)**	**MISSING (Note 3)**	**VSI/SI**	**NSI**
9	Member of the ANG or USAFR in a non-duty status or retired Reserve member awaiting pay at age 60 **(refer to Chapter 6 for reporting procedures)**	Casualty Report	X (To ARPC only)				
		Notification to the NOK	Notes 15 & 16				
		Casualty Assistance	X				
10	DoD, DAF, or NAF civilian employee **(Note 20)**	Casualty Report	X				
		Notification to the NOK	Note 16				
		Casualty Assistance	Note 20				
11	Dependent (spouses & children) of AF military member	Casualty Report	Note 21				
		Notification to the NOK	Notes 15 & 16				
		Casualty Assistance	X				
12	Foreign national in the United States (US) under the auspices of the AF	Casualty Report	X				
		Notification to the NOK	Note 16				
		Casualty Assistance	Note 15 & 16				
13	Employee of a contractor for the AF whose permanent residence is in the US **(Overseas Only)**	Casualty Report	X				
		Notification to the NOK	Note 17				
		Casualty Assistance	Note 20				

CASUALTY STATUS (Notes 1, 14 & 19) (X=Mandatory)							
Rule	**Casualty is**	**Provide**	**DECEASED**	**DUSTWUN (Note 2)**	**MISSING (Note 3)**	**VSI/SI**	**NSI**
14	Very Important Person (VIP) under the auspices of the AF	Casualty Report	X				
		Notification to the NOK	Notes 15 & 16				
		Casualty Assistance	Note 20				
15	Uniformed full-time paid personnel of the American Red Cross (ARC) on duty with the AF	Casualty Report	X				
		Notification to the NOK	Notes 15 & 16				
		Casualty Assistance	Note 20				
16	Entertainers under an Armed Forces Entertainment contract	Casualty Report	X				
		Notification to the NOK	Notes 15 & 16				
		Casualty Assistance	Note 20				

NOTES:

(X=Mandatory)

1. Report all military aircraft or Air Mobility Command (AMC) contract or chartered aircraft involved in an aircraft accident or incident (regardless of location, mission, or circumstances) to AFPC/DPWCS.

2. If there are no casualties submit a Hasty report listing the casualty status as “None”.

3. Applicable to military members only.

4. Subcategories of Missing include Beleaguered, Besieged, Captured, Detained, Interned, Missing, and Missing In Action.

5. Ensure the requirements of **Paragraph 2.22.**, Declaring a Person Missing (Hostile), are met.

6. Submit a Hasty Casualty Report unless otherwise directed by AFPC/DPWCS.

7. Required when Emergency Family Member Travel authority is requested and approved.

NOTE: IAW *JFTR Volume, 1 U 5246, paragraph A*, Emergency Family Member Travel is not authorized for cadets/midshipmen.

8. Required when requesting AFPC to make notification to the NOK.

9. Casualty services will be provided for all AF inmates who are incarcerated in a military or civilian institution and who are still members of the AF. Limited casualty services may be provided for inmates who have been released from the AF only when the CAR is requesting AFPC/ DPWCS assistance to make notification to the NOK.

10. If the member is able to communicate, the member's desires will be honored unless, in the judgment of the commander, this service is necessary.

11. Whenever a casualty occurs as the result of either hostile action or terrorist activity, initial notification(s) shall also be made in person to parents who are secondary NOK, unless unusual circumstances exist.

12. Whenever a casualty occurs as the result of hostile action or terrorist activity and the casualty is classified as NSI, notification to the NOK will only be made if the member expressly requests it, unless in the judgment of the commander this service is necessary. Commanders are required to contact AFPC/DPWCS prior to notification.

13. If an injury or illness renders the member physically or mentally incapable of communicating with the NOK or involves serious disfigurement, major diminution of sight or hearing, or loss of a major extremity, initial notification(s) shall be made to the NOK.

14. Contact AFPC/DPWCS by phone or e-mail when assistance is required to resolve claims, benefits, dependency, or other issues.

15. Required when requested by the NOK.

16. Required if directed by AFPC/DPWCS.

17. Overseas only (non-hostile) for civilians hired in the U.S. and sent abroad.

18. Casualty assistance is not provided to NOK of deserters.

19. Casualty reports will be processed via DCIPS-CR or DCIPS Forward, See AFI 36-809 for instructions on casualty assistance for civilians. Casualty services for DoD civilian employees are the responsibility of the base civilian personnel flight and AFPC/DPIMB. Casualty services for contractors are the responsibility of the contractor's employer. Military casualty services will be performed when directed by AFPC/DPWCS.

20. Benefits and entitlement counseling provided by the employer.

21. Dependent deaths will be reported via the SGLV Form 8700**,** *Report of Death of Family Member*, if dependent is insured under the Family Member Servicemembers' Group Life Insurance (FSGLI) program.

22. Casualty reporting/assistance is required for all traumatic injuries that may entitle a service member participating in SGLI, for Traumatic Injury Protection (TSGLI)

Chapter 2

CASUALTY REPORTING

Section 2A—General Information

2.1. Casualty Reports. All casualty reports are submitted using the Defense Casualty Information Processing System (DCIPS).

2.1.1. Overview:

2.1.1.1. See **Table 1.1**, **Table 2.1**, **Table 2.2**, and **Table 2.3**, to determine which commander submits reports and who receives them.

2.1.1.2. Report the type of casualty as either:

2.1.1.2.1. Hostile.

2.1.1.2.2. Non-Hostile.

2.1.1.2.3. Pending.

2.1.1.3. Report the status of the casualty as:

2.1.1.3.1. Deceased.

2.1.1.3.2. DUSTWUN.

2.1.1.3.3. Missing.

2.1.1.3.4. VSI, SI, or NSI.

2.1.1.3.5. Returned to Military Control.

2.1.1.4. Reports must include an accurate, explicit account of the releasable circumstances surrounding the casualty. ***NOTE:*** This information is essential in assisting AFPC/DPWCS/M in further categorizing the casualty as killed in action (KIA), missing in action (MIA), detained, captured, etc., for reporting to DoD.

2.1.2. The CAR:

2.1.2.1. Immediately telephones AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048 (CONUS bases only) upon learning of a casualty and continues to provide casualty data updates until information is confirmed and a casualty report is submitted through DCIPS.

2.1.2.2. If most current copy is not in ARMS, scan and e-mail or fax the following documents on military members to AFPC/DPWCS at DSN 665-2348.

2.1.2.2.1. vRED/DD Form 93, *Record of Emergency Data*.

2.1.2.2.2. SGLV 8286, *Servicemembers' Group Life Insurance Election and Certificate***.**

2.1.2.2.3. DD Form 4, *Enlistment/Reenlistment Document, Armed Forces of the United States* (for enlisted members only).

2.1.2.2.4. Any other VA forms related to SGLI.

2.1.2.2.5. For ANG or USAFR casualties:

2.1.2.2.5.1. A copy of the order or other document placing the member on active duty (AD).

2.1.2.3. Prepares Casualty Report(s) in DCIPS-CR or DCIPS Forward application and sends them at once to AFPC/DPWCS for review (use the most expeditious means e.g. pouch, courier, or first class mail when telephone or electronic communication is not possible due to combat, natural disaster, etc.).

2.1.2.4. Transmits the appropriate casualty message, as determined by AFPC/DPWCS, within 4 hours of learning of a casualty. ***NOTE:*** Casualty reports will be transmitted with an immediate precedence and are exempt from MINIMIZE.

2.1.3. Defense Casualty Information Processing System - CR (DCIPS-CR) and DCIPS Forward are unclassified casualty reporting systems. They are the primary method for transmitting all casualty reports to AFPC/ DPWCS and other agencies as outlined in **Table 2.1**, **Table 2.2** and **Table 2.3**.

2.1.3.1. When DCIPS-CR is not available, transmit the casualty report using DCIPS-Forward as appropriate.

2.1.4. Format for Casualty Reports:

2.1.4.1. See **https://afkm.wpafb.af.mil/AirForceCasualtyInfo** for complete DCIPS processing guide and report information.

2.1.5. Initial and Supplemental Casualty Reports:

2.1.5.1. Casualty Reports are transmitted in an unclassified format.

2.1.5.2. If any item on the Casualty Report is classified then indicate by stating "CLASSIFIED" for that item rather than filling out the block.

2.1.5.3. Label unknown or unconfirmed items "TO BE SUPPLEMENTED" or "UNCONFIRMED" respectively, and report or confirm the information as soon as possible in a supplemental report.

2.1.5.4. Do not label any item "TO BE SUPPLEMENTED" if there is reportable information available that would be of interest to NOK or of value to the addressees of the report. Instead, label such information "UNCONFIRMED."

2.1.5.5. Label any item not required or not applicable "N/A."

2.1.5.6. If an initial Casualty Report contains incorrect information, submit a supplemental report at once and label the corrected items "CORRECTED."

2.1.5.7. Prepare initial Casualty Reports on deceased and missing DoD or DAF civilian employees overseas in order to facilitate transportation of the NOK and household goods back to CONUS.

2.2. Confirming Report Delivery.

2.2.1. The reporting unit must:

2.2.1.1. Notify AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 of the report's transmission.

2.2.1.2. Confirm delivery of all:

2.2.1.2.1. Initial Casualty Reports.

2.2.1.2.2. Search Progress Reports.

2.2.1.2.3. Medical Progress Reports.

2.2.1.3. Continue to contact AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048, for confirmation of delivery, until confirmation from AFPC is received.

2.3. Reporting Casualties during Exercises.

2.3.1. The FSS/MSS commander or CAR obtains AFPC/DPWCS approval prior to transmitting exercise Casualty Reports.

2.3.2. Send exercise Casualty Reports only to addressees:

2.3.2.1. Participating in the exercise.

2.3.2.2. Approved by AFPC/DPWCS.

2.3.3. When sending simulated Casualty Reports for training purposes, follow all procedures as though it was a real report:

2.3.3.1. Indicate "EXERCISE, EXERCISE, EXERCISE" in the subject line and closing sentence.

2.4. Reporting Casualties by Geographically Separated Units (GSU) and PERSCO Teams.

2.4.1. Immediately report information by telephone (DSN 665-3505 or 1-800-433-0048) to AFPC/DPWCS and submit an initial report by DCIPS-CR or DCIPS-Forward as outlined in **Paragraph 2.1.4**.

2.4.1.1. If a GSU or PERSCO Team does not have DCIPS reporting capability, report the information by telephone to the servicing FSS/MSS, who then submits the required Casualty Report using DCIPS.

2.4.2. The CAR at the member's servicing FSS/MSS submits a supplemental report completing all unknown or unconfirmed information, or items to be supplemented from the member's records within 4 hours of receiving the initial Casualty Report.

2.4.3. Personnel Support for Contingency Operations (PERSCO) Responsibilities for Reporting Not Seriously Ill/Injured (NSI) Casualties.

2.4.3.1. PERSCO will report Not Seriously Ill/Injured (NSI) casualties using DCIPS Forward, Hasty Message to AFPC/DPWCS on the following:

2.4.3.1.1. All Hostile, Not Seriously Ill/Injured Casualties (NSI), who become a casualty as the result of hostile or terrorist activity as outlined in **Table 1.1**.

2.4.3.1.2. All Non-hostile, Not Seriously Ill/Injured Casualties (NSI), who are hospitalized or medevaced out of the Area of Responsibility (AOR) or to the Continental United States (CONUS) for further treatment or evaluation.

2.4.3.1.3. All individuals involved in military aircraft incidents or government vehicle (GOV) incidents will be reported -- whether or not they are actually classified as a casualty. This will be a one-time Hasty report.

2.4.3.1.4. All Non-hostile, Not Seriously Ill/Injured Casualties (NSI), who are injured in an aircraft or government vehicle (GOV).

2.4.3.2. Hostile NSI Medical Progress Reports:

2.4.3.2.1. PERSCO will provide additional Medical Progress Reports using DCIPS Forward to AFPC/DPWCS on Hostile Not Seriously Injured Casualties (NSI) when:

2.4.3.2.2. There is a change in diagnosis

2.4.3.2.3. Surgery is scheduled, indicating the type of surgery and scheduled date.

2.4.3.2.4. There is a change in diagnosis, prognosis, or status.

2.4.3.2.5. Surgery is scheduled, indicating the scheduled date and type of surgery:

2.4.3.2.6. Submit a post-operative report describing the patient's condition, results of the surgery and any additional information the attending physician provides.

2.4.3.2.7. The Air Force medically evacuates the patient from one medical treatment facility to another outside of the AOR or back to CONUS (MOVED):

2.4.3.2.7.1. Report the complete itinerary, including the flight and mission number, and the name of the Combat Support Hospital (CSH) or MTF destination.

2.4.3.2.7.2. Include the gaining CSH or MTF and servicing PERSCO at the final destination as addressees, and the CSH, MTF(s) and PERSCO at intermediate stops, if applicable, and the losing CSH, MTF as information addressees on the message.

2.4.3.2.8. The patient is removed from NSI list (WRITE).

2.4.3.2.9. If the patient previously reported, is placed back on the NSI list.

2.4.3.2.9.1. Enter at the end of the subject line: "Patient previously removed from NSI status" and the date removed.

2.4.3.2.10. Otherwise, reporting requirements for Medical Progress Reports on NSI will be every 30 days.

2.4.3.3. Non–Hostile NSI Medical Progress Reports:

2.4.3.3.1. PERSCO will provide Medical Progress Reports using DCIPS Forward to AFPC/DPWCS on Non - Hostile Not Seriously Injured Casualties (NSI) when:

2.4.3.3.1.1. There is a change in diagnosis.

2.4.3.3.1.2. Surgery is scheduled, indicating the type of surgery and scheduled date.

2.4.3.3.1.3. There is a change in diagnosis, prognosis, or status.

2.4.3.3.1.4. Surgery is scheduled, indicating the scheduled date and type of surgery:

2.4.3.3.1.4.1. Submit a postoperative report describing the patient's condition, results of the surgery and any additional information the attending physician

provides.

2.4.3.3.1.5. The Air Force medically evacuates the patient from one medical treatment facility to another or out of the AOR or to the CONUS (MOVED):

2.4.3.3.1.5.1. Report the complete itinerary, including the flight and mission number, and the name of the Combat Support Hospital (CSH) or MTF destination.

2.4.3.3.1.5.2. Include the gaining CSH or MTF and servicing PERSCO at the final destination as addressees, and the CSH, MTF(s) and PERSCO at intermediate stops, if applicable, and the losing CSH, MTF as information addressees on the message.

2.4.3.3.1.6. The patient is removed from NSI list (WRITE).

2.4.3.3.1.7. If the patient previously reported, is placed back on the NSI list.

2.4.3.3.1.8. Reporting requirements otherwise for Medical Progress Reports will be every 30 days.

2.5. Reporting Casualties on Members of Other Services (see Table 1.1 , Table 2.2, and Table 2.3):

2.5.1. Follow the format for Air Force Casualty Reports and report all applicable items.

2.5.2. Precede each item in the remarks by its plain text title so the member's Service, which may not follow the same procedures, can understand the data. Do not use abbreviations.

2.6. Reporting Casualties on Foreign Nationals in the United States under the Auspices of the Air Force:

2.6.1. The reporting installation includes the orders-issuing headquarters of the appropriate nation's military as an action addressee. If the foreign casualty is assigned as part of the Personnel Exchange Program, the reporting installation will include SAF/IAPA as an action addressee. SAF/IAPA will coordinate NOK notification and disposition of remains with the appropriate foreign embassy.

2.6.2. If the orders-issuing headquarters is unknown, send the report to a Military Assistance Advisory Group (MAAG) or Defense Attaché Office (DAO) in the foreign national's home country.

2.6.3. If the CAR is unaware of the orders-issuing headquarters or a MAAG or DAO in the foreign national's home country, call these offices to obtain the information:

2.6.3.1. Headquarters, United States Air Force, Foreign Liaison Division (HQ AF/CVAI), DSN 225-2251.

2.6.3.2. The Air Force Service Watch Cell, DSN 227-6103, after duty hours.

2.6.4. State in the initial Casualty Report that the orders-issuing headquarters will:

2.6.4.1. Notify the NOK.

2.6.4.2. Confirm NOK notification by message to all addressees listed on the initial Casualty Report.

2.7. Reporting Casualties on Military Aircraft or AMC Commercially Contracted Aircraft:

2.7.1. Reporting Requirements:

2.7.1.1. The Air Force requires reports on all casualties resulting from a military or CMA aircraft incident or disappearance.

2.7.1.2. The CAR/PERSCO must account for all personnel aboard the aircraft

2.7.1.3. The proper reporting method depends on the nature of the incident and the number of casualties. In all incidents, immediately contact AFPC/DPWCS by telephone (DSN 665-3505 or 1-800-433-0048), if possible, to determine which of these methods to use:

2.7.1.3.1. If the casualties are all NSI, report them immediately by telephone followed by a Hasty Casualty Report (**https://afkm.wpafb.af.mil/AirForceCasualtyInfo** for examples).

2.7.1.3.2. If there are multiple casualties, make an initial report by telephone and follow it with a Hasty Casualty Report or a standard report as AFPC/DPWCS directs.

2.7.1.3.3. If there were no reportable casualties, list the casualty status as “None” for each person onboard and submit a Hasty Casualty Report.

2.7.1.3.4. If telephone contact with AFPC/DPWCS cannot be made, the FSS/MSS commander or PERSCO team chief determines whether to use a Hasty or standard Casualty Report for initial reporting.

2.7.2. Determining onboard crew and passengers. These documents and sources can help you determine onboard personnel:

2.7.2.1. Crew: Review DD Form 175, *Military Flight Plan.* It shows the name, grade, SSN, crew position, and home installation of each crewmember.

2.7.2.2. Passengers:

2.7.2.2.1. Review available passenger manifests and other documentation from flight origination and stops en route. These contain information such as passengers' names, grades, SSNs, passport numbers, emergency addresses, and units of assignment.

2.7.2.2.2. Consult passenger service terminals, base operations, flight control centers at civilian airports, and AMC Aerial Port Operations offices for information on passengers aboard military aircraft.

2.7.2.2.3. If difficulties are encountered in obtaining the information, immediately contact AFPC/DPWCS by telephone (DSN 665-3505 or 1-800-433-0048) and they will request assistance from HQ AMC Tanker Airlift Control Center, Aerial Port Control Center (HQ AMC TACC/XOGC) (DSN 576-1755).

2.7.3. Release of Casualty Information:. Crew and passenger names, and any other releasable information that would assist commanders in making casualty determinations, will be immediately released to the CAR/PERSCO. Installation commanders must be able to determine casualty status of their personnel using the information. See the local SJA if there are any questions.

2.8. Reporting Casualties on DoD and DAF Civilian Employees. (See **Table 1.1**, note 18; **Table 2.2**, and **Table 2.3**).

2.8.1. The Air Force requires reports on DoD and DAF civilian employees in certain circumstances. Refer to **Table 1.1** for guidance.

2.8.2. Immediately report information by telephone (DSN 665-3505 or 1-800-433-0048) to AFPC/DPWCS and submit an initial report using DCIPS-CR or DCIPS-Forward as outlined in **Paragraph 2.1.4**.

2.8.3. Follow the format for Air Force Casualty Reports and report all applicable items available at **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

Section 2B—Reports on Deceased Persons

2.9. Obtaining Conclusive Evidence of Death.

2.9.1. The installation commander or the incident manager must obtain conclusive evidence before reporting the death of an individual.

2.9.2. If more than one commander or Service is involved, they must coordinate their investigations and agree on their casualty status determinations:

2.9.2.1. Do not submit a Casualty Report until all involved commanders agree on their determinations.

2.9.2.2. If the commanders cannot reach an agreement, consult AFPC/DPWCS (DSN 665-3505) for instructions.

2.9.3. The Air Force does not require recovery of remains for conclusive evidence of death because situations will arise where remains cannot be recovered, but where the chance of survival is deemed impossible. The important factor is whether or not the commanders determine that survival is possible.

2.9.3.1. The Air Force considers the following situations to be conclusive evidence of death:

2.9.3.1.1. The commander determines death is the only plausible explanation for the member's absence.

2.9.3.1.2. Available information indicates beyond any reasonable doubt that an individual could not have survived. Such information includes:

2.9.3.1.2.1. Statements of witnesses to the incident.

2.9.3.1.2.2. Circumstances of the incident.

2.9.3.1.2.3. Search results.

2.9.3.1.2.4. Local conditions of terrain, climate, water temperature and currents, etc.

2.9.3.1.3. The total number of individual remains recovered from an aircraft or group accident equals the total number of persons known to be on board the aircraft or in the group, unless there is reasonable doubt:

2.9.3.1.3.1. As to whether the remains are from the aircraft or group in question.

2.9.3.1.3.2. Regarding the validity of the aircraft clearance and passenger manifest records.

2.10. Local Laws Governing Brain Death. The CAR must be aware of local laws governing brain death, as they differ among states and countries. Submit death reports in accordance with the local legal definition of brain death.

Section 2C—Reports on Members Declared DUSTWUN or Persons Declared Missing (Non-Hostile and Hostile)

2.11. Declaring a Member DUSTWUN.

2.11.1. DUSTWUN is a transitory casualty status applicable only to military personnel.

2.11.2. The responsible unit or TDY commander declares a member DUSTWUN when the commander:

2.11.2.1. Suspects a member's absence is involuntary and that the member may be a casualty.

2.11.2.2. Does not feel there is sufficient evidence to make a definitive determination of missing (non-hostile), recommendation of missing (hostile), or deceased. DUSTWUN allows the commander time to gather additional facts and statements from witnesses in order to make a definitive status determination (non-hostile), or recommendation of missing (hostile).

2.11.3. Once a commander declares a military member DUSTWUN, the CAR submits an initial DUSTWUN Report (see **Paragraph 2.14** and **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**) to the addressees in **Table 2.1** or **Table 2.2**.

2.11.4. Generally, commanders may not keep a member in DUSTWUN status for more than 10 days, unless extended by AFPC/DPWCS (DSN 665-2909). During this period, the commander:

2.11.4.1. Closely monitors the case and makes every effort to determine the member's true status.

2.11.4.2. Receives the results of any search and investigative efforts.

2.11.4.3. Submits daily Search Progress Reports (see **Paragraph 2.15**) to the addressees in **Table 2.1** or **Table 2.2**.

2.12. Factors Commanders Should Consider in Determining Whether a Member's Absence is Voluntary or Involuntary.

2.12.1. Member’s relationship with others both on and off duty:

2.12.1.1. Marital discord.

2.12.1.2. Problems with supervisors or coworkers.

2.12.2. Financial activities prior to or subsequent to disappearance:

2.12.2.1. Recent large withdrawals from bank accounts.

2.12.2.2. Use of credit cards for airline tickets, hotels, or gas.

2.12.3. Evidence of departure preparations:

2.12.3.1. Luggage or personal belongings missing from the member's residence.

2.12.3.2. Remarks made by the member to friends, relatives, or coworkers hinting at the possibility of a departure.

2.13. Examples of When it May be Appropriate to Declare a Member DUSTWUN.

2.13.1. An aircraft is overdue and the responsible commander has made an initial investigation, to include the following, with negative results:

2.13.1.1. Checks of scheduled stops along route.

2.13.1.2. Possible emergency landing sites.

2.13.1.3. Other places the aircraft may have landed.

2.13.2. A member disappears while participating in a recreational activity such as hunting, fishing, hiking, or camping:

2.13.2.1. The member's commander initiates a search for the absent member and investigates the circumstances surrounding the member’s disappearance.

2.13.2.1.1. The search must be sufficiently extensive for the commander to determine whether the member could freely return.

2.13.2.1.2. Include Security Forces, local police, Air Force Office of Special Investigations (AFOSI), Federal Bureau of Investigation (FBI), and other investigative agencies.

2.13.3. Initial attempts to find the member fail and the commander determines the member is not AWOL.

2.13.4. A member observes a lead aircraft as it is hit by enemy ground fire. Before the aircraft hits the ground, the member observes a flash, possibly from a seat ejection. Hostilities preclude launching a search and rescue attempt.

2.13.5. A member disappears and there are no known circumstances:

2.13.5.1. Personal belongings such as military ID card, wallet, car keys, checkbook, passport, camera, television set, savings bonds, etc., are still in member’s dormitory room or private residence.

2.13.5.2. First sergeant, supervisor and co-workers believe voluntary absence would be out of character for the member.

2.14. CAR Responsibilities for Filing DUSTWUN and Subsequent Reports.

2.14.1. Once a commander declares a military member DUSTWUN:

2.14.1.1. Immediately telephone AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048 (CONUS bases only) and advise them of the commander’s decision.

2.14.1.2. If most current copy is not in ARMS, scan and email the following documents to AFPC/DPWCS at DSN 665-2348:

2.14.1.2.1. vRED/DD Form 93.

2.14.1.2.2. SGLV 8286.

2.14.1.2.3. DD Form 4 (for enlisted members only).

2.14.1.2.4. Any other VA forms related to SGLI.

2.14.1.2.5. For ANG and USAFR casualties:

2.14.1.2.5.1. A copy of the order or other document placing the member on AD.

2.14.1.2.5.2. A statement from the ANG unit finance officer, Reserve Pay Unit, or the Defense Finance and Accounting Service-Indiana (DFAS-IN) Center indicating the amount of Servicemembers' Group Life Insurance deductions and the date of the first and last deduction.

2.14.1.3. Submit an initial DUSTWUN Report (RCS: DD-P&R[AR] 1664, *Report of Casualty*) for military persons indicated in **Table 1.1**.

2.14.2. Submit daily Search Progress Reports unless waived by AFPC/DPWCS (see **Paragraph 2.15** and **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.14.3. Within 10 days of filing the initial DUSTWUN Report, unless extended by AFPC/DPWCS (DSN 665-2909), the CAR must submit one of these reports or messages (referencing the initial DUSTWUN Report):

2.14.3.1. Death Report (RCS: DD-P&R[AR] 1664, Report of Casualty).

2.14.3.1.1. Immediately submit an initial Death Report if the commander determines a member is dead at any time during the 10-day period:

2.14.3.1.2. Use the date and time when the member was declared DUSTWUN as the date and time of death, unless there is conclusive evidence of a different date or time.

2.14.3.1.3. If it is impossible to recover remains, state in item H of the initial Death Report that the Air Force has investigated the circumstances surrounding the death in accordance with this AFI and has determined that there is conclusive evidence of death.

2.14.3.1.4. If the following documents are not current in ARMS, scan and email original copies of the following documents on military members to AFPC/DPWCS:

2.14.3.1.4.1. vRED/DD Form 93.

2.14.3.1.4.2. SGLV 8286**.**

2.14.3.1.4.3. DD Form 4.

2.14.3.1.4.4. Any other VA forms related to SGLI.

2.14.3.2. Non-Hostile Missing Report (RCS: DD-P&R[AR]1664, *Report of Casualty*):

2.14.3.2.1. Submit an initial Missing Report if the commander declares the member missing (see **Paragraph 2.17**).

2.14.3.2.2. Use date and time when the member was declared DUSTWUN as the date and time of loss in Item F., unless there is evidence of a different date or time.

2.14.3.2.3. Include in item G a detailed account of the facts and circumstances surrounding the member's disappearance (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.14.3.3. AWOL Message:

2.14.3.3.1. If the commander decides the member's absence was voluntary, revoke the DUSTWUN status with a message to all addressees on the initial DUSTWUN Report.

2.14.3.3.2. State "CHANGE OF STATUS TO AWOL FROM DUSTWUN" in the subject line.

2.14.3.3.3. Reference the initial DUSTWUN Report.

2.14.3.3.4. Include items A, B, C, and G from the initial DUSTWUN Report.

2.14.3.3.5. Explain in detail in item G the rationale for the revocation.

2.14.3.3.6. State that the member's official status is AWOL and give the effective date.

2.14.3.3.7. See AFI 36-2911, *Desertion and Unauthorized Absence*, for further guidance.

2.14.3.4. Returned to Military Control Report (DD-P&R(AR) 1664, *Designated Reporting of Combat Area Casualties*):

2.14.3.4.1. If the member returns, immediately notify AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048.

2.14.3.4.2. Following the telephone notification to AFPC/DPWCS, submit a Returned to Military Control (RMC) Report (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**) to all addressees on the initial DUSTWUN Report.

2.15. Search Progress Reports on DUSTWUN Members (RCS: DD-P&R[AR]1664*, Report of Casualty, Missing Persons Reports*).

2.15.1. The responsible commander orders a search and investigation for all DUSTWUN situations:

2.15.1.1. Acceptable search and rescue methods include visual aerial search, ground teams, and electronic search.

2.15.1.2. Electronic monitoring by aircraft flying in the area on other than search and rescue missions is not an acceptable search method.

2.15.2. The CAR submits daily Search Progress Reports to the addressees in **Table 2.1** or **Table 2.2** on:

2.15.2.1. The extent and progress of the search.

2.15.2.2. Any pertinent information on the investigation.

2.15.3. The CAR submits similar Search Progress Reports in hostile situations if a search is possible.

2.15.4. Once the search is terminated, the commander:

2.15.4.1. Evaluates all available evidence.

2.15.4.2. Ensures the CAR submits the appropriate Casualty Report in accordance with **Paragraph 2.14**.

2.16. Declaring a Person Missing (Non-Hostile).

2.16.1. This casualty status applies to both military members and civilian personnel.

2.16.2. When a commander determines that a person's absence is involuntary and there is insufficient evidence to declare the person deceased, the commander:

2.16.2.1. Consults with AFPC/DPWCM by telephone at DSN 665-3752 or 1-800-531-5501 prior to declaring a person missing or submitting a Missing Report.

2.16.2.2. After consulting with AFPC/DPWCM, declares the person missing (see **Attachment 1** , Terms), and has the CAR submit an initial Missing Report (see **Paragraph 2.17**).

2.16.3. Declaring a military member missing (non-hostile) automatically invokes the statutory provisions of 37 U.S.C, chapter 10 (Payments to Missing Persons).

2.16.3.1. Once the commander declares a person missing and notifies the NOK, AFPC/DPWCM must issue any further official correspondence to the NOK, including notifications of a change in casualty status to deceased. ***NOTE:*** The CAR continues to provide casualty assistance to the NOK as described in **Paragraph 4.5.5**.

2.16.4. The commander must submit AF 484, *Non-Hostile Missing Person(s) Supplementary Report* (see **Paragraphs 2.18** and **2.19**), directly to AFPC/DPWCM, and one copy to the CAR within 5 calendar days from the date he or she:

2.16.4.1. Declares the person missing.

2.16.4.2. Terminates the search for the person.

2.17. CAR Responsibilities for Filing Missing and Subsequent Reports (Non-Hostile).

2.17.1. When the commander declares a person missing, the CAR:

2.17.1.1. Immediately telephones AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048 (CONUS bases only) and advises them of the commander's decision.

2.17.1.2. Submits an initial Missing Report (RCS: DD-P&R [AR] 1664, *Report of Casualty*) on those persons indicated in **Table 1.1** (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.17.1.3. If a military member, scans and emails the following documents to AFPC/DPWCS at DSN 665-2348 if the most current copy is not available in ARMS:

2.17.1.3.1. vRED/DD Form 93.

2.17.1.3.2. SGLV 8286.

2.17.1.3.3. DD Form 4.

2.17.1.3.4. Any other VA forms related to SGLI.

2.17.1.4. For ANG and USAFR casualties:

2.17.1.4.1. A copy of the order or other document placing the member on AD.

2.17.1.4.2. A statement from the ANG unit finance officer, Reserve Pay Unit, or DFAS-IN indicating the amount of Servicemembers' Group Life Insurance deductions and the date of the first and last deduction.

2.17.2. Submit daily Search Progress Reports (see **Paragraph 2.21**, and **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.17.3. Immediately notify AFPC/DPWCM by telephone at DSN 665-3752 or 1-800-531-5501 if any of these situations develop after submission of an initial Missing Report:

2.17.3.1. New information:

2.17.3.1.1. If additional information surfaces that might help AFPC/DPWCM determine the person's casualty status:

2.17.3.1.1.1. Submit a supplemental Missing Report (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.17.3.1.1.2. Reference the initial Missing Report.

2.17.3.1.1.3. Complete items A, B, C, and G.

2.17.3.1.1.4. Describe in item G of the report, the circumstances and factors that justify a supplemental report. For example, if the reporting unit learns that a member is categorized as missing in action and has been captured, it submits a supplemental Missing Report so AFPC/DPWCM can change the casualty category from missing in action to captured.

2.17.3.1.2. AFPC/DPWCM notifies the NOK as appropriate.

2.17.3.2. If the commander learns of a missing person being RMC, immediately contact AFPC/ DPWCM by telephone at DSN 665-3752.

2.17.3.2.1. Once notification to AFPC/DPWCM has been made, submit an RMC Report to all addressees on the initial Missing Report.

2.17.3.2.2. AFPC/DPWCM notifies the NOK.

2.17.3.3. AWOL Message:

2.17.3.3.1. If the commander decides the person's absence is voluntary, revoke the missing status with a message to all addressees on the initial Missing Report.

2.17.3.3.2. State "CHANGE OF STATUS TO AWOL FROM MISSING" in the subject line.

2.17.3.3.3. Reference the initial Missing Report.

2.17.3.3.4. Include items A, B, C, and G from the initial Missing Report.

2.17.3.3.5. Explain in detail in item G of the message, the rationale for the revocation.

2.17.3.3.6. State that the person's official status is AWOL and give the effective date.

2.17.3.3.7. AFPC/DPWCM notifies the NOK.

2.17.3.3.8. See AFI 36-2911, *Desertion and Unauthorized Absence*. for military members, and Federal Regulations (CFR), Part 630, Absence and Leave, for civilian personnel, for further guidance in filing reports.

2.17.3.4. Death Report (RCS: DD P&R [AR]1664, *Report of Casualty*):

2.17.3.4.1. If the commander determines a missing person is dead, submit an Initial Death Report (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**) including all addressees on the initial Missing Report.

2.17.3.4.2. Reference the initial Missing Report.

2.17.3.4.3. Include in item G of the report, the date and time of death, if known.

2.17.3.4.4. If it is impossible to recover remains, state in item G that the Air Force has investigated the circumstances surrounding the death in accordance with this AFI and has determined that there is conclusive evidence of death.

2.17.3.4.5. Submission of the report does not automatically change the person's casualty status from missing to deceased. The Missing Persons Act requires a formal status review:

2.17.3.4.6. Only AFPC/DPWCM may officially change the casualty status to deceased.

2.17.3.4.7. AFPC/DPWCM notifies the NOK if the casualty status is changed to deceased.

2.17.3.4.8. If the most current copy is not available in ARMS, scan and email the original copies of the following documents on military members to AFPC/DPWCS:

2.17.3.4.8.1. vRED/DD Form 93.

2.17.3.4.8.2. SGLV 8286.

2.17.3.4.8.3. DD Form 4, (for enlisted members only).

2.17.3.4.8.4. Any other VA forms related to SGLI.

2.18. AF Form 484 (RCS: DD-P&R[AR]1664, *Report of Casualty, Missing Persons Report*).

2.18.1. The responsible commander must submit AF 484 , directly to AFPC/DPWCM, 550 C Street West, Suite 15, Randolph AFB TX 78150-4717, and one copy to the CAR within 5 calendar days from the date he or she recommends placement of a person into missing status.

2.18.2. The commander submits an additional copy of the report through channels to the parent MAJCOM for informational purposes only.

2.18.3. For an incident that results in multiple missing persons, such as an aircraft mishap, submit one report that lists all missing personnel.

2.18.3.1. Send a copy to each missing person's home installation commander for information purposes only, since AFPC/DPWCM is solely responsible for notifying the NOK.

2.18.4. If the commander cannot submit the AF 484 within the specified time period, notify AFPC/DPWCM by message of the reason for the delay and the date you expect to mail the report.

2.18.5. See **https://afkm.wpafb.af.mil/AirForceCasualtyInfo** for instructions on completion of the AF Form 484.

2.19. Submitting AF 484.

2.19.1. The commander prepares AF 484 based on a review and evaluation of:

2.19.1.1. The circumstances surrounding the disappearance.

2.19.1.2. Search results.

2.19.1.3. Local terrain conditions, climate, water temperature, currents, etc.

2.19.1.4. Witness statements (see **Attachment 7**).

2.19.1.5. Reports from search and rescue personnel.

2.19.1.6. Any other relevant information.

2.19.2. For aircraft accidents and incidents, the commander obtains either of these statements:

2.19.2.1. Statements from rescued crewmembers and crewmembers of other flights in the area.

2.19.2.2. Signed statements from crewmembers indicating why they can't contribute to the report.

2.19.3. The commander sends the form to the installation SJA to review for:

2.19.3.1. Legal sufficiency.

2.19.3.2. Proper preparation of witness statements.

2.19.3.3. Completeness of the investigation.

2.19.4. The commander must include either:

2.19.4.1. A recommendation to change the casualty status to deceased.

2.19.4.2. Detailed reasons why a person should remain in a missing status.

2.20. 9 Month Investigation Report on Missing Personnel (Non-Hostile and Hostile) (RCS: DD-P&R[AR]1664, *Report of Casualty, Missing Persons Reports*). If there is no change to a missing person's casualty status within 8 months, the commander concludes the investigation by submitting a 9-month Investigative Report (see **Attachment 2** and **Attachment 3**) following these guidelines:

2.20.1. Submits a written report in non-hostile situations.

2.20.2. The report must arrive at AFPC/DPWCM before the end of the 9th month.

2.20.3. **Attachment 2** explains the contents of the 9-month Investigative Report.

2.20.4. The report is an integral part of the casualty file used in the formal status review process.

2.20.5. The review recommends, effective 1 year and 1 day from the date of the initial Missing Report, either to continue the missing casualty status or to change the casualty status to deceased.

2.21. Search Progress Reports on Missing Persons (Non-Hostile and Hostile).

2.21.1. The responsible commander orders a search and investigation.

2.21.1.1. Acceptable search and rescue methods include visual aerial search, ground teams, and electronic search.

2.21.1.2. Electronic monitoring by aircraft flying in the area on other than search and rescue missions is not an acceptable search method.

2.21.2. The CAR submits daily Search Progress Reports using DCIPS to the addressees in **Table 2.1** or **Table 2.2** on:

2.21.2.1. The extent and progress of the search.

2.21.2.2. Any pertinent information on the investigation.

2.21.3. Once the search is terminated, the responsible commander:

2.21.3.1. Evaluates all available evidence.

2.21.3.2. Ensures the CAR submits the appropriate Casualty Report IAW **paragraph 2.17** or **2.22**.

2.22. Declaring a Person Missing (Hostile).

2.22.1. This casualty status applies to military members, DoD civilian employees, or DoD contractor employees.

2.22.2. In those circumstances where the reason for a member's absence is uncertain and it is possible that the member is a casualty whose absence is involuntary, but there is not sufficient evidence to determine immediately that the member is missing or deceased, the member should be designated DUSTWUN (**Paragraphs 2.11** through **2.15**) and the commander shall:

2.22.2.1. Make a preliminary assessment of the circumstances. In circumstances where it is questionable whether the involuntary absence is a result of hostile action (or under circumstances suggesting that the involuntary absence is a result of hostile action), the commander of the unit, facility, or area to or in which the person is assigned shall submit a preliminary assessment and recommendation.

2.22.2.2. If, as a result of that assessment, the commander concludes that the person is missing, the commander shall:

2.22.2.2.1. Recommend that the person be placed in a missing status using DD Form 2812, *Commander's Preliminary Assessment and Recommendation Regarding Missing Person* (see DoDI 2310.5, Enclosure 3).

2.22.2.2.2. Not later than 10 days after receiving such information, transmit a report containing that recommendation to AFPC/DPWCM with an advisory copy to the theater component commander having jurisdiction over the missing person.

2.22.3. Upon receipt of the commander's recommendation to place a person in missing status, AFPC/DPWCM will notify the convening authority (AFPC/CC) who will appoint a board of inquiry in accordance with DoDI 2310.5 and AFPCI 36-106, *Boards of Inquiry for Personnel Missing Under Hostile Conditions*.

Section 2D—Reports on Members Who Are Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Not Seriously Ill or Injured (NSI) and Emergency Family Member Travel Program (EFMT)

2.23. Reporting VSI, SI, or NSI Casualties. When a member is hospitalized and determined by medical authority to be VSI, SI, or NSI, the responsible commander has the CAR/PERSCO submit a Casualty Report (see **Table 1.1** for applicability):

2.24. CAR/PERSCO Responsibilities for Reporting VSI, SI, or NSI Casualties.

2.24.1. Contact AFPC/DPWCS by telephone at DSN 665-3505 to report member's status and possible notifications.

2.24.2. Gather information for the Casualty Report from the military Medical Treatment Facility (MTF) or civilian hospital. Disclosure and release is authorized for specialized government functions such as casualty reporting, per DoD 6025.18-R, C7.11.1, Jan 24, 2004.

2.24.3. Submit the initial Casualty Report using DCIPS CR or DCIPS Forward Hasty Report the same day notified.

2.24.3.1. If the attending physician requests, and the MTF commander approves, Emergency Family Member Travel (EFMT) authorization for designated individuals of military members who are determined VSI, SI, or Hostile NSI and who are hospitalized use the remarks section to indicate EFMT information on the report. (**Paragraph 2.27**).

2.24.4. Submit a report on NOK of Air Force military members and DoD or DAF civilian employees when requesting AFPC/DPWCS to notify the NOK.

2.24.5. See AFMAN 33-326, *Preparing Official Communications* and submit a Hasty report.

2.25. Wartime Casualties and Casualties from Incidents Involving Military Aircraft or AMC Commercially Contracted Aircraft.

2.25.1. Submit reports for the persons indicated in **Table 1.1** for both CONUS and overseas casualties, unless waived by AFPC/DPWC.

2.25.2. Follow the procedures outlined in **Paragraph 2.27** concerning EFMT authorization for the designated individual of military members who are determined VSI, SI, or Hostile NSI and who are hospitalized.

2.26. VSI, SI, and NSI Medical Progress Reports.

2.26.1. For **Table 1.1**, Rules 1 and 2:

2.26.1.1. The CAR submits Medical Progress Reports (MPR) to AFPC/ DPWCS within 24 hours of the initial Casualty Report and for SI/VSI every 14 days thereafter (NSI as indicated in **Paragraphs 2.4.3.2.10** and **2.4.3.3.1.8**), or immediately when:

2.26.1.2. There is a change in diagnosis, prognosis, or status.

2.26.1.3. Surgery is scheduled, indicating the scheduled date and type of surgery:

2.26.1.3.1. Submit a postoperative report describing the patient's condition, results of the surgery and any additional information the attending physician provides.

2.26.1.4. The Air Force medically evacuates the patient from one medical treatment facility to another (MOVED):

2.26.1.4.1. Report the complete itinerary, including the flight and mission number, and the name of the civilian hospital or MTF destination.

2.26.1.4.2. Include the gaining MTF and servicing FSS/MSS at the final destination as addressees, and the MTF(s) and FSS/MSS(s) at intermediate stops, if applicable, and the losing MTF as information addressees on the message.

2.26.1.5. The patient is removed (WRITE) from VSI, SI, or NSI list.

2.26.1.6. The patient who was previously reported VSI, SI, or NSI and later removed (WRITE), is placed back on the VSI, SI, or NSI list.

2.26.1.6.1. Enter at the end of the subject line: "Patient previously removed from VSI, SI, or NSI status and the date removed.

2.27. Emergency Family Member Travel Program.

2.27.1. The Air Force provides round-trip transportation and Per Diem in accordance with the JFTR (U5246) for not more than three designated individuals to the medical facility of a member listed as VSI or SI casualty when hospitalized in or outside the United States, if the attending physician or surgeon and the commander or head of the military treatment facility exercising military control over the member determine that the presence of the designated individual may contribute to the member's health and welfare for a period of up to 30 days (Title 37, U.S.C, Section 411h). In addition, EFMT applies to members who are deployed on OEF/OIF CED orders and who are hospitalized and have been placed in a Hostile Not Seriously Ill/Injured (NSI) casualty status.

2.27.1.1. The Emergency Family Member Travel program applies to designed individuals of a military member serving on active duty to include ANG and USAFR members in a duty status. (This does not include Air Force Academy cadets per JFTR and 37 U.S.C. 20[g]).

2.27.1.2. The commander or head of the MTF must concur and approve the attending physician's request prior to AFPC/DPWCS issuing the Emergency Family Member Travel order. All designated individuals requiring travel must be included on the Air Force EFMT Worksheet, or on an AF Form 570.

2.27.2. Designated individuals eligible for Emergency Family Member Travel:

2.27.2.1. A person designated by the member whose presence may contribute to the member's health and welfare during the member's inpatient treatment.

2.27.2.2. In case of a member who the attending physician or surgeon determines is not able to make such a designation, an individual who, as designated by the attending physician or surgeon and the military medical treatment facility commander or head.

2.27.3. Transportation:

2.27.3.1. The Air Force reimburses the designated individuals for cost of travel between their residence and the location of the MTF in which the member is hospitalized; for personally procured commercial transportation such as airfare or driving expenses for travel by privately owned vehicle (POV). Rental car reimbursement is not authorized.

2.27.3.1.1. If NOK are already at the member's bedside, the Air Force does not offer transportation to designated individuals unless the attending physician determines that these NOK are physically or mentally incapacitated and are unable to contribute to the member's health and welfare.

2.27.3.2. Local per diem is authorized to pay for expenses such as food, and lodging while in the vicinity of the medical facility.

2.27.3.2.1. Advance payments of per diem are authorized.

2.27.3.3. It is extremely important to all concerned that care is taken when discussing any round-trip transportation with designated individuals. To avoid embarrassing situations, do not obligate the Air Force before securing Emergency Family Member Travel approval and ensuring with AFPC/DPWCS that designated individuals meet all eligibility requirements.

2.27.4. Responsibilities and procedures. It takes the coordinated effort of medical personnel, unit commanders, the CAR, and AFPC/DPWCS to ensure an effective EFMT Program.

2.27.4.1. Attending physician or surgeon initiates the EFMT request whenever the presence of designated individuals may contribute to the member's health and welfare.

2.27.4.2. MTF commander or head of the military medical facility:

2.27.4.2.1. Ensures MTF personnel are familiar with the EFMT Program and eligibility criteria before requesting round-trip transportation.

2.27.4.2.2. Approves or disapproves the attending physician's or surgeon's EFMT request:

2.27.4.2.2.1. For members in a civilian hospital, the commander of the nearest military MTF or the military MTF having administrative responsibility for the member must approve or disapprove the attending physician's or surgeon's request.

2.27.4.2.3. Ensures the CAR is immediately notified if the EFMT request is approved.

2.27.4.2.4. Provides the CAR necessary information to request transportation arrangements from AFPC/DPWCS.

2.27.4.2.5. Coordinates with the member's unit commander to ensure the NOK are promptly notified of the member's condition (see **Paragraph 3.24**), whether or not EFMT has been requested.

2.27.4.3. Member's unit commander:

2.27.4.3.1. Coordinates notifying the NOK of the member's condition with the MTF or civilian hospital (see **Paragraph 3.24.3.3**).

2.27.4.3.2. When notified by the CAR that EFMT has been approved and AFPC/DPWCS has established the designated individuals' itinerary, assigns a unit representative to act as personal escort to receive the designated individuals, arrange for their quarters and meals, and provide assistance as needed.

2.27.4.3.3. Ensures the personal escort remains in contact with the designated individuals during their stay and informs the CAR when they desire to return home, so AFPC/DPWCS can arrange transportation.

2.27.4.4. The CAR:

2.27.4.4.1. Is the office of primary responsibility (OPR) for ensuring the policy, responsibilities and requirements of the EFMT Program are administered correctly and in accordance with this AFI.

2.27.4.4.2. Establishes local procedures to inform responsible agencies and individuals (medical personnel, commanders, first sergeants, and command post personnel) about the EFMT Program through such media as base supplements, commanders' orientations, first sergeants' meetings, and training.

2.27.4.4.3. Ensures base agencies and individuals notify the CAR of all VSI and SI cases involving military members hospitalized in the MTF or civilian hospitals within their area of responsibility.

2.27.4.4.4. Immediately contacts AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 when the MTF commander approves an EFMT request.

2.27.4.4.5. Submits appropriate Casualty Report to AFPC/DPWCS to confirm the EFMT.

2.27.4.4.5.1. EFMT requests are annotated in the remarks section of the initial Hasty VSI or SI Casualty Report, or the Medical Progress Report.

2.27.4.4.6. On receipt of the designated individuals' travel itinerary from AFPC/DPWCS, informs the personal escort selected by the unit commander.

2.27.4.4.7. For members hospitalized away from their home installation, arranges for someone to act as the personal escort to receive the designated individuals, arrange for their quarters and meals, and provides whatever assistance they need during their stay.

2.27.4.4.8. Stays in contact with the personal escort and finds out when the designated individual want to go home and tells AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 or message.

2.27.4.5. AFPC/DPWCS:

2.27.4.5.1. Ensures the EFMT request meets public law requirements and authorizes EFMT. ***NOTE:*** Due to varied locations of designated individuals and the extreme

urgency of the situation, “message orders” from AFPC/DPWCS provide sole authorization for travel and reimbursement of funds.

2.27.4.5.2. Contacts the designated individuals by telephone, verifies that the designated individuals want to travel to the member's bedside, and books the most practical mode of commercial air transportation.

2.27.4.5.3. Provides the designated individuals instructional procedures and guidance on obtaining passports, passport waivers, visas, required immunizations, and other matters related to travel.

2.27.4.5.4. Sends the CAR the designated individual's itinerary.

2.27.4.5.5. Informs the designated individuals that the Air Force may reimburse them for certain transportation costs and advises them to save all expense receipts and other travel documentation (such as ticket stubs).

2.27.4.5.6. Authorizes reimbursement of the designated individual's travel expenses.

2.27.4.6. Initiates reimbursement to the designated individuals for cost of personally procured commercial transportation such as airfare or driving expenses for travel by POV.

2.27.4.6.1. NOK or designated individuals who travel at their own expense before the Air Force approves EFMT are still subject to the eligibility requirements established for the EFMT Program for reimbursement.

2.27.4.6.1.1. To initiate reimbursement for “after-the-fact” EFMT, the CAR follows the same procedures for requesting and obtaining EFMT approval.

2.27.4.6.2. The Air Force does not reimburse the designated individuals until they return home.

2.27.4.6.3. The Air Force does not reimburse the designated individual’s travel expenses paid with other Air Force funds, such as unit Operation and Maintenance (O&M) funds or Non-Medical Attendant Orders.

2.27.4.7. EFMT extension requests; Air Force policy provides approval authority up to 30 days.

2.27.4.7.1. AFPC/DPW is the approval authority for extension requests up to 60 days. Requests for extension must be submitted in writing by the attending physician and approved by the MTF commander on an EFMT extension request form or AF Form 570.

2.27.4.7.2. AFPC/CC is the approval authority for requests exceeding 60 days. Requests for extensions must be submitted in writing by the attending physician and approved by the MTF commander on an EFMT extension request form or AF Form 570.)

Section 2E—Hasty Casualty Reports (RCS: DD P&R[AR] 1664, Report of Casualty

2.28. Purpose.

2.28.1. The HASTY Casualty Reports are used to expedite the flow of casualty information to AFPC/DPWCS when multiple casualties are involved and submitting standard Casualty Reports would delay notifying the NOK.

2.28.2. The HASTY Casualty Reports are used to:

2.28.2.1. Give AFPC/DPWCS information for casualty accountability purposes.

2.28.2.2. Help AFPC/DPWCS expedite notification without news media interference.

2.28.2.3. Provide immediate information about an incident with potential mass casualties.

2.29. Reporting Requirements and Procedures.

2.29.1. The CAR/PERSCO contacts AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 before submitting a hasty report:

2.29.1.1. AFPC/DPWCS may waive the requirement to submit reports, depending on the nature of the incident and the number of casualties.

2.29.2. Multiple Reportable Casualties:

2.29.2.1. When multiple casualties make it difficult to submit standard reports in a timely manner using assigned casualty services personnel or a CAST, use the appropriate Casualty Report to initially report casualties in DCIPS.

2.29.2.2. When an incident occurs, the CAR/PERSCO immediately contacts AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 for approval of abbreviated reporting.

2.29.2.2.1. If telephone contact is impossible, the FSS/MSS commander determines if reporting is necessary.

2.29.2.3. Immediately submit as much information as you have on a Casualty Report using the DCIPS Hasty Report.

2.29.2.3.1. If you cannot submit a complete Casualty Report immediately due to delayed or missing information, then as soon as additional information becomes available submit a supplemental Casualty Report for the remaining items using the DCIPS Hasty Report.

2.29.2.4. Once conditions permit, submit standard initial Death Reports (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**) to the personnel listed in accordance with **Table 1.1**.

2.29.2.5. You must submit these standard reports, however, as applicable:

2.29.2.5.1. Search Progress Reports (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.29.2.5.2. Returned to Military Control Reports (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

2.29.2.5.3. VSI, SI, and NSI Medical Progress Reports (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**). ***NOTE:*** You may use the

Medical Progress Report (Hasty Report) until such time as you can submit standard reports.

2.29.2.6. Complete all applicable items on Hasty Casualty Reports and Medical Progress Reports.

2.29.2.7. Report the casualties requiring personal notification to the NOK first to give AFPC/DPWCS time to spin up notification teams.

2.29.2.7.1. Give reports on deceased and missing persons priority.

2.29.2.7.2. Do not delay reporting while obtaining information on less serious casualties.

2.29.2.8. Report information on injured personnel in a subsequent Casualty Report.

2.29.2.9. AFPC/DPWCS will provide prioritizing guidance during the initial telephone call from the reporting unit.

Section 2F—Reporting Air Force Retiree Deaths

2.30. Investigation of Retiree Deaths.

2.30.1. The CAR nearest the area in which the NOK resides investigates the possible death of a retiree:

2.30.1.1. Treat the possible death of a retiree as an “unconfirmed” death.

2.30.1.2. Send only inquiries to the NOK; do not, repeat do not, send a condolence letter!

2.30.2. See **Attachment 12** for appropriate phrases to use when you are not sure who will receive the inquiry at the address on file.

2.30.2.1. Do not use "To whom it may concern" or "Occupant" as a salutation.

2.30.2.2. Address the envelope to "Resident."

2.30.3. If you find that the retiree is alive, send an e-mail to Defense Finance and Accounting Service-Cleveland Center (DFAS-CL/FRC) with AFPC/DPWCS as an information addressee.

2.30.4. Contact these organizations for help in your investigation:

2.30.4.1. The VA.

2.30.4.2. The State or Federal Bureau of Vital Statistics.

2.30.4.3. The Civilian Personnel Flight.

2.30.4.4. The Post Office.

2.30.4.5. Utility companies.

2.30.4.6. Banks.

2.30.4.7. Funeral homes.

2.30.5. If you cannot confirm the retiree's status, contact AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 for assistance and guidance.

2.31. Reporting Air Force Retiree Deaths Within 120 Days After Retirement.

2.31.1. When an Air Force retiree dies within 120 days after retiring, the CAR notifies AFPC/ DPWCS by telephone at DSN 665-3505 or 1-800-433-0048, then submits DCIPS message, the same day or next duty day after learning of the death.

2.31.2. If the following documents are unavailable in ARMS, the CAR immediately scans and emails (DSN 665-2348), then mails these documents to AFPC/DPWCS:

2.31.2.1. vRED/DD Form 93(signed original).

2.31.2.2. VA Form SGLV 8286 (signed original).

2.31.2.3. VA Form SGLV 8283, *Claim for Death Benefit* (signed original).

2.31.2.4. Any other VA forms related to Servicemembers' Group Life Insurance (signed original).

2.31.2.5. DD Form 214 (copy).

2.31.2.6. Retirement order (copy).

2.31.2.7. Medical Evaluation Board or Physical Evaluation Board Report, if applicable (copy).

2.31.2.8. Civilian death certificate (copy).

2.31.2.9. DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment* (copy).

2.31.2.10. VA Form 21-534, *Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child*, (VA Form 21-534a, *Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child–In Service Death*, may be substituted) or VA Form 21-535, *Application for Dependency and Indemnity Compensation by Parent(s)***,** as applicable (copy).

2.31.2.11. VA Certification for DG/DIC letter (copy).

2.31.2.12. DD Form 4.

2.32. Reporting Air Force Retired General Officer Deaths. The CAR must report the deaths of retired general officers to AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 immediately upon receiving notification, and submit, via email or fax, required information, as per Retired AF General Officer Death Report, **Attachment 5.**

2.33. Reporting Air Force Retiree Deaths More Than 120 Days After Retirement.

2.33.1. FSSs/MSSs with Defense Retiree and Annuitant Pay System (DRAPS) Capability need for follow the process below:

2.33.1.1. When an Air Force retiree dies more than 120 days after retiring, the CAR obtains initial information from the NOK to report the death and assists them in completion of benefit claim applications.

2.33.1.2. Upon learning of a retiree's death, the CAR:

2.33.1.2.1. Immediately informs the local financial service office (FSO) of the retiree's name, SSN, and the date of death.

2.33.1.3. The FSO:

2.33.1.3.1. Provides the information from the CAR to DFAS-CL.

2.33.1.3.2. Gives the CAR the retiree's pay and beneficiary information.

2.33.1.4. If a CAR learns of a retiree death and the NOK do not reside in the CAR's area of responsibility, the CAR immediately calls the appropriate CAR, the CAR nearest the NOK, and provides them all known information on the deceased retiree.

2.33.1.4.1. The appropriate CAR must then immediately notify the local FSO and assist the NOK.

2.33.2. Procedures for FSSs/MSSs without DRAPS Capability:

2.33.2.1. When an Air Force retiree dies more than 120 days after retiring, the CAR obtains initial information from the NOK to report the death and assist them in completion of benefit claim applications.

2.33.2.2. Upon learning of a retiree's death, the CAR:

2.33.2.2.1. In the CONUS, immediately telephones DFAS-CL at 1-800-269-5170, 1-800-321-1080, or commercial at (216) 522-6680. Provides the retiree's name, SSN, and the date of death.

2.33.2.2.1.1. Requests the retiree's pay and beneficiary information.

2.33.2.2.2. If overseas, obtain pay information from the FSO, or sends a message, or e-mail to AFPC/DPWCS requesting the retiree's pay and beneficiary information:

2.33.2.2.2.1. Provides the retiree's name, SSN, and the date of death.

2.33.2.3. If a CAR learns of a retiree death and the NOK do not reside in the CAR's area of responsibility, the CAR immediately calls or sends a message, or email to the appropriate CAR nearest the NOK and provides them all known information on the deceased retiree.

2.33.2.3.1. The nearest CAR to the NOK must then immediately contact DFAS-CL by telephone at 1-800-269-5170 or 1-800-321-1080, or commercial at (216) 522-6680, or AFPC/DPWCS by e-mail and assist the NOK.

2.33.3. The CAR sends a copy of the civilian death certificate to USAFSAM/PHR, 8320 Laser Rd Bldg 915, Brooks City Base TX 78235-5250, when available.

2.34. Deceased Dependents of Active Duty Personnel

2.34.1. Upon learning of the death of a dependent, the unit is responsible for immediately notifying the CAR.

2.34.2. The CAR will provide assistance in accordance with **Table 1.1**.

Table 2.1. Addresses for Reports on Deceased, Missing, and DUSTWUN (including ANG and USAFR) Members (see notes 1, 2, 3, 4, and 6).

Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 17)**
An Active AF member	The home installation, the installation where assigned or attached for duty, or any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
A Duty Status ANG member		**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
A Duty Status USAFR member		**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
An AFROTC applicant or cadet		**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
A DoD or DAF civilian employee		**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
A retired AF, ANG or USAFR member when death occurs within 120 days after retiring	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
A retired AF General Officer		**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**
A retired AF, ANG or USAFR member receiving or eligible to receive retirement pay when death occurs more than 120 days after retiring		**Email Addresses are maintained at the following location: https://afkm.wpafb.af.mil/AirForceCasualtyInfo**

Casualty is:	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to: (see note 17)
(see note 9)		

NOTES:

1. Refer to **Table 1.1.** for reporting requirements.

2. Classified supplemental reports are sent to AFPC/DPWCS, appropriate MAJCOMs, the intermediate command and the casualty's home installation commander ONLY.

3. Supplemental Casualty Reports are sent to DFAS-IN, Air Force Safety Center (AFSC), Air Reserve Personnel Center (ARPC), Air National Guard (ANG) or Armed Forces Institute of Pathology (AFIP) only when they contain information of interest to those addressees.

4. DUSTWUN applies only to military personnel.

5. If member is in a permanent change of station (PCS) status, notify both the losing commander (action addressee) and gaining commander (information addressee).

6. All messages will be transmitted by email using DCIPS Forward or DCIPS CR

7. Dual category-commissioned officer serving as an airman in the active AF.

8. The FSS/MSS will supplement all unknown or unconfirmed items on the initial report within 4 hours after receiving the initial Casualty Report.

9. Report on AF Form 58 when case is closed. Submit front only unless CAR determines a more complete historical document is appropriate for future reference.

10. Fax a copy of the Form SGLV 8286 to the Office of Servicemembers' Group Life Insurance (OSGLI) at 1-877-832-4943.

11. The CAR assigned primary responsibility matches the ZIP codes of NOK or beneficiaries to the listing on the AFPC Casualty web site to determine which other installations must provide casualty assistance services.

12. Assisting CARs notify the primary CAR of the dates the NOK or other beneficiaries applied for and received benefits.

13. AFPC/DPWCS resolves any difficulties in coordinating casualty assistance services between the primary and assisting CARs.

14. Send to SG only when death was drug or alcohol-related.

15. Use ZEN for those levels of command or units at the reporting station. The reporting CAR must provide ZEN addressees copies as these are not transmitted.

16. ANG technical training liaisons must receive a copy when member is at a technical training school.

17. For DMS messages only, type clear-text message addresses in the beginning of every message.

18. Reservists and Air National Guard (ANG) personnel only.

Table 2.2. Addresses for Casualty Reports on Non-Air Force Deceased, Missing, and Duty Status--Whereabouts Unknown Members (see notes 1, 2, 3, and 4).

Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 4)**
A US Army, Navy, Marine Corps or Coast Guard member	Any AF installation having knowledge of the casualty when the appropriate Service commander is unable or unavailable to report	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
An ARC representative or AF contract employee	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
A VIP or USO entertainer	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
A foreign national under the auspices of the AF	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

Casualty is:	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to: (see note 4)
A qualified family member of an AF member, or a DoD or DAF civilian employee	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

NOTES:

1. Refer to **Table 1.1.** for reporting requirements.

2. Classified supplemental reports are sent to AFPC/DPWCS, appropriate MAJCOMs, the intermediate command and the casualty's home installation commander ONLY.

3. Duty Status-Whereabouts Unknown (DUSTWUN) applies only to military personnel.

4. All messages will be transmitted by email using DCIPS Forward or DCIPS CR

Table 2.3. Addresses for Casualty Reports on Members Very Seriously Ill or Injured, Seriously Ill or Injured, or Not Seriously Ill or Injured (see notes 1, 2, and 3).

Casualty is:	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to: (see note 5)
An Active AF member, DoD or DAF civilian employee, or a qualified member of their family	The member's home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the MTF, or any AF installation having knowledge of the	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 5)**
	casualty	
An ANG member in a duty status	The home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the MTF, or any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
A USAFR member in a duty status	The home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the MTF, or any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
An AFROTC applicant or cadet	The home installation, the installation where assigned or attached for duty, the installation nearest to or	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 5)**
	responsible for the MTF, or any AF installation having knowledge of the casualty	
A US Army, Navy, Marine Corps, or Coast Guard member	Any AF installation having knowledge of the casualty when the appropriate service commander is unable or unavailable to submit reports	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
An ARC representative, AF contract employee, or USO entertainer	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
A VIP in the CONUS	Any AF installation having knowledge of the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 5)**
A foreign national under the auspices of the AF	The home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 5)**
	MTF, or any AF installation having knowledge of the casualty	
Moved from one overseas hospital to another (MOVED) (see note 4)	The losing installation, previously responsible for reporting the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
Evacuated from the overseas MTF to a CONUS MTF (BROKE) (see note 4)		**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
Medically evacuated from an overseas area and remains at any hospital other than the destination hospital more than 24 hours (see note 4)	The installation nearest to or responsible for the gaining MTF	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo
Moved or medically evacuated from an overseas hospital and arrived at another hospital overseas, or in the CONUS	The installation nearest to or responsible for the destination MTF	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

Casualty is:	**Preparation and submission of the appropriate report is with the commander of:**	**Submit the appropriate report to: (see note 5)**
(MOVED or BROKE) (see note 4)		
Removed (WRITE) from VSI, SI, NSI list	Installation responsible for reporting the casualty	**Email Addresses are maintained at the following location:** https://afkm.wpafb.af.mil/AirForceCasualtyInfo

NOTES:

1. Refer to **Table 1.1.** for reporting requirements.

2. All messages will be transmitted by email using DCIPS reporting.

3. Include FSS/MSS(s) and MTF(s) at intermediate stops (as information addressees); and MPF at final destination (as action addressee).

4. Include losing installation FSS/MSS and MTF as information addressees.

5. For DMS messages only, type the clear-text message addresses at the beginning of every message.

Chapter 3

CASUALTY NOTIFICATIONS

Section 3A—General Information

3.1. Overview.

3.1.1. The Air Force provides dignified, compassionate, and humane notification to NOK and other designated persons as promptly as possible after a member is placed in a casualty status.

3.1.2. Casualty notifications are provided to NOK as indicated in **Table 1.1**.

3.2. Method of Notification.

3.2.1. For personnel declared deceased, DUSTWUN, or missing, casualty notifications will be made in person by an Air Force representative. Telephonic notifications are used in extreme cases where in-person notifications would severely delay notification to the Primary NOK and will not be used without prior consultation and approval by AFPC/DPWCS.

EXCEPTION: If a Primary NOK contacts the installation, either in person or telephonically, regarding a member's well being and the Commander or First Sergeant has confirmed the death of the member, the Commander or First Sergeant has an obligation to inform the Primary NOK immediately after verification of the NOK's identity and relationship to the member of his/her status.

3.2.2. For personnel in a VSI, SI, or NSI casualty status, the member, the attending physician, MTF commander, member's commander or designated representative, or AFPC/WDPWCS notifies the NOK by telephone.

3.2.3. Casualty notification will be accomplished between the hours of 0500-2400 local time, except under unusual circumstances as authorized by AFPC/DPWCS.

3.3. Responsibilities for Death, DUSTWUN, or Missing Notifications.

3.3.1. AFPC/DPWCS:

3.3.1.1. Supports commanders in the notification process.

3.3.1.2. Assists in the notification process at the request of the reporting installation CAR, when the NOK do not reside on, or in the vicinity of, the reporting installation by:

3.3.1.2.1. Identifying and directing CARs at other installations to facilitate notification or officers to make personal notifications.

3.3.1.2.2. Providing support and guidance to the notification officer when a CAR is not available.

3.3.2. Installation or GSU commander, or designated representative:

3.3.2.1. Appoints potential notification officers (field grade officers and above).

3.3.2.1.1. In extremely rare circumstances, company grade officers are used when field grade officers are not available. ***NOTE:*** Only AFPC/DPWCS can approve use of a CGO for notification.

3.3.2.2. Determines lengths of time officers are assigned notification responsibilities.

3.3.2.3. Ensures the installation CAR receives listing of selected notification officers.

3.3.2.4. Ensures the squadron commander or an appropriate officer notifies the NOK of casualties:

3.3.2.4.1. When the members are assigned to their installation or GSU.

3.3.2.4.2. When the NOK reside in the vicinity of the installation or GSU, even if the casualty is from another organization.

3.3.2.4.3. Resulting from activities associated with the installation or GSU.

3.3.2.5. Determines whether to notify NOK of non-DoD civilians (see **Paragraph 3.4**) killed on their installation or during:

3.3.2.5.1. An orientation flight.

3.3.2.5.2. A civic leader tour airlift.

3.3.3. See AFI 36-809 for responsibilities and procedures concerning casualty notification for DoD and DAF civilian employees.

3.3.4. If a NOK dies at a military medical treatment facility (MTF), the attending physician, MTF commander, or member's commander or designated representative notifies the sponsor.

3.3.5. MTF commander:

3.3.5.1. Ensures NOK are notified when a member dies or death is imminent at an Air Force MTF.

3.3.5.1.1. Notification may be made by the:

3.3.5.1.1.1. Attending physician.

3.3.5.1.1.2. MTF commander.

3.3.5.1.1.3. Member’s commander or designated representative.

3.3.6. The CAR:

3.3.6.1. Is responsible for training notification officers:

3.3.6.1.1. Potential notification officers should view the Casualty Notification Video, PIN #612640.

3.3.6.1.1.1. To order this video or obtain additional copies, send a written request to the Joint Visual Information Activity (JVISDA), Attention: SAM-OPV-JT-AS, Bldg 3, Bay 3, 11 Hap Arnold Blvd, Tobyhanna Army Depot PA 18466-5102, or through their web site at: **www.dodimagery.afis.osd.mil**.

3.3.6.2. Provides support and guidance to the notification officer.

3.3.6.2.1. If a CAR is not readily available, AFPC/DPWCS will provide guidance.

3.3.6.3. Gives notification officers a copy of the Casualty Notification Officer Checklist (see **Attachment 6**).

3.3.7. Other military Services notify the NOK of their own members.

3.4. Notifying NOK of Non-DoD Civilians.

3.4.1. If Air Force officials notify the NOK, follow the same procedures as for military members.

3.4.2. The reporting agency (installation command post, security forces, etc.) promptly notifies the CPO, FSS/MSS, the CAR and the public affairs office and works closely with the installation commander to ensure that the appropriate official makes proper notifications. ***NOTE:*** AFI 35-101, **Paragraphs 6.7** and **8.4** requires that the public affairs office sponsoring an orientation flight, or a civic leader tour airlift for non-DoD civilians, ensures participants furnish the name, address, and telephone number of a person to contact in case of emergency.

3.5. Notifying the NOK of Foreign Nationals in the United States under the Auspices of the Air Force.

3.5.1. If the NOK reside in the vicinity of the home installation or GSU, the foreign national's commander oversees the notification.

3.5.2. AFPC/DPWCS notifies NOK in the United States who are not in the vicinity of the home installation.

3.5.3. The orders-issuing headquarters (Military Assistance Advisory Group, Defense Attaché Office, etc.) notifies NOK in the foreign national's home country in accordance with AFI 16-105 (I), *Joint Security Assistance Training (JSAT*).

3.6. Persons to Notify.

3.6.1. If the member is a military member, all NOK and other persons listed on the member's vRED or DD Form 93 will be notified. Persons to be notified include:

3.6.1.1. Spouse.

3.6.1.2. Children not living with the spouse or with the other persons to be notified.

3.6.1.3. Parents.

3.6.1.4. Persons identified in the remarks section of the vRED or the DD Form 93, to be notified.

3.6.1.5. Persons listed on the vRED or DD Form 93 who will receive monetary benefits as a result of the military member being declared deceased. ***EXCEPTION:*** Notify persons listed to receive death gratuity pay (if no surviving spouse or child) only if they will receive the death gratuity payment or they are listed elsewhere on the form.

3.6.1.6. Persons listed on the member's VA Form SGLV 8286 who will receive monetary benefits as the result of the military member being declared deceased.

3.6.2. If the CAR has reason to believe that the Air Force should not directly notify any person listed on the vRED or DD Form 93 because of ill health or other reasons:

3.6.2.1. Ask other persons listed on the vRED or DD Form 93 for the name and address of someone who could notify that person.

3.6.2.2. Contact AFPC/DPWCS at once if any NOK have been notified. Relay any/all notification and contact information by telephone (DSN 665-3505 or 1-800-433-0048) upon verification.

3.6.3. If the address of a person listed on the vRED or DD Form 93 is unknown or incorrect, ask other persons listed on the form for the address of that person.

3.6.4. If the casualty is a DoD or DAF civilian employee, notify the NOK based on information in the employee's personnel records or maintained by the individual's supervisor. See AFI 36-809, for additional guidelines.

3.7. Organ and Tissue Donation.

3.7.1. DoD Directive (DoDD) 6465.3, Organ and Tissue Donation, establishes DoD policy and procedures for organ and tissue donations.

3.7.2. Contact with the NOK concerning organ and tissue donations is the responsibility of medical personnel.

3.7.2.1. In no case will the CAR or the notification officer discuss organ or tissue donation with the NOK.

3.7.3. The MTF commander coordinates with the CAR to ensure all PNOK are aware of the patient's condition before the MTF contacts them about donating organs or tissue.

3.8. Deoxyribonucleic Acid (DNA) Specimen Sample.

3.8.1. DoDD 5154.24, Armed Forces Institute of Pathology, establishes DoD policy and procedures for disposition of DNA specimen samples.

3.8.2. The NOK may request that the deceased member's DNA specimen sample be destroyed by submitting a letter with disposition instructions to the Armed Forces Repository of Specimen Samples for Identification of Remains, 16050 Industrial Drive, Suite 100, Gaithersburg MD 20877-1413

Section 3B—Notifications for Deceased, DUSTWUN, and Missing Personnel

3.9. Casualty Notification Responsibility.

3.9.1. AFPC/DPWCS assigns the Air Force activity (active Air Force, AFROTC, ANG or USAFR) nearest to the NOK's residence to accomplish the casualty notification.

3.9.2. If the NOK live on or near the member's home installation, the member's wing, group, squadron commander, or other officer, as determined by the installation commander, effects personal notification to the NOK, provides all releasable circumstances surrounding the incident and expresses condolences. Commanders should check with JA and PA prior to releasing information.

3.9.3. If the NOK or any persons to be notified do not reside on or in the vicinity of the member's home installation:

3.9.3.1. The reporting CAR contacts AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 for assistance with notifications.

3.9.3.2. AFPC/DPWCS contacts the CAR or other appropriate officer at the installation or GSU nearest to the NOK and instructs him or her to personally notify the NOK.

3.9.4. When someone other than the member's unit commander notifies the NOK who live on or near the member's home installation, the member's unit commander must personally visit the NOK as soon as possible. ***EXCEPTION:*** The installation commander may waive this requirement if the unusual circumstances of the casualty dictate. Contact AFPC/DPWCS prior to making the decision NOT to visit the NOK.

3.9.4.1. Whenever someone other than the member's commander or designated representative makes initial notification and the NOK do not live on or near the member's home installation, an official notification confirmation by the member's commander to the NOK shall be made by telephone as soon as possible. ***EXCEPTION:*** When telephone contact cannot be made to the NOK, the commander communicates through the most expedient means available.

3.9.5. The casualty notification duty:

3.9.5.1. Is on behalf of the Air Force Chief of Staff.

3.9.5.2. Has priority over all duties, except in emergencies.

3.9.5.3. Is accomplished in service dress uniform (unless AFPC/DPWCS waives this requirement) with the exception of the medical technician who can wear the uniform of the day because he/she remains in the vehicle unless required.

3.10. Notification Responsibilities for Dignified Transfer of Deaths Occurring in the AOR: Effective 6 April 2009, casualty notification officers are required to brief the affected Primary Next of Kin (PNOK) on the consent for media access to the dignified transfer of remains at Dover AFB policy.

3.10.1. The notification officer will also record and report the PNOK's decision to AFPC/DPWCS and Air Force Mortuary Affairs Operations Center (AFMAO). ***NOTE:*** This policy only applies to deaths occurring in a theater of combat operations, currently Operations Iraqi Freedom and Enduring Freedom (OIF/OEF), and remains transfer to the Port Mortuary, AFMAO, Dover Air Force Base, DE.

3.10.2. Prior to release of the casualty notification team, the base CAR and notification officer will be provided detailed instructions by AFPC/DPWCS along with the DoD approved script. An example of the script and frequently asked questions (FAQs) is at **Attachment 6**. ***NOTE:*** The attached example script is provided at this time for information only.

3.10.3. Each script will be prepared and tailored for each individual NOK situation by AFPC/DPWCS.

3.10.4. The notification officer will call the on-call Mortuary Affairs Officer (AFMAO) during the notification visit immediately after briefing the PNOK using the provided script.

3.10.5. The on-call Mortuary Affairs Officer will discuss possible travel options for the PNOK and qualified family and will also discuss escort options should the family elect to travel to Dover AFB.

3.10.6. Although every effort will be made to accommodate the wishes of the PNOK, travel of NOK is not assured and is dependent upon air movement of remains to Dover AFB.

3.10.7. All questions regarding movement of remains and NOK travel will be directed to the on-call Mortuary Affairs Officer at AFMAO.

3.10.8. Upon completion of the telephone conversation, the notification officer will confirm with the on-call Mortuary Affairs Officer the decision of the PNOK and then record the PNOK decision prior to departing.

3.10.9. If there are any questions, contact the AFPC/DPWCS at mailto:**michael.potter@randolph.af.mil** **afpc.casualty@randolph.af.mil** or call DSN 665-3505 or 1-800-433-0048.

3.11. ANG Casualties.

3.11.1. AFPC/DPWCS contacts the member's unit and informs NGB/A1PS at DSN 327-5093 before beginning the notification process:

3.11.1.1. Offers the unit the opportunity to notify the NOK.

3.11.1.2. Provides appropriate notification guidance and information.

3.11.2. If AFPC/DPWCS is unable to contact the unit or otherwise ensure prompt notification, they will assign notification responsibilities to the installation or GSU closest to the NOK.

3.12. Notification Team Composition.

3.12.1. Field grade officers, of equal or higher grade than the member about whom they are making notification, are assigned the responsibility for personal notification as directed by the installation commander or AFPC/DPWCS. ***EXCEPTION:*** AFPC/DPWCS may assign other officers to notification duty.

3.12.1.1. Medical personnel capable of rendering medical assistance to the NOK if needed and an Air Force chaplain, if available, accompany the notification officer to attend to any reaction of the NOK.

3.12.1.1.1. Whenever possible, without causing delay, the chaplain should be of the same faith as the NOK.

3.12.1.1.2. Notification should not be delayed due to the inability to obtain a medical officer or chaplain.

3.12.1.1.3. The commander or notification officer may invite another person to accompany the notification team such as a friend, co-worker or clergy/leader from the member's faith community, known by the member's NOK, and whose presence may be comforting to the NOK, if it does not delay the notification process. Minimal information is provided to the accompanying individual.

3.12.2. Public affairs (PA) officers should be requested to accompany the team when there are indications there is a high level of media interest and the presence of media is likely.

3.12.2.1. When possible, the PA officer should travel with the notification team, but should wait with the vehicle until notification is made to the NOK and the notification officer requests PA assistance.

3.12.2.1.1. After the notification is completed, the notification officer will provide the NOK a copy of the PA Information Fact Sheet and provide the NOK with PA contact information. PA officers will assist families in how to deal with the civilian media, and offer assistance with any public statements and NOK's desires on how and when to answer media questions.

3.12.2.2. When media is already at the NOK residence prior to or during the notification, the PA officer should act as the liaison between the media and the NOK, in keeping with the NOK's desires.

3.12.2.3. Casualty notification officers in remote areas who have no local PA officer will provide families the name and contact information for AFPC/PA.

3.12.3. On active duty installations, notification team members should assemble in the CAR's office within 30-45 minutes after receiving the telephone call from the CAR.

3.13. Arranging Transportation for the Notification Officer or Team.

3.13.1. The CAR, with help from the vehicle dispatcher, provides a military vehicle, sedan, mini-van, or other appropriate vehicle for the notification officer.

3.13.1.1. GSU commanders should establish arrangements for use of a government vehicle if available.

3.13.2. AFI 24-301, Vehicle Operations, provides for use of base vehicles for official government use.

3.13.3. Notification officers must use military vehicles when available; otherwise, use of a POV is authorized.

3.13.3.1. When travel must be performed using a POV, the notification officer submits Standard Form (SF) 1164, *Claim for Reimbursement for Expenditures on Official Business*, to their servicing Financial Services Office (FSO) for reimbursement of expenses.

3.13.3.2. Reimbursement of expenses is chargeable to unit operation and maintenance (O&M) funds.

3.14. Communication Support for Notification Officer and Team.

3.14.1. The FSS/MSS or GSU commander, with the help of support agencies, provides portable communication equipment (e.g. cellular telephone or two-way radio) for use by the notification officer or team.

3.14.2. The immediate availability of means to communicate for notification officers and teams with their installation casualty office and AFPC/DPWCS is valuable should the notification officer or team encounter obstacles which prevent effecting and confirming notifications in a timely manner.

3.15. Location of the NOK.

3.15.1. If the reporting installation is not making notification to the NOK, the CAR assigned notification responsibility, or AFPC/DPWCS, will provide the notification officer the NOK's last known address:

3.15.1.1. Encourage the notification officer to contact local law enforcement officials if assistance is necessary to protect the notification team in a dangerous area, when weather conditions may endanger the lives of the team, or to help the officer locate NOK with rural route or post office box addresses.

3.16. Inability to Locate the NOK.

3.16.1. If it appears the NOK is not at home, the notification officer should contact neighbors, law enforcement agencies, or the local postmaster (not a postal clerk) for information regarding the NOK's whereabouts.

3.16.2. If the notification officer or team cannot locate the NOK, or the NOK has moved from the area, the notification officer should immediately telephone AFPC/DPWCS at their toll-free number (1-800-433-0048) for further guidance and provide the information concerning attempts to contact the NOK.

3.17. Preparing the Notification Letter.

3.17.1. When the member's commander or designated representative personally notifies the NOK, a notification letter is not required.

3.17.2. When AFPC/DPWCS directs an installation or officer at a GSU to make a casualty notification, AFPC/DPWCS completes the appropriate notification letter and faxes or e-mails to the installation CAR or officer at the GSU. (See **Attachment 7** and **Attachment 8**)

3.17.3. The installation CAR or officer at the GSU signs the notification letter and faxes it to AFPC/DPWCS.

3.17.4. When circumstances prevent AFPC/DPWCS from providing the letter, the notification officer or CAR completes the letter using these instructions:

3.17.4.1. Type on plain bond paper—no letterhead.

3.17.4.2. Use Times New Roman, 12-point font.

3.17.4.3. The letter will be one, block-form paragraph.

3.17.4.4. Left and right margins will be 1 inch.

3.17.4.5. Start the letter on the 10th line from the top of the page.

3.17.4.6. The first line will read, "The following message is quoted from (RANK) (NAME), Commander, Air Force Personnel Center."

3.17.4.7. Type "QUOTE" in capital letters, two lines below the first paragraph, and flush with the left margin.

3.17.4.8. Use proper punctuation.

3.17.4.9. Do not use abbreviations. ***EXCEPTIONS:*** Mr., Mrs., Jr., Sr., St. Louis, etc.

3.17.4.10. Type appropriate salutation two lines below QUOTE, and to the left. ***EXAMPLE:*** Dear Mr. and Mrs. (LAST NAME). ***NOTE:*** Do not type the address on the notification letter.

3.17.4.11. Date the letter, using the date of notification, to the right and on the same line as the salutation.

3.17.4.12. Type the text, received by fax from AFPC/DPWCS, verbatim and error-free, two lines below the salutation.

3.17.4.13. Type "Signed:" and the AFPC/CC signature block four lines below end of text. EXAMPLE: Signed: K.C. MCCLAIN first line) Major General, USAF(second line).

3.17.4.14. Type "UNQUOTE" in capital letters, to the right and on the same line as the second line of the AFPC/CC signature block.

3.17.4.15. Type "DELIVERED BY:" in capital letters, two lines below the AFPC/CC signature block.

3.17.4.16. Type the notification officer's signature block, to include name, grade, USAF, unit designation, base or location, state and ZIP code, five lines below DELIVERED BY. ***NOTE:*** The only signature on the notification letter will be that of the notification officer.

3.17.4.17. See **Attachment 7** and **Attachment 8** for sample notification letters.

3.18. Making the Notification.

3.18.1. The Air Force notifies the NOK in person whenever possible. ***EXCEPTIONS:*** See **Paragraphs 3.18.2** and **3.18.3**.

3.18.2. The Air Force honors the PNOK's wishes to notify other NOK (e.g., if the spouse wishes to notify adult children or the parents). ***EXCEPTION:*** Whenever a casualty occurs as the result of either hostile action or terrorist activity, initial notification(s) shall also be made in person to parents who are secondary NOK, unless unusual circumstances exist.

3.18.3. If NOK call the Air Force to ask about a member's status before they receive official notification, AFPC/DPWCS, the member's commander or designated representative, or the CAR tells the caller the member's status during the call:

3.18.3.1. Be as compassionate as possible.

3.18.3.2. Advise the caller of the Air Force's progress in notifying other NOK (e.g., tell them if a notification team is on the road).

3.18.3.3. Such telephone notification does not preclude the requirement for a circumstance or condolence letter, as appropriate.

3.18.4. The notification officer must be alert to the needs of the NOK and represent the Air Force in a professional manner.

3.18.4.1. Being prepared, sincere, and alert to the needs of the NOK at time of notification will reduce some of the shock that is normal under these circumstances.

3.18.5. Stereotyped procedures are not appropriate.

3.18.6. As a minimum, the notification officer should:

3.18.6.1. Identify himself or herself and any other members of the team to the NOK.

3.18.6.2. After identifying him or herself, he/she should make sure he/she is speaking to the correct person(s) by confirming the identity of the NOK using the full first, middle, and last names.

3.18.6.2.1. If at least one person to be notified is home, the notification officer should state that they have an important message to deliver and ask permission to enter the residence.

3.18.6.3. Verbally relate to the NOK, without reading from the notification letter, the information contained in the letter, if applicable. Then paraphrase any additional circumstances described in the notification letter (see **Attachment 7** and **Attachment 8**).

3.18.6.3.1. Do not hurry the words; speak as naturally as possible.

3.18.6.3.2. Do not extend overly sympathetic gestures that may be taken the wrong way.

3.18.6.3.3. Do not physically touch the NOK in any manner other than to assist in an emergency. If necessary, summon the medical representative on the team or local emergency personnel.

3.18.6.3.4. Avoid making detailed statements about the incident.

3.18.6.3.5. Inform the NOK, if stated in the notification letter, that the deceased member's commander will send a letter explaining and confirming the circumstances surrounding the incident.

3.18.6.3.5.1. If the notification officer is the member's commander or a designated representative and has first-hand knowledge of the circumstances, they may give the NOK additional releasable information after discussion with JA and PA.

3.18.6.3.6. Inform the NOK eligible for casualty assistance, as indicated in the notification letter, that a CAR will contact them within 24 hours to arrange for a casualty assistance visit at their convenience.

3.18.6.3.7. Inform the NOK, if stated in the notification letter, that:

3.18.6.3.7.1. For CONUS casualties, a mortuary affairs representative will contact them regarding mortuary affairs.

3.18.6.3.7.2. HQ Air Force Mortuary Services will contact them regarding mortuary affairs for:

3.18.6.3.7.2.1. Overseas casualties.

3.18.6.3.7.2.2. Aircraft accidents.

3.18.6.3.7.2.3. Accidents involving multiple casualties.

3.18.6.3.8. Give the notification letter to the NOK, if applicable.

3.18.6.3.9. If the NOK have questions or need additional assistance, refer them, as stated in the notification letter, to AFPC/DPWCS (1-800-433-0048) who will put the NOK in touch with the member's commander.

3.19. Information Not Discussed With NOK.

3.19.1. Questions about survivor benefits, burial, or similar matters.

3.19.2. Compensation-related questions dealing with insurance, gratuities, unpaid pay and allowances. The CAR providing assistance will address these subjects.

3.19.3. Questions relating to mortuary affairs. The mortuary affairs representative will address these issues.

3.19.4. Questions relating to line of duty, negligence, errors in judgment or the responsibility of other personnel concerned with the incident.

3.19.5. The notification officer's prior experiences or personal conjectures.

3.19.6. In short, the notification officer should limit their discussion to the information contained in the notification letter and not discuss matters they are not qualified to discuss.

3.20. After the Notification.

3.20.1. The notification officer should:

3.20.1.1. Confirm the NOK's address is correct and obtain their telephone number for future contact.

3.20.1.2. Advise the PNOK that should they be unable to personally notify other NOK, the Air Force will assist them in either locating the NOK, or making personal notification. Example statement to NOK. "I/we assume you'll want to notify Sergeant Jones' parents yourself. If you have any difficulty in locating them, we'll help find them. If you don't feel comfortable notifying them, the Air Force will send out another notification team to their home." ***EXCEPTION:*** Whenever a casualty occurs as the result of either hostile action or terrorist activity, initial notification(s) shall also be made in person to parents who are secondary NOK, unless unusual circumstances exist.

3.20.1.2.1. If the PNOK wants to notify other NOK, the notification officer should encourage them to do so before departing the residence.

3.20.1.2.1.1. Advise the PNOKs to contact AFPC/DPWCS at 1-800-433-0048, as soon as possible after notification to other NOK has been completed.

3.20.1.2.2. If the PNOK wish the Air Force to notify other NOK, telephone AFPC/DPWCS at 1-800-433-0048, as soon as possible from the PNOK's area, but not from their home, and provide the names, addresses, and telephone numbers of those NOK.

3.20.1.3. (See **3.12.2.1.1**)After the notification is completed, the notification officer will provide the NOK a copy of the PA Information Fact Sheet and provide the NOK with PA contact information. PA officers will assist families in how to deal with the civilian media, and offer assistance with any public statements and NOK's desires on how and when to answer media questions.

3.20.1.3.1. When media is already at the NOK residence prior to or during the notification, the PA officer should act as the liaison between the media and the NOK, in keeping with the NOK's desires.

3.20.1.3.2. Casualty notification officers in remote areas who have no local PA officer will provide families the name and contact information for AFPC/PA.

3.20.2. Stay with the NOK as long as needed, but depart the residence in a professional manner and within a reasonable period of time.

3.20.2.1. If at all possible, do not leave the NOK alone.

3.20.2.2. Encourage the NOK to contact a relative, neighbor or friend to stay with them, or ask if they want you to do it for them.

3.21. Verifying the Notification.

3.21.1. Immediately after departing the NOK's location, but before the notification officer returns to their base, home, or unit, they should telephone AFPC/DPWCS at 1-800-433-0048, to report the following information:

3.21.1.1. Time notification was completed.

3.21.1.2. NOK's name, address and telephone number.

3.21.1.3. Any unusual events or comments by the NOK.

3.21.1.4. Name(s), relationship to the member, address(es), and telephone number(s) for other NOK to be notified by the PNOK or the Air Force.

3.21.2. The notification officer should return to the FSS/MSS and provide the above information to the CAR.

3.22. Additional Contacts Between the Notification Officer and NOK.

3.22.1. Under normal circumstances, the notification officer will not have any further contact with the NOK. An exception might occur when a military member is initially declared DUSTWUN. In this case, the notification officer may be initially called upon to notify the NOK of this status and again later, if the member is declared deceased or missing.

3.23. Updating the NOK on Search Progress.

3.23.1. The installation commander or on-scene commander provides the NOK with daily search progress updates.

3.23.1.1. The installation commander with search responsibility uses the most expedient method of communication when updating the NOK.

3.24. Notifying NOK of DUSTWUN and Missing Personnel Returned to Military Control (RMC).

3.24.1. Make these notifications by the fastest method possible, including telephone.

3.24.2. The commander at the reporting installation notifies the NOK.

Section 3C—Notifications for VSI, SI, and NSI Personnel

3.25. Method of Notification.

3.25.1. The member's commander or designated representative, or AFPC/DPWCS, normally notifies the NOK of these casualties by telephone:

3.25.1.1. Very Seriously Ill or Injured (VSI).

3.25.1.2. Seriously Ill or Injured (SI).

3.25.1.3. Not Seriously Ill or Injured (NSI).

3.25.2. The member's commander may delegate notification duties to the member's first sergeant or the attending physician.

3.25.3. The commander should consider making a personal notification only if they know the NOK is in ill health:

3.25.3.1. Any commissioned officer or master sergeant through chief master sergeant may accomplish the notification.

3.25.3.2. In all cases, the individual notifying the NOK should be of equal or higher grade than the ill or injured member.

3.25.3.3. The member's commander must maintain close communication with the MTF or civilian hospital to ensure that an appropriate official notifies the NOK.

3.25.4. Whenever the member is able to communicate, the member's desires on which NOK to notify, if any, should be honored.

3.25.4.1. The commander may notify NOK against the member's wishes if the commander decides it is necessary, and will contact AFPC/DPWCS for guidance prior to notification.

3.25.5. See **Paragraph 2.29** for guidance on Emergency Family Member Travel Program.

3.25.6. If the member is unable to communicate, NOK listed on the member's vRED or DD Form 93, items 4 through 8, as applicable, must be notified by the member's commander, PNOK, or AFPC/DPWCS.

3.25.7. The member's commander or designated representative notifies the NOK and keeps them informed of the member's medical progress when the member is hospitalized:

3.25.7.1. Within 24 hours of the initial notification and at least every 4 days thereafter.

3.25.7.2. Immediately when the member's condition changes.

Chapter 4

CASUALTY ASSISTANCE

Section 4A—General Information for Active Air Force Members, ANG and USAFR Members in a Duty Status, and Retiree Deaths Within 120 Days After Retirement

4.1. Overview.

4.1.1. The Air Force provides casualty assistance to the NOK and other designated beneficiaries of deceased and missing members (see **Table 4.1**).

4.1.2. Casualty assistance includes:

4.1.2.1. Counseling regarding rights, benefits and entitlements.

4.1.2.2. Filling out claim applications for monetary benefits and privileges.

4.1.2.3. Resolving issues, problems or concerns the NOK may have and providing making referrals for non-medical grief counseling or children's concerns as needed.

4.2. Responsibilities.

4.2.1. The FSS/MSS commander assigns a CAR to provide casualty assistance to the NOK of military members and retirees.

4.2.2. The CPF provides casualty assistance to the NOK of DoD and DAF civilian employees (see AFI 36-809).

4.2.3. AFPC/DPWCS assigns casualty assistance responsibility based on where the NOK resides.

4.2.3.1. If the NOK live on or in the vicinity of the base reporting the casualty, that base assumes casualty assistance responsibility.

4.2.3.2. When there is more than one NOK (e.g., a single member with divorced parents) AFPC/DPWCS will assign casualty assistance responsibility based on which NOK receives the majority of the benefits.

4.2.3.3. If the NOK does not live on or in the vicinity of the reporting base, AFPC/DPWCS will match the NOK's ZIP Code to the list on the AFPC/DPWCS web site to determine which casualty assistance office will provide assistance.

4.2.3.4. The AFPC/DPWCS web site provides a listing of casualty assistance areas of responsibility by ZIP Code that are compared with the NOK’s address to determine which base has casualty assistance.

4.2.3.4.1. AFPC/DPWCS accepts formal agreements between bases, on a case-by-case basis, to transfer casualty assistance for the sake of convenience to the NOK.

4.2.3.4.2. To formalize such arrangements, the affected FSS/MSS commanders must submit a coordinated memorandum to permanently reassign specific ZIP Codes within their area of responsibility through their respective MAJCOM to AFPC/DPWCS for approval.

4.2.4. AFPC/DPWCS determines and notifies those bases assisting other NOK or persons designated as beneficiaries. Close coordination must be maintained between all assistance bases to ensure all benefits are applied for and received.

4.2.4.1. There may be instances when it's in the best interest of the NOK for only one primary CAR to provide assistance. These cases must be approved by DPWCS.

4.2.4.2. The secondary assisting CARs must notify the primary CAR of the dates other NOK or persons designated as beneficiaries applied for and received benefits.

4.2.4.3. AFPC/DPWCS resolves any difficulties in coordinating casualty assistance services between the primary and assisting CARs.

4.2.5. For ANG/USAFR members, AFPC/DPWCS instructs the servicing ANG/USAFR FSS/MSS commander and assigns a casualty assistance representative to assist at the nearest active duty CAR.

4.2.5.1. If the servicing ANG FSS/MSS does not have casualty assistance capability, AFPC/ DPWCS assigns sole casualty assistance responsibility to an Air Force installation using the AFPC/ DPWCS web site.

4.2.5.2. Representatives from the member's unit should be afforded the opportunity to be present during casualty assistance visits.

4.2.5.3. AFPC/DPWCS clarifies the NOK's questions regarding benefits and claims.

4.3. Establishing Initial Contact With PNOK, Other NOK, and Persons Designated as Beneficiaries.

4.3.1. The CAR should contact the PNOK within 24-hours of learning of a casualty.

4.3.1.1. The CAR must make contact with the FLO as soon as one is appointed and keep him or her apprised of the proposed plan for assisting the PNOK.

4.3.1.1.1. The CAR and FLO work jointly for the benefit and welfare of the surviving NOK.

4.3.2. Contact with other NOK eligible for benefits or privileges or persons designated as beneficiaries is made as soon as possible, but is not restricted to the first 24 hours.

4.3.3. Initial contacts by the CAR may be made either by telephone or in person.

4.3.4. A casualty assistance visit with the NOK is mandatory whenever:

4.3.4.1. An active duty Air Force, ANG or USAFR member in a duty status dies or is declared missing.

4.3.4.2. A retiree dies within the first 120-days of retirement.

4.3.5. During the initial contact, the CAR should:

4.3.5.1. Find out if there are any immediate problems such as financial, spiritual, or personal needs.

4.3.5.2. Confirm addresses.

4.3.5.3. Offer to arrange a casualty assistance visit at the earliest possible date and at a location most convenient to the individual being assisted.

4.3.5.3.1. The CAR should coordinate the visit with the base mortuary officer for the same day.

4.3.6. Offer a casualty assistance visit to other NOK or persons designated as beneficiaries at the earliest possible date and at a location most convenient to the individual being assisted, or assist them by mail and telephone if the individual agrees.

4.4. Reporting Additional NOK Information. A CAR who receives relevant new information from any NOK must:

4.4.1. Advise AFPC/DPWCS immediately by telephone at DSN 665-3505 or 1-800-433-0048.

4.4.2. Confirm the information with a supplemental message to AFPC/DPWCS by close of business or within 24 hours of receiving the information.

4.5. Casualty Assistance Visits or Contacts with NOK. The CAR follows these guidelines:

4.5.1. The CAR must visit the NOK at least once.

4.5.2. Additional contacts may be made through the mail or by telephone if the NOK desires.

4.5.3. Each contact, personal visit, telephone call, or mail, must be annotated on AF Form 58 in item 11, Chronological Listing of Contacts (see **Attachment 9**).

4.5.3.1. Using **Attachment 9**, briefly summarize relevant information in item 11, and any problems in item 12, "Additional Comments."

4.5.4. For deceased members:

4.5.4.1. Brief the NOK and give them a copy of DoD Publication - *A Survivor's Guide to Benefits-Taking Care of Our Own*, or AFPAM 36-3028, *Benefits and Entitlements for Family Members of Retired Air Force Deceased*, and the VA Pamphlet(VAP) 80-XX-1, *Federal Benefits for Veterans and Dependents*. ***NOTE:** The second two digits represent the year of publication.

4.5.4.2. Explain and complete the necessary claim applications for applicable benefits:

4.5.4.2.1. See **Table 4.1** for laws and publications concerning survivor benefits.

4.5.4.2.2. See **Table 4.2** or **Table 4.3** for required claim applications, forms, documents and supporting documentation to submit with all claims.

4.5.4.3. Submit the claim applications and supporting documentation to the appropriate agencies as soon as possible.

4.5.4.4. The CAR should contact the Casualty Assistance Coordinator (CACO) at the Veterans Affairs Regional Office (VARO) and ask if they could be present at the first visit with the NOK when they require VA benefit counseling and completion of VA claim applications. If the CACO is unable to be present at the first visit with the NOK, the CAR must:

4.5.4.4.1. Complete the appropriate claim applications, unless the NOK prefers to visit the VA office to have them complete the applications. It is the CAR's responsibility to ensure all VA claim forms are completed in a timely manner.

4.5.4.4.2. Mail the claim applications, with supporting documentation to the appropriate agency, as listed in **Table 4.2** or **Table 4.3**.

4.5.4.4.3. The CAR should obtain a copy (original or certified copy not required) of the civilian death certificate from the NOK, if applicable, and scan, email a copy and subsequent amendments to AFPC/DPWCS, and USAFSAM/PHR (AF9+8MR),8320 Laser Rd. Bldg 915, Brooks AFB TX 78235-5250.

4.5.4.4.3.1. When the death certificate indicates an autopsy was performed, obtain a copy of the autopsy report and mail a copy to AFPC/DPWCS and USAFSAM/PHR.

4.5.4.4.3.2. If the cause of death stated on the death certificate reads "unknown, undetermined, pending investigation, and/or autopsy," obtain a copy of the amended death certificate and/or autopsy report, if performed, and mail a copy to AFPC/DPWCS and USAFSAM/PHR.

4.5.4.4.3.3. If the manner of death stated on the death certificate reads "pending investigation," obtain a copy of the amended death certificate and/or autopsy report, if performed, and email it to AFPC/DPWCS and USAFSAM/PHR.

4.5.4.5. Contact the NOK of a deceased member at least once every:

4.5.4.5.1. Thirty days for the first four months after a member's death.

4.5.4.5.2. Sixty days, starting with the fifth month, until the case is closed.

4.5.4.6. Make additional contacts based on problems encountered and the NOK's desires.

4.5.5. For missing members:

4.5.5.1. The CAR must inform AFPC/DPWCM by telephone at DSN 665-3727 or commercial (210) 565-3505 or 1-800-433-0048:

4.5.5.1.1. Whether or not the NOK have a valid power of attorney and, if so, the type and expiration date.

4.5.5.1.2. If the NOK have or anticipate any legal problems.

4.5.5.1.3. Whether the NOK were assisted in arranging for increased or special allotments through DFAS-IN.

4.5.5.2. Advise the NOK government family housing at installation prior to relocating as excess housing may be available.

4.5.5.3. Contact other NOK when requested by AFPC/DPWCS.

4.5.5.4. When making contact with the NOK:

4.5.5.4.1. Brief the NOK and provide a copy of DoD Publication - *A Survivor's Guide to Benefits-Taking Care of Our Own*, or AFPAM 36-3028 if they do not already have one.

4.5.5.4.2. Give the NOK additional advice regarding benefits, if necessary, and help them file claims and applications.

4.5.5.4.3. Submit the claim applications and supporting documentation to the appropriate agencies as soon as possible.

4.5.5.4.4. The CAR should contact the Casualty Assistance Coordinator (CACO) at the Veterans Affairs Regional Office (VARO) and ask if they could be present at the first visit with the NOK when they require VA benefit counseling and completion of VA claim applications. If the CACO is unable to be present at the first visit with the NOK, the CAR must:

4.5.5.4.4.1. Complete the appropriate claim applications, unless the NOK prefers to visit the VA office to have them complete the applications. It is the CAR's responsibility to ensure all VA claim forms are completed in a timely manner.

4.5.5.4.4.2. Mail the claim applications, with supporting documentation to the appropriate agency, as listed in **Table 4.2** or **Table 4.3**.

4.5.5.4.4.3. The CAR should obtain a copy (original or certified copy not required) of the civilian death certificate from the NOK, if applicable, and scan, email a copy and subsequent amendments to AFPC/DPWCS, and USAFSAM/PHR (AF9+8MR),8320 Laser Rd. Bldg 915, Brooks AFB TX 78235-5250.

4.5.5.4.4.3.1. When the death certificate indicates an autopsy was performed, obtain a copy of the autopsy report and mail a copy to AFPC/DPWCS and USAFSAM/PHR.

4.5.5.4.4.3.2. If the cause of death stated on the death certificate reads "unknown, undetermined, pending investigation, and/or autopsy," obtain a copy of the amended death certificate and/or autopsy report, if performed, and mail a copy to AFPC/DPWCS and USAFSAM/PHR.

4.5.5.4.4.3.3. If the manner of death stated on the death certificate reads "pending investigation," obtain a copy of the amended death certificate and/or autopsy report, if performed, and email it to AFPC/DPWCS and USAFSAM/PHR.

4.5.5.4.5. Contact the NOK of a deceased member:

4.5.5.4.5.1. At least once every thirty days for the first four months after a member's death.

4.5.5.4.5.2. Sixty days, starting with the fifth month, until the case type and expiration date.

4.5.5.4.5.3. If the NOK have or anticipate any legal problems.

4.5.5.4.5.4. Whether the NOK were assisted in arranging for increased or special allotments through DFAS-IN.

4.5.5.4.5.5. Advise the NOK government family housing at installation prior to relocating as excess housing may be available.

4.5.5.4.5.6. When requested by AFPC/DPWCS.

4.5.5.4.5.7. When making contact with the NOK:

4.5.5.4.5.7.1. Brief the NOK and provide a copy of DoD Publication - *A Survivor's Guide to Benefits- Taking Care of Our Own,* or AFPAM 36-3028 if they do not already have one.

4.5.5.4.5.7.2. Give the NOK additional advice regarding benefits, if necessary, and help them file claims and applications.

4.5.5.4.5.7.3. Ask about the status of benefit claims or applications already processed and offer to help expedite settlement, if applicable.

4.5.5.4.5.7.4. Return one-of-a-kind documents or items with sentimental value to the NOK in person if possible or by certified mail, return receipt requested.

4.5.5.4.6. Contact the NOK of missing members:

4.5.5.4.6.1. At least once every thirty days for the first year.

4.5.5.4.6.2. Three months, starting with the 13th month, for as long as the member remains in a missing status.

4.5.5.4.6.3. Make additional contacts based on problems encountered and the NOK's desires.

4.6. Benefit Assistance to Parents of a Deceased Member.

4.6.1. The CAR must advise the parents of a deceased member of their possible entitlement to VA and Social Security benefits and how to apply.

4.6.2. Send a letter (see **Attachment 10** and **Attachment 11**) to the parents no later than 15 days after the first contact with the NOK. Annotate on the AF Form 58 in block 9 the date the letter was mailed to the parents. ***EXCEPTION:*** If the parents, as NOK, are receiving an initial casualty assistance visit, advise them in person during the initial visit.

4.7. Helping NOK Obtain Information. The CAR must follow these guidelines:

4.7.1. Inform the NOK of their right under Public Law 102-484, Section 1072 to request a copy of the casualty case file and documentation obtained relating to the casualty, and provide it when requested.

4.7.2. Help the NOK obtain:

4.7.2.1. Any protected documents they may have a right to see under the Freedom of Information Act (FOIA).

4.7.2.2. Any other unclassified documents not readily available.

4.7.3. Inform the NOK of deceased or missing members involved in military aircraft accidents or suspected friendly fire incidents that they may obtain a copy of the releasable investigation report by writing to the staff judge advocate of the MAJCOM conducting the investigation, or to the Air Force Safety Center, Judge Advocate Mishap Records Division (AFSC/JAR), 9700 G Avenue SE, Suite 236B, Kirtland AFB NM 87117-5670.

4.7.3.1. Help the NOK make such a request.

4.7.3.2. Request investigation reports on ANG aircraft accidents from the National Guard Bureau, Judge Advocate (NGB/JA), 2500 Army Pentagon, Room 2E358, Washington DC 20310-2500.

4.7.4. If an AFOSI investigation is in progress regarding a death (e.g., suicides, homicides, suspicious deaths where cause or manner of death is unknown or the Air Force suspects foul play) or a missing member, and the NOK want to see the closed report, advise them that they may request the information under the FOIA.

4.7.4.1. Help the NOK follow the appropriate procedures in DoD Regulation 5400.7/AF Supplement.

4.7.4.2. Ensure that the NOK includes the member's full name, date and state of birth, SSN, and Military Service affiliation in requests for AFOSI reports.

4.7.4.3. Send requests for AFOSI reports in writing to HQ AFOSI/Communication and Information Records (SCR), P.O. Box 2218, 3235 Old Washington Road, Waldorf MD 20604-2218.

4.7.4.4. The PNOK, and parents, who are considered secondary NOK, shall be kept informed on matters relating to DOD investigations. At a minimum, they shall be provided general information about investigations to be conducted that is sufficient to assist them in understanding the comprehensive nature of the investigation, and the likely period of time that may be necessary to complete the investigation. Additionally, they shall be informed whether or not all or part of the completed investigation will be releasable, if such releasability can be ascertained. Once investigations are complete, they will be informed of releasable investigative results prior to any public release. Upon request, the service concerned will provide a fully qualified representative to brief the PNOK and the parents as appropriate on the completed investigation. This policy applies to the PNOK and parents of service members and the PNOK of Federal civilian employees and DOD civilian casualties.

Section 4B—Benefit Information and Casualty Assistance Procedures for Active Air Force Members, and ANG and USAFR Members in a Duty Status

4.8. General Procedures.

4.8.1. Explain to the NOK all benefits listed on the AF Form 58, and in DoD Publication - *A Survivor's Guide to Benefits- Taking Care of Our Own.*

4.8.2. Give the NOK a copy of DoD Publication - *A Survivor's Guide to Benefits- Taking Care of Our Own.*

4.8.3. Use the AF Form 58 as a checklist and guide during the counseling session.

4.8.4. Explain to the NOK that the AF Form 58 is used to track and document benefits and entitlements applied for and received.

4.8.5. Complete the necessary claim applications for applicable benefits (see **Table 4.2**).

4.8.6. Complete all items on the AF Form 58 using the instructions in **Attachment 9**. Briefly summarize relevant information discussed with the NOK in item 11, and any problems in item 12, "Additional Comments."

4.8.7. Keep a copy of all claim applications, forms, and supporting documentation in the case file.

4.9. Death Gratuity. A lump sum gratuitous payment made by the Air Force to the designated beneficiaries of a member who dies on AD, ADT, or IDT, or full-time National Guard duty. Its purpose is to help the survivors in their readjustment and to aid them in meeting immediate expenses incurred. The claim form required to apply for this benefit is DD Form 397, *Claim Certification and Voucher for Death Gratuity Payment* via Electronic Funds Transfer (EFT), unless beneficiary desires other arrangements The CAR must provide the base FSO a copy of the member's vRED or *DD* Form 93 and the initial Death Report. The FSO should complete the DD Form 397 and issue the check to the CAR for delivery to the NOK or through EFT.

4.9.1. The member may select one or more persons of their choosing to receive the death gratuity. Death Gratuity is designated on the member's vRED or DD Form 93, in 10% increments.

4.9.2. In the absence of a designation the death gratuity payment is made to survivors of the deceased in this order:

4.9.2.1. The member's lawful surviving spouse.

4.9.2.2. When there is no spouse, DG is paid to the child or children of the member, regardless of age or marital status, in equal shares (state laws guide payment to minor children). ***NOTE:*** DFAS-IN/JFLTBA (Special Accounts Branch) makes payment to minor children within 30 days after receipt of DD Form 397 and supporting documentation.

4.9.2.3. If none of the above, the DG is paid to the parents of the member in equal shares or to the surviving parent.

4.9.2.4. If none of the above, DG is paid to the duly appointed legal representative of the member's estate.

4.9.2.5. If none of the above, DG is paid to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.9.3. Refer to DODR 7000.14-R, *DoD Financial Management Regulation, Volume 7A, Military Pay Policy and Procedures Active Duty and Reserve Pay*, Chapter 36, *Payment on Behalf of Deceased Members*, and Table 36-4, *Responsibility for Payment of Death Gratuity—Air Force*.

4.9.4. DFAS-IN initiates a Case Management System (CMS) on all active duty deaths. CAR will scan and attach the claim form and supporting documentation to the CMS case and update the case in CMS. Claims and supporting documents can be FAXed , as listed in **Table 4.2**, to DFAS-IN/JFLTBA (Special Accounts Branch), FAX - DSN 699-4141 or mail to 8899 East 56th Street Indianapolis, Indiana 46249-1200.

4.9.5. When the death gratuity is divided, the base with primary assistance responsibility submits all claim forms in one package.

4.10. Financial Assistance.

4.10.1. The CAR should ask the NOK about their immediate financial needs.

4.10.2. If the NOK is not eligible for the death gratuity, or if immediate payment is not possible, ensure they are assisted by a Community Readiness Consultant in the Airman & Family Readiness Center (A&FRC) for immediate financial assistance and/or Air Force Aid as required. If the CAR is not at an installation with an A&FRC, contact the nearest A&FRC or an American Red Cross representative.

4.11. Unpaid Pay and Allowances for Active Duty. Upon death of an active duty member, any pay and allowances due but not paid to the member, are paid to the designated beneficiary named on the member's vRED or DD Form 93. Unpaid pay and allowances may include unpaid basic pay, payment for up to 60 days of accrued leave, basic allowance for housing for up to 365 days, amounts due for travel, per diem expenses, transportation of eligible NOK, shipment of household goods, and unpaid installments of a variable reenlistment bonus. DFAS-IN Center will audit the decedent's pay records and issue a check for any amount due to the designated beneficiary.

4.11.1. When there is no written designation by the member, any money due is paid to the first eligible recipient in the following order:

4.11.1.1. The member's lawful surviving spouse.

4.11.1.2. If there is no spouse, it is paid to the child or children of the member in equal shares, with the share of any deceased child to be distributed among the descendants of that child.

4.11.1.3. If none of the above, it is paid to the parents of the member in equal shares or to the surviving parent.

4.11.1.4. If none of the above, it is paid to the duly appointed legal representative of the member's estate.

4.11.1.5. If none of the above, it is paid to the person(s) determined to be entitled under the laws of the state in which the member was domiciled—not the state in which they resided.

4.11.2. To apply for the unpaid pay and allowances, the CAR should complete the required claim form listed in **Table 4.2**.

4.11.3. DFAS-IN initiates a Case Management System (CMS) on all active duty deaths. CAR will scan and attach the claim form and supporting documentation to the CMS case and update the case in CMS. Claims and supporting documents can be FAXed , as listed in **Table 4.2**, to DFAS-IN/JFLTBA (Special Accounts Branch), FAX - DSN 699-4141 or mail to 8899 East 56th Street Indianapolis, Indiana 46249-1200.

4.11.4. When the unpaid pay and allowances are divided, the base with primary assistance responsibility submits all claim forms in one package.

4.12. Basic Allowance for Housing (BAH). Eligible NOK of deceased active duty members are entitled to 365 days of housing allowance or to remain in government quarters up to 365 days at no charge. DFAS-IN/JFLTBA is required by Title 37, U.S.C., Section 403, to make this payment to eligible beneficiaries. Eligible NOK occupying government housing on the date the member dies may continue to occupy such housing without charge for a period of 365 days. If the NOK vacate the government housing before the 365 days are up, the BAH is paid for the

remaining unused days. ***NOTE:*** When unpaid pay and allowances are paid to a person other than the member's spouse, the CAR should apply for the BAH on behalf of the spouse.

4.13. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children of a member who dies on active duty in the line of duty (LOD). The annuity is equal to 55 percent of the retired pay to which the member would have been entitled as if retired for total disability on the date of death. The spouse's annuity is reduced by the amount of the monthly Dependency and Indemnity Compensation payment awarded and paid to the surviving spouse by the VA. The annuity is paid until the spouse dies, but is suspended upon remarriage before age 55. The annuity to a surviving spouse may be reinstated if the subsequent marriage ends in death or divorce. The annuitant must send a certified copy of the divorce decree or death certificate to DFAS-CL (Defense Finance and Accounting Service, U. S. Military Annuitant Pay, P.O. Box 7131, London KY 40742-7131) to reinstate the annuity. If a second SBP benefit resulted from the remarriage, the surviving spouse must elect which of the two SBP benefits to receive. Should the surviving spouse remarry at age 55 or older, the annuitant will continue to receive the monthly annuity. The surviving spouse must notify DFAS of any changes in marital status. See AFI 36-3006, *Survivor Benefit Plan (SBP)* for additional information.

4.13.1. The CAR will fax the claim forms and any supporting documentation, as listed in **Table 4.2**, to AFPC/DPWCS at DSN 665-2348, and DFAS-CL at DSN 580-6321.

4.13.2. For active duty deaths when the member is survived by both a spouse and child(ren) contact AFPC/DPSIAR (SBP Branch) at DSN 665-2274 for guidance in processing steps to establish appropriate annuity.

4.13.2.1. AFPC/DPSIAR will process the active duty claim when the surviving spouse requests the SAF waive spouse SBP in favor of the member's children. All required SBP documentation/forms must be forwarded to AFPC/DPSIAR.

4.13.3. Surviving spouse must request the SAF pay SBP to either the spouse or the child(ren). All required SBP documentation/forms must be forwarded to AFPC/DPSIAR.

4.13.3.1. CAR must ensure surviving spouse is properly counseled on his or her options regarding the receipt of SBP annuity for both spouse and child only coverage .

4.13.4. The CAR must ensure the claim is processed and the annuity established prior to closing out the case. In some cases, the VA DIC entitlement will totally offset the SBP annuity. However, an annuity must be established regardless of the amount. There is a 6-year statute of limitations on filing an SBP claim. If a claim is not established within 6 years, there is no legal basis for establishing the claim. This is particularly important in cases when the VA DIC completely offsets the SBP annuity and the surviving spouse remarries after age 55 but before age 57 when he or she loses DIC entitlement, but the SBP annuity can be reinstated.

4.14. Reserve Component Survivor Benefit Plan (RCSBP). RCSBP is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children of an Air Reserve Component member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The member must have made an election within 90 days of notification of eligibility to participate in the program. Members on an active Guard/Reserve 10211 (officer) or 12310 (enlisted) tour, are eligible to participate in the plan.

Coverage is not automatic unless the member dies before the 90-day period established by law. The initial annuity paid to a surviving spouse is equal to 55 percent of the retired pay to which the member would have been entitled at age 60, reduced by the Reserve Portion Cost. See AFI 36-3006 for additional information.

4.14.1. If the member meets the eligibility requirements, fax the claim forms and supporting documentation, as listed in **Table 4.2**, to AFPC/DPWCS at DSN 665-2348 and DFAS-CL at 1-800-982-8459.

4.14.2. Contact the base FSO to check on the payment status of the RCSBP annuity prior to checking with DFAS.

4.15. Montgomery GI Bill Death Benefit. The VA will pay a special Montgomery GI Bill death benefit to a designated survivor in the event of the service-connected death of an individual while on active duty. Service connection is determined by the VA using an AF 348, *Line of Duty Determination*. The deceased must either have been entitled to educational assistance under the Montgomery GI Bill program or a participant in the program who would have been so entitled but for the high school diploma or length-of-service requirement. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. If the member contributed to this program, the designated SGLI beneficiary may be entitled to the death benefit. The death benefit is paid to whoever is designated to receive the member's SGLI. To apply for the death benefit, the CAR should submit a letter or a Support of Claim along with the member's SGLI certificate (SGLV 8286), and a copy of the DD Form 1300 and AF 348, as listed in **Table 4.2** to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830. See VAP 80-XX-1 for additional benefit information. Any changes in benefits due to the inception of the Post 9/11 GI Bill will be posted at : **https://afkm.wpafb.af.mil/AirForceCasualtyInfo** .****NOTE:*** The second two digits represent the year of publication.

4.16. Dependency and Indemnity Compensation (DIC). DIC is payable by the VA to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a VA-approved school, and low-income parents of members who die from a disease or injury incurred or aggravated while on active duty or active duty for training, an injury incurred or aggravated in the line of duty while on inactive duty for training, or a disability otherwise compensable under laws administered by the VA. DIC is not paid if the VA determines that the member's own misconduct contributed to the death. DIC paid to a surviving spouse is not based on the member's military pay grade. The amount paid for a spouse with one or more children of the deceased is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 57. Should the surviving spouse remarry, payments are terminated, but may be restored if the subsequent marriage ends in death, divorce or annulment. See VAP 80-XX-1, for additional information. CARs are required apply for DIC benefits in **ALL** death cases. ****NOTE:*** The second two digits represent the year of publication.

4.16.1. To apply for DIC, the CAR should complete the appropriate claim application as listed in **Table 4.2**.

4.16.2. Fax the original claim application and copies of any supporting documentation to (215) 381-3084**.** the VA Regional Office, P. O. Box 8079, Philadelphia, PA 19101. DIC claims for retirees who die within 120 days of retirement are processed through the VARO in Cleveland Ohio.

4.17. Non-service-Connected Death Pension. If the VARO determines that the NOK is not eligible for DIC, they may be eligible to apply for a non-service-connected death pension. Surviving spouses of deceased members with wartime service and unmarried children under age 18, or age 23 if attending a VA-approved school, may be eligible for this pension if they meet income limitations prescribed by law. Qualifying children who become incapable of self-support because of a disability before age 18 may be eligible for a pension as long as the condition exists unless the child marries or the child's income exceeds the income limit. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. The VA will determine their eligibility. See VAP 80-XX-1, for additional information. ****NOTE:*** The second two digits represent the year of publication.

4.17.1. Eligible survivors should visit their local VA office to complete the appropriate claim application with the supporting documentation as listed in **Table 4.2**.

4.18. Servicemembers' Group Life Insurance (SGLI). The SGLI payment is the maximum allowable by law, unless the member elected a lesser amount or declined coverage in writing. Monthly premium payments for the level of coverage selected by the member were automatically deducted from the member's pay. The Office of Servicemembers' Group Life Insurance (OSGLI) under the jurisdiction of the Department of VA makes determination and payment of proceeds. The claim form required to apply for this benefit is VA Form SGLV 8283. Payment of proceeds to a beneficiary is exempt from taxation. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation or legal entity, including his/her estate, individually or as a trustee. If the member designated a trust, he/ she indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, he/she annotated "Last Will and Testament" in the beneficiary block. If the member chose not to designate a specific beneficiary but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation.

4.18.1. When the "By Law" designation is used, the proceeds are automatically paid in the following order of precedence:

4.18.1.1. The member's lawful surviving spouse.

4.18.1.2. If there is no spouse, to the child or children of the member in equal shares, with the shares of any deceased child to be distributed among the descendants of that child.

4.18.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.18.1.4. If none of the above, to the duly appointed legal representative of the member's estate.

4.18.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.18.2. See **Paragraph 8.6** and VA Handbook, Servicemembers' and Veterans' Group Life Insurance Handbook, for additional information.

4.18.3. To apply for the SGLI, the CAR should complete the required claim form listed in table 4.2.

4.18.4. Fax the form and a copy of the initial death report to OSGLI at 1-877-832-4943.

4.18.5. Contact OSGLI to check on the payment status at 1-800-419-1473.

4.19. Social Security Payments. Social Security monthly benefits are paid to a spouse or a divorced spouse, age 60 or over; a spouse or divorced spouse regardless of age with children of the decedent under age 16 or disabled in their care and meeting Social Security requirements. A divorced spouse must have been married to the servicemember at least 10 years. Monthly payments are also paid to children until age 18, 19 if a full-time student at a primary or secondary school, or age 18 or older if disabled before age 18. Spouses who wait until age 65 to apply for Social Security receive maximum benefits. However, they can receive reduced Social Security payments between ages 60 and 65. Dependent parents are eligible for benefits at age 62 if they were more than 50 percent dependent on the deceased servicemember for their support. The amount paid can only be determined by the Social Security Administration, which has a record of the wages earned by the member during the period of both military and civilian employment under the Social Security Program. To apply for this benefit, the CAR should contact the Expedited Claims Processing Center in Philadelphia, PA at 1-866-777-7887, as soon as they obtain sufficient NOK information to establish the claim. This office will explain the benefit, determine their eligibility, the amount to be paid, and contact the NOK directly if additional documentation is required. The Expedited Claims Processing Center will establish the claim immediately based on the information provided by the CAR.

4.20. Social Security Lump Sum Death Payment. The Social Security Administration pays a lump sum death payment, up to $255, to the surviving spouse living with the member at the time of death. Separation because of military service, is considered living together. If there is no surviving spouse, it is paid to the oldest child who was eligible for or entitled to Social Security benefits during the month of the member's death. No other survivors are entitled to this benefit. This benefit is paid even if burial, funeral, or memorial benefits were paid by the Air Force. To apply for this benefit, the CAR should contact the Expedited Claims Processing Center in Philadelphia, PA at 1-866-777-7887, as soon as they obtain sufficient NOK information to establish the claim. This office will explain the benefit, determine their eligibility, the amount to be paid, and contact the NOK directly if additional documentation is required. The Expedited Claims Processing Center will establish the claim immediately based on the information provided by the CAR.

4.21. The Thrift Savings Plan (TSP) is a retirement savings and investment plan for Federal employees. Congress established the TSP in the Federal Employees' Retirement System Act of 1986. The purpose of the TSP is to provide retirement income. The TSP offers Federal employees the same type of savings and tax benefits that many private corporations offer their employees under "401(k)" plans. TSP regulations are published in title 5 of the Code of Federal Regulations, Parts 1600–1690, and are periodically supplemented and amended in the Federal Register. On October 30, 2000. The Floyd D. Spence National Defense Authorization Act was signed; it extends participation in the TSP to members of the uniformed services, including the Ready Reserve. Participation can be confirmed through the base FSO or by calling TSP at 1-877-

968-3778 to report the death of the member. If the member contributed to this program, the death benefit will be paid to whoever is designated beneficiary. To apply for the death benefit the CAR should submit the TSP Form 17 (available at **http://www.tsp.gov**) DD Form 1300, civilian death certificate. and fax to (703) 592-0170.

4.22. Other Assistance. The CAR should address these matters:

4.22.1. Living outside the CONUS. If the NOK plan to establish residence outside the CONUS, the CAR should:

4.22.1.1. Advise them that military privileges may or may not be available to them.

4.22.1.2. Advise them that the government will not pay import duties on items such as household goods and automobiles.

4.22.1.3. Contact the overseas installation nearest the NOK's planned residence to obtain current information about military privileges and import duties, then send the information in writing to the NOK (see AFI 24-101, Passenger Movement).

4.22.2. Status of Forces Agreements. The CAR should:

4.22.2.1. Tell the NOK living overseas, that due to host country restrictions in Status of Forces Agreements, they may have to live independently of the overseas installation.

4.22.2.2. Summarize the relevant information on the AF Form 58 (see **Attachment 9**).

4.22.3. Fraudulent claims. The CAR should:

4.22.3.1. Counsel the NOK about possible fraudulent claims against the deceased member's estate.

4.22.3.2. Advise the NOK to refer any suspicious requests for money to the summary court officer or the executor of the deceased member's estate.

4.22.4. Uniformed Services Identification (ID) and Privilege Card. The CAR should:

4.22.4.1. Obtain and destroy whichever of these military ID cards the member carried:

4.22.4.1.1. DD Form 2 (Active), *Armed Forces of the United States*.

4.22.4.1.2. DD Form 2 (Reserve), *Armed Forces of the United States*.

4.22.4.2. Document the issue and expiration date in the Additional Comments Section of the AF Form 58 and ask the NOK if there are any Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) or TRICARE claims pending against the member's ID card.

4.22.4.3. Destroy the ID card by cutting it up or give it to the Customer Service element for destruction.

4.22.4.4. Escort the NOK and assist them with applying for new ID cards.

4.22.5. Harassment or threats. The CAR should:

4.22.5.1. Advise the NOK to contact them immediately if anyone harasses them, either by telephone or in threatening letters.

4.22.5.2. Inform the local OSI of such threats or harassment.

4.22.6. Special surveillance. If necessary, the CAR should request for the local police to add special surveillance around the NOK's home while they are away for the funeral.

4.22.7. Mortuary matters. The CAR should:

4.22.7.1. Not answer questions about:

4.22.7.1.1. The recovery, identification, preparation, or shipment of remains.

4.22.7.1.2. Escorts, military honors, and personal property.

4.22.7.2. Refer questions concerning mortuary to the local Mortuary Affairs Officer or AFMAO, 116 Purple Heart Drive, Dover AFB DE 19902 or call them toll free at 1-800-531-5803 (DSN 445-5803).

4.22.8. Awards and decorations. The CAR should not discuss pending awards or decorations.

4.22.8.1. When the NOK have questions, the CAR should contact AFPC Recognition Programs Branch (DPSIDRA) at DSN 665-2516, or other applicable approval authority, for further instructions.

4.22.9. Civilian death certificate. The CAR should:

4.22.9.1. Tell the NOK that they might need additional copies of the civilian death certificate in the future.

4.22.9.2. Explain that the Air Force is not authorized to purchase the death certificates for the NOK.

4.22.9.3. Provide the NOK with the cost for a certified copy of the death certificate and the address of the appropriate State Vital Statistics Office or Health Department.

4.22.9.4. Refer the NOK to the funeral director for assistance in obtaining copies of the death certificate.

4.22.9.5. ***NOTE:*** Although each state has different policies, some states or counties will provide the CAR with a free “no-fee” death certificate if it will be used to claim government entitlements. When requesting a “no-fee” death certificate, indicate the purpose is for official government use and identify yourself as the Casualty Assistance Representative or Officer.

4.22.10. Federal income tax refunds and credits. The CAR should:

4.22.10.1. Advise the NOK that special tax rules may apply if:

4.22.10.1.1. An active duty member dies in a combat zone or from wounds, disease, or injuries received in a combat zone.

4.22.10.1.2. The Air Force declares a missing member deceased; applies to members missing in action, captured by a hostile force, or involuntarily detained in a foreign country.

4.22.10.1.3. A member or civilian US employee dies from wounds or injuries received in a terrorist or military action outside the United States.

4.22.10.2. Refer the NOK to the Internal Revenue Service (IRS) Publication 3, Armed Forces Tax Guide, for guidance on claiming tax refunds and credits for deceased active duty members (including Reservists called to active duty).

4.22.10.3. AFPC/DPWCS notifies the primary CAR if IRS refunds and credits rules apply and completes a DD Form 1300 for the NOK with the remark, "Internal Revenue Code, Title 26 U.S.C. Section 692, applies."

4.22.11. Lapel button. The CAR provides this lapel button (Stock number NSN 8455-01-088-4946, DSA number 100-80-C-2997) to the NOK of members who lost their lives while serving on extended active duty or while assigned to an Air National Guard or Air Force Reserve unit in a drill status. See AFI 36-2803, *The Air Force Awards and Decorations Program*, for additional information.

4.22.12. Gold Star Lapel Button. The CAR provides this button (Stock number 8455-00-265-4891, DSA number 100-69-C-2619) to the NOK of members who lost their lives while engaged in an action against an enemy of the United States or while serving with a friendly foreign force engaged in an armed conflict in which the United States is not a belligerent party. It is also provided to NOK of members who lost their lives as a result of an international terrorist attack against the United States, recognized as such by the Secretary of Defense or military operations (includes those involving members of the Armed Forces assisting in United States government-sponsored training of military personnel of a foreign nation) while serving outside the United States (includes the commonwealths, territories, and possessions of the United States) as part of a peacekeeping force (includes those personnel assigned to a force engaged in a peacekeeping operation authorized by the United Nations Security Council). See AFI 36-2803 for additional information.

4.23. Transferring Active Duty Casualty Assistance Case Files.

4.23.1. AFPC/DPWCS monitors the transfer of all case files.

4.23.2. Do not transfer an active duty case file:

4.23.2.1. When the NOK leaves the area temporarily.

4.23.2.2. If the NOK does not want the case transferred.

4.23.2.3. To an overseas installation without approval from AFPC/DPWCS.

4.23.3. To transfer an active duty case file:

4.23.3.1. Transfer a case file only when the NOK leaves the area permanently and provides a firm address or location.

4.23.3.2. The CAR should:

4.23.3.2.1. Obtain from the NOK a firm address and telephone number at the new location, and the projected date of their arrival there.

4.23.3.2.2. Immediately notify AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048, and the gaining CAR, of the NOK’s new address, telephone number and projected date of arrival there.

4.23.3.2.3. Review the AF Form 58 to ensure all items on the form, except addresses, are typed, error-free, legible, and up to date. ***NOTE:*** The gaining CAR must update addresses when the case is closed.

4.23.3.2.4. Complete the "1st IND To" and "From" blocks, type your signature block, and sign below the last entry in item 11 on the AF Form 58.

4.23.3.2.4.1. Do not complete items 13 and 14.

4.23.3.2.5. Send the case file by certified mail, return receipt requested, to the gaining CAR, including the typed original copy of the partially completed AF Form 58.

4.23.3.2.6. Scan and email a copy of the AF Form 58 to:

4.23.3.2.6.1. AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

4.23.3.2.7. Keep a copy of the case file for 1 year from the date of death (Air Force Records Disposition Schedule (RDS) Table 36-03, Rule 02.00).

4.23.3.2.8. Send an e-mail message to the gaining CAR, with AFPC/DPWCS as an information addressee, when the case file is mailed, and:

4.23.3.2.8.1. Provide information on assistance given to and completed for the NOK.

4.23.3.2.8.2. Provide the NOK's new address, telephone number, and projected date of arrival there.

4.23.3.2.8.3. Request the gaining CAR contact the losing CAR when the case file is received. If the case file does not arrive within 10 calendar days, advise the losing CAR.

4.24. Gaining CAR's Initial Contact with NOK.

4.24.1. The gaining CAR must contact the NOK within 24 hours of the NOK's projected date of arrival at the new address and comply with **Paragraph 4.5** and **4.6**. (***EXCEPTION:*** If the losing CAR makes a casualty assistance visit or the NOK advises that additional visits are not necessary, this requirement is waived. This does not preclude a visit if the NOK wants one.)

4.24.1.1. Make initial contact by telephone.

4.24.1.2. Find out if the NOK has any immediate concerns or problems.

4.24.1.3. Confirm the address.

4.24.1.4. Offer a casualty assistance visit (see **Paragraph 4.3**).

4.24.2. A casualty assistance visit to the NOK is mandatory whenever:

4.24.2.1. An active Air Force, ANG, or USAFR member dies or is declared missing.

4.24.2.2. A retiree dies within 120 days of retiring.

4.24.3. Offer casualty assistance visit to any beneficiary besides the NOK, or assist them by mail and telephone if they agree, who are eligible for benefits.

4.25. Administrative Closing of Casualty Assistance Cases.

4.25.1. Closing casualty assistance cases is an administrative action for control of records and does not preclude further assistance to the NOK, such as appealing denials of benefits. The CAR follows these procedures to close casualty assistance cases:

4.25.2. Close cases on deceased members no later than 6 months from the date of death.

4.25.2.1. Close cases as soon as complete and satisfactory assistance has been provided to the NOK, but not before all monetary benefits have been received.

4.25.2.2. If benefits applied for are denied or delayed beyond 6 months, contact AFPC/DPWCS for assistance and to request an extension.

4.25.2.3. Do not hold open a case to complete items 10K through 10W on the AF Form 58. Counsel the NOK and enter the date counseled.

4.25.3. Close cases involving members returned to military control from a missing status within 90 days after the member's return to military control.

4.25.4. Scan and email a typed, error-free AF Form 58 (see **Attachment 9**) to AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

4.25.4.1. Ensure all items are properly completed to include:

4.25.4.1.1. Dates are recorded accurately.

4.25.4.1.2. Items 13 and 14 are signed and dated by the CAR.

4.25.4.2. If more than one installation provided assistance, make sure other NOK or persons designated beneficiaries applied for and received the benefits (see **Paragraph 4.2.4**).

4.26. Extension Request.

4.26.1. When benefits have not been settled by the 5th month after the date of death and the 6-month period will need to be exceeded, request an extension from AFPC/DPWCS in a memorandum, e-mail, or message.

4.26.2. The memorandum, e-mail or message should include the:

4.26.2.1. Reason for the extension.

4.26.2.2. Efforts made by the CAR to resolve problems.

4.26.2.3. Estimated date the case will be closed.

4.27. Maintenance of Casualty Assistance Case Files.

4.27.1. Maintain casualty assistance case files in accordance with Air Force Record Disposition Schedule (RDS).

4.27.2. Establish a case file for each casualty and file alphabetically.

4.27.3. Case files must contain:

4.27.3.1. A chronological record of contacts, listed on AF Form 58, in item 11, with:

4.27.3.1.1. NOK.

4.27.3.1.2. Other NOK and persons designated as beneficiaries if applicable.

4.27.3.1.3. Other government agencies.

4.27.3.1.4. Civilian agencies.

4.27.3.2. CAR's actions on behalf of the NOK.

4.27.3.3. Copies of all messages, memorandums, and claim forms sent to other agencies and the NOK.

4.27.3.4. Any other relevant documents.

4.27.4. Installations reporting casualties only. Installations reporting deaths but having no assistance responsibilities should establish an interim case file for each reported casualty, and destroy the case file 6 months after the date of death.

4.28. Disposition of Casualty Assistance Case Files. Dispose of casualty case files in accordance with RDS located at **https://webrims.amc.af.mil/rds/index.cfm**, Casualty Reporting, Notification, and Assistance.

Section 4C—Benefit Information and Casualty Assistance Procedures for Retiree Deaths Within 120-Days After Retirement

4.29. General Procedures.

4.29.1. Explain to the NOK all benefits listed on the AF Form 58 and in AFPAM 36-3028.

4.29.2. Give the NOK a copy of AFPAM 36-3028.

4.29.3. Use the AF Form 58 as a checklist and guide during the counseling session.

4.29.4. Explain to the NOK that the AF Form 58 is used to track and document benefits and entitlements applied for and received.

4.29.5. Complete the necessary claim applications for applicable benefits (see **Table 4.3**).

4.29.6. Complete all items on the AF Form 58 using the instructions in **Attachment 9** and briefly summarize relevant information discussed with the NOK in item 11, and any problems in item 12, "Additional Comments."

4.29.7. Keep a copy of all claim applications, forms, and supporting documentation in the case file.

4.30. Death Gratuity. A lump sum gratuitous payment made by DFAS-CL Center to eligible beneficiaries of a retiree who dies within 120 days following placement on the permanent or temporary disability retired list (PDRL/TDRL), or who is retired for years of service. Payments can be made only after the VA determines death was caused by an illness or injury incurred while the retiree was on active duty, ADT, or IDT. Under no circumstances will the local FSO make payments in these cases. The claim forms required to apply for this benefit are DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment*, VA DIC Worksheet, VA Form 21-534, *Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child*, or VA Form 21-535**,** *Application for Dependency and Indemnity Compensation by Parent(s).*

4.30.1. The member may select one or more persons of their choosing to receive the death gratuity. Death Gratuity is designated on the member's vRED or DD 93, in 10% increments.

4.30.1.1. In the absence of a designation the death gratuity payment is made to survivors of the deceased in this order:

4.30.1.2. The member's lawful surviving spouse.

4.30.1.3. When there is no spouse, to the child or children of the member, regardless of age or marital status, in equal shares (state laws guide payment to minor children). ***NOTE:*** DFAS-CL (Special Accounts Branch) makes payment to minor children within 30 days after receipt of DD Form 397 and supporting documentation.

4.30.1.4. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.30.1.5. If none of the above, to the duly appointed legal representative of the member's estate.

4.30.1.6. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.30.2. Refer to DODR 7000.14-R, *DoD Financial Management Regulation, Volume 7A, Military Pay Policy and Procedures Active Duty and Reserve Pay*, Chapter 36, *Payment on Behalf of Deceased Members*, and Table 36-4, *Responsibility for Payment of Death Gratuity—Air Force*.

4.30.2.1. To apply for the death gratuity, the CAR should obtain a copy of DD Form 397 from the base FSO.

4.30.2.2. Complete all items on the form except items 1, 2, 3, 4 and 15, which are left blank.

4.30.2.3. Add the payee's SSN in item 5.

4.30.2.4. Fax or scan and email the form to AFPC/DPWCS, at DSN 665-2348, along with any supporting documentation as listed in **Table 4.3**.

4.30.2.5. Fax the form and copies of any supporting documentation to DFAS-CL/ FRCAE to DSN: 580-6321 (see **Table 4.3**).

4.30.2.6. The CAR should complete either a VA Form 21-534a , VA Form 21-534 or VA Form 21-535, as applicable, and follow the procedures in **Paragraph 4.34**.

4.31. Financial Assistance.

4.31.1. The CAR should ask the NOK about their immediate financial needs.

4.31.2. If the NOK is not eligible for the death gratuity payment, or if immediate payment is not possible, with the NOK's permission, contact the nearest ARC or AFAS representative located in the FSC, for possible assistance.

4.32. Unpaid Pay and Allowances for Retirees within 120 days. The retirement pay of an Air Force retired member stops on the first day of the month in which the retiree died. Upon death of a retired member, any pay and allowances due but not paid to the member are paid to the designated beneficiary named by the member prior to retirement. Normally, this amounts to the

retirement pay from the first day of the month of death through the date of death. Retirement pay electronically deposited into an account held by a retiree will automatically be recouped by DFAS-CL and reissued to the beneficiary for the correct amount.

4.32.1. When the designated beneficiary is deceased, or if the member elected "order of precedence," any money due is paid to the first eligible recipient in the following order:

4.32.1.1. The member's lawful surviving spouse.

4.32.1.2. When there is no spouse, to the child or children of the member in equal shares, with the share of any deceased child to be distributed among the descendants of that child.

4.32.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.32.1.4. If none of the above, to the duly appointed legal representative of the member's estate.

4.32.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.32.2. To apply for the unpaid pay and allowances, the CAR should complete the required claim form as listed in **Table 4.3**.

4.32.3. Fax the claim form and copies of any supporting documentation, as listed in **Table 4.3**, to DFAS-CL, at 1-800-469-6559.

4.32.4. When the unpaid pay and allowances are divided, the base with primary assistance responsibility submits all claim forms in one package.

4.32.5. Contact the base FSO to check on the payment status of the unpaid pay and allowances prior to checking with DFAS-CL.

4.33. SBP. SBP is a monthly annuity paid by the Air Force. This program allows personnel who retired on or after 21 September 1972, to receive reduced retired pay in order to provide a monthly annuity to their beneficiaries after the death of the retiree. The retiree designates the beneficiaries. Participation in this program is voluntary. SBP provides an eligible surviving spouse or former spouse or, in some cases, eligible children financial security similar to the financial security a retiree had in retired pay—a cost-of-living-adjusted monthly income for life. See AFI 36-3006, for additional benefit information.

4.33.1. If the retiree participated in SBP, fax the required claim forms and copies of any supporting documentation as listed in **Table 4.3** to AFPC/DPWCS at DSN 665-2348, and DFAS at 1-800-982-8459.

4.33.2. Fax the claim forms and copies of any supporting documentation to DFAS-CL at 1-800- 982-8459.

4.33.3. Contact the base FSO to check on the payment status of the SBP annuity prior to checking with DFAS.

4.34. RCSBP. RCSBP is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children, of an Air Reserve Component member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The

retiree designates the beneficiaries. The beneficiary choices are the same as for SBP. Participation in the program is voluntary. See AFI 36-3006 for additional benefit information:

4.34.1. If the retiree participated in RCSBP, fax the claim forms and supporting documentation as listed in **Table 4.3** to AFPC/DPWCS at DSN 665-2348, and DFAS at 1-800-982-8459.

4.34.2. Fax the claim forms and copies of supporting documentation to DFAS-CL at 1-800-982-8459.

4.34.3. Contact the base FSO to check on the payment status of the RCSBP annuity prior to checking with DFAS.

4.35. DIC. DIC is payable by the VA to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a VA-approved school, and low-income parents of retirees who die from a disease or injury incurred or aggravated while on active duty or active duty for training, an injury incurred or aggravated in the line of duty while on inactive duty for training, or a disability otherwise compensable under laws administered by the VA. DIC is not paid if the VA determines that the retiree's own misconduct contributed to the death. The monthly DIC rate paid to a surviving spouse of a retiree for deaths occurring after 1 January 1993 is the same for all pay grades. The DIC amount paid for a spouse with one or more children of the deceased retiree is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 57. Should the surviving spouse remarry, payments are terminated, but may be restored if the subsequent marriage ends in death, divorce or annulment. See VAP 80-XX-1 for additional information. ****NOTE:*** The second two digits represent the year of publication.

4.35.1. When assisting the survivor of a member who dies within 120 days following placement on the PDRL or TDRL:

4.35.1.1. Follow the procedures for death gratuity in **Paragraph 4.29**.

4.35.1.2. Complete the appropriate DIC claim application as listed in **Table 4.3**.

4.35.1.3. Fax the claim application and copies of required documents and any supporting documentation as listed in **Table 4.3** to AFPC/DPWCS at DSN 665-2348.

4.35.1.4. Fax the claim application along with copies of required documents and any supporting documentation, as listed in **Table 4.3**, to VARO-CL, ATTN: Adjudication Officer 21, at 216 522-8262.

4.35.2. When assisting the survivor of an Air Force member retired for years of service who dies within 120 days following retirement:

4.35.2.1. Follow the procedures for death gratuity in **Paragraph 4.29**.

4.35.2.2. Complete the appropriate DIC claim application as listed in **Table 4.3**.

4.35.2.3. Fax the claim application and copies of required documents and any supporting documentation, as listed in **Table 4.3**, to the VARO to process the claim.

4.35.3. Remember, even if no one is eligible for DIC you should submit the appropriate claim application so the VA can determine if the death is service connected before DFAS-CL will pay the death gratuity.

4.35.4. When the VARO makes a determination of service connection, fax the signed VA Rating Decision to AFPC/DPWCS at DSN 665-2348.

4.35.4.1. The rating should contain the signature of the VA rating specialist, and the statement that basic eligibility for death gratuity, under Title 38, U.S.C., Chapter 35, is established.

4.35.5. AFPC/DPWCS will advise DFAS-CL that payment of the death gratuity is or is not authorized, and DFAS-CL will annotate their case file accordingly and make payment if authorized.

4.35.5.1. When assisting the spouse of a retiree who is in receipt of VA disability compensation, the spouse can receive the member's final month's VA disability compensation through the DIC application only.

4.36. Non-Service-Connected Death Pension. If the VARO determines that the NOK is not eligible for DIC, they may be eligible to apply for a non-service-connected death pension. Surviving spouses of deceased members with wartime service and unmarried children under age 18, age 23 if attending a VA-approved school, may be eligible for this pension if they meet income limitations prescribed by law. Qualifying children who become incapable of self-support because of a disability before age 18 may be eligible for a pension as long as the condition exists, unless the child marries or the child's income exceeds the income limit. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. T he VA will determine their eligibility. See VAP 80-XX-1 for additional information. ****NOTE:*** The second two digits represent the year of publication.

4.36.1. To apply for a non-service-connected death pension, eligible survivors should visit their local VA office to complete the appropriate claim application and provide supporting documentation as listed in **Table 4.3**.

4.37. SGLI. Retirees are covered for 120 days following retirement with no additional premium during the 120-day period. Retirees rated totally disabled on the date of retirement retain SGLI coverage until the disability ceases to be total in degree, but not for more than 2 years. Determination and payment of proceeds are made by the OSGLI under the jurisdiction of the VA. Payment of proceeds to a beneficiary is exempt from taxation. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation or legal entity, including his/her estate, individually or as a trustee. If the member designated a trust, he/she indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, he/she annotated "Last Will and Testament" in the beneficiary block. If the member chose not to designate a specific beneficiary but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation.

4.37.1. When the "By Law" designation is used, the proceeds are automatically paid in the following order of precedence:

4.37.1.1. The member's lawful surviving spouse.

4.37.1.2. If there is no spouse, to the child or children of the member in equal shares, with the shares of any deceased child to be distributed among the descendants of that child.

4.37.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.37.1.4. If none of the above, to the duly appointed legal representative of the member's estate.

4.37.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.37.2. See **Paragraph 8.6** and *VA Handbook, Servicemembers' and Veterans' Group Life Insurance Handbook*, for additional information.

4.37.3. To apply for SGLI, the CAR should complete the claim form as listed in **Table 4.3**

4.37.4. Fax the form to AFPC/DPWCS at DSN 665-2348.

4.37.5. Fax the form and a copy of the Initial Death Report to OSGLI at 1-877-832-4943.

4.37.6. Scan and email the form and copies of any supporting documentation, as listed in **Table 4.3**, to AFPC/DPWCS, .

4.37.7. Contact OSGLI to check on the payment status of the SGLI.

4.38. Service Disabled Veterans Insurance (SDVI) or National Service Life Insurance RH (NSLI-RH). SDVI is life insurance limited to veterans who left the Service after 24 April 1951. A member who had a service-connected disability but was otherwise in good health could apply to the VA for up to $10,000 in SDVI life insurance coverage at standard rates. Members rated totally disabled by the VA could apply for a waiver of premiums. For those members eligible for this waiver, additional coverage of up to $20,000 is available, but the premiums cannot be waived. See VAP 80-XX-1, for additional information. ****NOTE:*** The second two digits represent the year of publication.

4.38.1. If the retiree was covered under SDVI, complete the claim form as listed in **Table 4.3**.

4.38.2. Mail the original claim form and copies of any supporting documentation, as listed in **Table 4.3**, to the VARO and Insurance Center, Box 8079, Philadelphia PA 19101.

4.39. Montgomery GI Bill Death Benefit. The VA will pay a special Montgomery GI Bill death benefit to a designated survivor if the death is determined to be in the LOD or within 1 year after discharge or release. The deceased must either have been entitled to educational assistance under the Montgomery GI Bill program or a participant in the program who would have been so entitled but for the high school diploma or length-of-service requirement. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. The death benefit is paid to the SGLI beneficiary. The CAR should submit a letter, along with the member's SGLV 8286 listing the beneficiary, and a copy of the DD Form 1300 and AF Form 348, **Line of Duty Determination**, as listed in **Table 4.3** to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830. See VAP 80-XX-1*, for additional benefit information. ****NOTE:*** The second two digits represent the year of publication.

4.40. Social Security Payments. Social Security monthly benefits are paid to a spouse or a divorced spouse, age 60 or over; a spouse or divorced spouse regardless of age with children of the decedent under age 16 or disabled in their care and meeting Social Security requirements. A divorced spouse must have been married to the servicemember at least 10 years. Monthly payments are also paid to children until age 18, or 19 if a full-time student at a primary or secondary school, or age 18 or older if disabled before age 18. Spouses who wait until age 65 to apply for Social Security receive maximum benefits. However, they can receive reduced Social Security payments between ages 60 and 65. Dependent parents are eligible for benefits at age 62 if they were more than 50 percent dependent on the deceased servicemember for their support. The amount paid can only be determined by the Social Security Administration, which has a record of the wages earned by the member during the period of both military and civilian employment under the Social Security Program. To apply for this benefit, the CAR should contact the "Expedited Claims Processing Center" in Philadelphia, PA at 1-866-777-7887, as soon as they obtain sufficient NOK information to establish the claim. This office will explain the benefit, determine their eligibility, the amount to be paid, and contact the NOK directly is additional documentation is required. The "Expedited Claims Processing Center" will establish the claim immediately based on the information provided by the CAR.

4.41. Social Security Lump Sum Death Payment. The Social Security Administration pays a lump sum death payment, up to $255, to the surviving spouse living with the member at the time of death. Separation because of military service, is considered living together. If there is no surviving spouse, it is paid to the oldest child who was eligible for or entitled to Social Security benefits during the month of the member's death. No other survivors are entitled to this benefit. This benefit is paid even if burial, funeral, or memorial benefits were paid by the Air Force. To apply for this benefit, the CAR should contact the "Expedited Claims Processing Center" in Philadelphia, PA at 1-866-777-7887, as soon as they obtain sufficient NOK information to establish the claim. This office will explain the benefit, determine their eligibility, the amount to be paid, and contact the NOK directly is additional documentation is required. The "Expedited Claims Processing Center" will establish the claim immediately based on the information provided by the CAR.

4.42. The Thrift Savings Plan (TSP) is a retirement savings and investment plan for Federal employees. Congress established the TSP in the Federal Employees' Retirement System Act of 1986. The purpose of the TSP is to provide retirement income. The TSP offers Federal employees the same type of savings and tax benefits that many private corporations offer their employees under "401(k)" plans. TSP regulations are published in title 5 of *the Code of Federal Regulations*, Parts 1600–1690, and are periodically supplemented and amended in the Federal Register. On October 30, 2000. The *Floyd D. Spence National Defense Authorization Act* was signed; it extends participation in the TSP to members of the uniformed services, including the Ready Reserve. Participation can be confirmed through the base FSO or by calling TSP at 1-877-968-3778 to report the death of the member. If the member contributed to this program, the death benefit will be paid to whoever is designated beneficiary. To apply for the death benefit the CAR should submit the TSP Form 17 (available at **http://www.tsp.gov**) DD Form 1300, civilian death certificate. and fax to (703) 592-0170.

4.43. Other Assistance. The CAR addresses these other matters:

4.43.1. Living Outside the CONUS. If the NOK plan to establish residence outside the CONUS, the CAR should:

4.43.1.1. Advise them that military privileges may or may not be available to them.

4.43.1.2. Advise them that the government will not pay import duties on items such as household goods and automobiles.

4.43.1.3. Contact the overseas installation nearest the NOK's planned residence to obtain current information about military privileges and import duties, then send the information in writing to the NOK (see AFI 24-101).

4.43.2. Status of Forces Agreements. The CAR should:

4.43.2.1. Tell NOK living overseas that due to host-country restrictions in Status of Forces Agreements, they may have to live independently of the overseas installation.

4.43.2.2. Summarize the relevant information on the AF Form 58.

4.43.3. Fraudulent Claims. The CAR should:

4.43.3.1. Counsel the NOK about possible fraudulent claims against the deceased member's estate.

4.43.3.2. Advise them to refer any suspicious requests for money to the executor of the deceased member's estate.

4.43.4. Uniformed Services Identification (ID) and Privilege Card. The CAR should:

4.43.4.1. Obtain from the NOK the member's DD Form 2 (Retired), *United States Uniformed Services ID Card.*

4.43.4.2. Document the issue and expiration date in the Additional Comments Section of the AF Form 58 and ask the NOK if there are any CHAMPUS or TRICARE claims pending against the member's ID card.

4.43.4.3. Destroy the ID card (cut it up or give it to the ID card issuing agency for destruction).

4.43.4.4. Escort the NOK and assist them with applying for new ID cards.

4.43.5. Harassment or threats. The CAR should:

4.43.5.1. Advise the NOK to contact the CAR immediately if anyone harasses them, either by telephone or in threatening letters.

4.43.5.2. Inform the local OSI of such threats or harassment.

4.43.6. Special surveillance. If necessary, the CAR should request for the local police to add special surveillance around the NOK's home while they are away for the funeral.

4.43.7. Mortuary matters. The CAR should refer all questions relating to mortuary affairs (i.e., burial, transport or escort of remains, etc.) to the local Mortuary Officer or AFMOA, by calling them toll free at 1-800-531-5803 or DSN 445-5803.

4.43.8. Civilian death certificate. The CAR should:

4.43.8.1. Tell the NOK that they might need copies of the civilian death certificate in the future.

4.43.8.2. Explain that the Air Force is not authorized to purchase the death certificate for the NOK.

4.43.8.3. Provide the cost of the document and the address of the appropriate State Vital Statistics Office or Health Department.

4.43.8.4. Refer the NOK to the funeral director for assistance in obtaining copies of the death certificate.

4.44. Transferring Casualty Assistance Case Files.

4.44.1. AFPC/DPWCS monitors the transfer of all case files.

4.44.2. Do not transfer a 120-day retiree case file:

4.44.2.1. When the NOK leaves the area temporarily.

4.44.2.2. If the NOK does not want the case transferred.

4.44.2.3. To an overseas installation without approval from AFPC/DPWCS.

4.44.3. To transfer a 120-day retiree case file:

4.44.3.1. Transfer a case file only when the NOK leaves the area permanently and provides a firm address or location.

4.44.3.2. The CAR should:

4.44.3.2.1. Obtain from the NOK a firm address and telephone number at the new location, and the projected date of their arrival at the new location.

4.44.3.2.2. Immediately notify AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048, and the gaining CAR of the NOK's new address, telephone number and projected date of arrival at the new address.

4.44.3.2.3. Review the AF Form 58 to ensure all items, except addresses, are typed error-free, legible, and up to date. ***NOTE:*** The gaining CAR must update addresses when the case is closed.

4.44.3.2.4. Complete the "1st IND To" and "From" blocks, type your signature block, and sign below the last entry in item 11 on the AF Form 58.

4.44.3.2.4.1. Do not complete items 13 and 14.

4.44.3.2.5. Send the case file by certified mail, return receipt requested, to the gaining CAR, including the typed original copy of the partially completed AF Form 58.

4.44.3.2.6. Mail a copy of the AF Form 58 to:

4.44.3.2.6.1. AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

4.44.3.2.7. Keep a file copy of the entire file for 6 months.

4.44.3.2.8. Send a ROUTINE message to the gaining CAR, with AFPC/DPWCS as an information addressee, when the case file is mailed, and:

4.44.3.2.8.1. Provide information on assistance given to and completed for the

NOK.

4.44.3.2.8.2. Provide the NOK's new address, telephone number, and projected date of arrival at the new address.

4.44.3.2.8.3. Request the gaining CAR contact the losing CAR when the case file is received. If the case file does not arrive within 10 calendar days, the gaining CAR should advise the losing CAR.

4.45. Gaining CAR's Initial Contact With NOK.

4.45.1. The gaining CAR must contact the NOK within 24 hours of the NOK's projected date of arrival at the new address and comply with **Paragraph 4.5** and **4.6**:

4.45.1.1. Make initial contact by telephone.

4.45.1.2. Find out if the NOK has any immediate concerns or problems.

4.45.1.3. Confirm the address.

4.45.1.4. Offer a casualty assistance visit.

4.45.2. A casualty assistance visit to the NOK is mandatory whenever a retiree dies within 120 days of retiring. ***EXCEPTION:*** If the losing CAR has already made a casualty assistance visit or the NOK advises that additional visits are not necessary, this requirement is waived. This does not preclude a visit if the NOK wants one.

4.45.3. Offer casualty assistance visit to other beneficiaries, or assist them by mail and telephone if they agree.

4.46. Administrative Closing of Casualty Assistance Cases.

4.46.1. Closing casualty assistance cases is an administrative action for control of records and does not preclude further assistance to the NOK, such as appealing denials of benefits. The CAR follows these procedures to close a casualty assistance case:

4.46.2. Close cases on deceased members 6 months from the date of death:

4.46.2.1. Close cases as soon as complete and satisfactory assistance has been provided to the NOK, but not before all monetary benefits have been received.

4.46.2.2. If benefits applied for are denied or delayed, contact AFPC/DPWCS for assistance and to request an extension.

4.46.2.3. Don't hold a case open to complete items 10K through 10W on the AF Form 58. Counsel the NOK and enter the date counseled.

4.46.3. Close cases involving members returned to military control from a missing status within 90 days after the member's return to military control.

4.46.4. Fax or scan and email a typed, error-free AF Form 58 (see **Attachment 9**) to AFPC/DPWCS, at DSN 665-2348.

4.46.4.1. Ensure all items are properly completed, including:

4.46.4.1.1. Dates are recorded accurately.

4.46.4.1.2. Items 13 and 14 are signed and dated by the CAR.

4.46.4.2. If more than one installation provided assistance, make sure other NOK or persons designated beneficiaries applied for and received the benefits (see **Paragraph 4.2.4**).

4.47. Extension Request.

4.47.1. When benefits have not been settled by the 5th month after the date of death and it appears the 6-month period will be exceeded, request an extension from AFPC/DPWCS in a memorandum, email, or message.

4.47.2. The memorandum, email, or message should include the:

4.47.2.1. Reason for the extension.

4.47.2.2. Efforts made by the CAR to resolve problems.

4.47.2.3. Estimated date the case will be closed.

4.48. Maintenance of Casualty Assistance Case Files.

4.48.1. Maintain casualty assistance case files in accordance with AFI 37-138.

4.48.2. Establish case files for each casualty and file them alphabetically.

4.48.3. Case files must contain:

4.48.3.1. A chronological record of contacts, listed on AF Form 58, in item 11, with:

4.48.3.1.1. NOK.

4.48.3.1.2. Other NOK and persons designated as beneficiaries, if applicable.

4.48.3.1.3. Other government agencies.

4.48.3.1.4. Civilian agencies.

4.48.3.2. CAR's actions on behalf of the NOK.

4.48.3.3. Copies of all messages, memorandums, and claim forms sent to other agencies and the NOK.

4.48.3.4. Any other relevant documents.

4.48.4. Installations reporting casualties only. Installations reporting deaths but having no assistance responsibilities should establish an interim case file for each casualty reported, and destroy the case file 6 months after the date of death.

4.49. Disposition of Casualty Assistance Case Files. Dispose of casualty case files IAW Air Force Records Disposition Schedule (RDS) located at **https://www.my.af.mil/gcss-af61a/afrims/afrims**.

Section 4D—Benefit Information and Casualty Assistance Procedures for Retiree Deaths More Than 120 Days After Retirement

4.50. General Procedures.

4.50.1. If assistance with the NOK is by personal visit:

4.50.1.1. Explain to the NOK all benefits listed on the AF Form 58, and in AFPAM 36-3028.

4.50.1.2. Give the NOK a copy of AFPAM 36-3028.

4.50.1.3. Use the AF Form 58 as a checklist and guide during the counseling session.

4.50.1.4. Explain to the NOK that the AF 58 is used to track and document benefits and entitlements applied for and received.

4.50.1.5. Complete the necessary claim applications for applicable benefits.

4.50.1.5.1. See **Table 4.1** for laws and publications concerning benefits.

4.50.1.5.2. See **Table 4.3** for required claim forms, applications and supporting documentation needed to submit with all claims.

4.50.1.6. Complete all items on the AF Form 58 using the instructions in **Attachment 9** and briefly summarize relevant information discussed with the NOK in item 11, and any problems in item 12, Additional Comments.

4.50.1.7. Submit the claim applications and supporting documentation to the appropriate agencies as soon as possible.

4.50.1.8. Keep a copy of all claim applications, forms, and supporting documentation in the case file.

4.50.2. If assistance with the NOK is by mail and/or telephone, send the NOK:

4.50.2.1. A copy of AFPAM 36-3028.

4.50.2.2. All necessary claim forms (partially completed before mailing).

4.50.2.3. An error-free cover letter tailored to their needs (see **Attachment 12**).

4.50.2.4. Sign the cover memorandum or have the noncommissioned officer in charge (NCOIC) of the customer support element sign it.

4.51. Establishing Initial Contact With NOK.

4.51.1. Initial contact may be made by telephone or in person.

4.51.2. Determine if a casualty assistance visit is necessary or if you can assist the NOK through mail and telephone contact.

4.51.3. Contact other NOK or the estate executor according to their needs, as determined during the initial contact with the NOK.

4.51.4. Obtain from the NOK, a copy (original or certified copy not required) of the civilian death certificate, and mail it to USAFSAM/PHR, Air Force Mortality Registry, 8320 Laser Rd Bldg 915, Brooks City Base, TX 78235-5140 or fax to DSN 240-3567.

4.51.4.1. If the death certificate indicates an autopsy was completed, obtain a copy of the autopsy report and mail or fax to USAFSAM/PHR

4.51.4.2. If the cause of death on the death certificate reads “unknown, undetermined, pending investigation, and/or autopsy,” obtain a copy of the amended death certificate and/or autopsy report, if performed, and mail or fax to USAFSAM/PHR.

4.51.5. Each contact, by personal visit, telephone, or mail, must be annotated on AF Form 58, in item 11 (see **Attachment 9**).

4.51.5.1. Using **Attachment 9**, briefly summarize relevant information in item 11, and any problems in item 12, "Additional Comments."

4.52. Benefit Assistance to Parents of a Deceased Member.

4.52.1. The CAR must advise the parents of a deceased member of their possible entitlement to VA and Social Security benefits and how to apply.

4.52.2. Send a letter (see **Attachment 10** and **Attachment 11**) to the parents no later than 15 days after the first contact with the NOK. ***EXCEPTION:*** If the parents as NOK are receiving an initial casualty assistance visit, advise them in person during the initial visit.

4.53. Unpaid Pay and Allowances for Retirees. The retirement pay of an Air Force member stops on the day the retiree dies. Upon the death of a retired member, any pay and allowances due but not paid to the member are paid to the designated beneficiary named by the member prior to retirement. Normally, this amounts to the retirement pay from the first day of the month of death through the date of death. Retirement pay electronically deposited into an account held by a retiree will automatically be recouped by DFAS-CL and reissued to the beneficiary for the correct amount.

4.53.1. When the designated beneficiary is deceased, or if the member elected "order of precedence," any money due is paid to the first eligible recipient in the following order:

4.53.1.1. The member's lawful surviving spouse.

4.53.1.2. When there is no spouse, to the child or children of the member in equal shares, with the share of any deceased child to be distributed among the descendants of that child.

4.53.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.53.1.4. If none of the above, to the duly appointed legal representative of the member's estate.

4.53.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.53.2. To apply for the unpaid pay and allowances, the CAR should complete the claim form as listed in **Table 4.3**.

4.53.2.1. Fax the claim form and copies of any supporting documentation, as listed in **Table 4.3**, to DFAS-CL at 1 800-469-6559.

4.53.2.2. When unpaid pay and allowances are divided, the base with primary assistance responsibility submits all claim forms in one package.

4.54. Retired Serviceman's Family Protection Plan (RSFPP). The RSFPP program allowed personnel who retired before 21 September 1972 to receive reduced retired pay in order to provide an annuity for certain beneficiaries after the death of the retiree. Participation in this program was voluntary. See AFI 36-3006, for additional information.

4.54.1. If the retiree elected to participate in RSFPP, follow the applicable instructions listed in **Paragraph 4.55** or **4.56**.

4.55. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by the Air Force. This program allows personnel who retired on or after 21 September 1972, or before if they enrolled in the program during an open season, to receive reduced retired pay in order to provide a monthly annuity to their beneficiaries after the death of the retiree. The retiree designates the beneficiaries. Participation in this program is voluntary. SBP provides an eligible surviving spouse or former spouse or, in some cases, eligible children, financial security similar to the financial security a retiree had in retired pay—a cost-of-living-adjusted monthly income for life. See AFI 36-3006 for additional information.

4.55.1. If the retiree elected to participate in SBP, follow the applicable instructions listed in **Paragraph 4.55** or **4.56**.

4.56. Reserve Component Survivor Benefit Plan (RCSBP). RCSBP is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children, of an Air Reserve Component member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The retiree designates the beneficiaries. The beneficiary choices are the same as for SBP. Participation in the program is voluntary. See AFI 36-3006 for additional benefit information.

4.56.1. The three options that were available to the member at time of election are:

4.56.1.1. Option A. Member declines to make an election until age 60. If death occurs prior to age 60, no annuity is payable.

4.56.1.2. Option B. Coverage provides for an annuity to begin on the 60th anniversary of member's birth, if death occurs before age 60, or to begin immediately when death occurs after age 60.

4.56.1.3. Option C. Coverage provides for an annuity to begin immediately, whether death occurs before or after age 60.

4.56.2. If the retiree participated in RCSBP, follow the applicable instructions listed in **Paragraph 4.65** or **4.66**.

4.56.3. Fax the claim forms and copies of any supporting documentation, as listed in **Table 4.3**, to DFAS-CL at 1 800 982-8459.

4.56.4. Contact the base FSO to check on the payment status of the RCSBP annuity prior to checking with DFAS.

4.57. Processing RSFPP, SBP or RCSBP Annuities at Installations With Defense Retiree and Annuitant Pay System (DRAPS) Access.

4.57.1. Payment should begin within 30 days of the death notification date. The CAR and FSO must process the annuity in time to meet this goal.

4.57.2. If the retiree participated in RSFPP, SBP or RCSBP, the CAR should:

4.57.2.1. Inform the local FSO of a confirmed death.

4.57.2.2. Give the FSO the retiree's name, SSN, date of retirement, grade, and date of death.

4.57.3. The FSO should give the CAR information on the deceased's retired pay and beneficiary's annuitant pay.

4.57.4. Within 10 workdays, the CAR should obtain from the NOK the required claim forms and supporting documentation as listed in **Table 4.3**, and provide them to the base FSO for processing:

4.57.4.1. When RSFPP, SBP or RCSBP is divided between more than one child, and they do not reside together, the assisting CARs send all documentation using overnight mail service, to the CAR with primary assistance responsibility who will then submit all claim applications in one package to the FSO.

4.57.4.2. Fax all claim forms and supporting documentation directly to DFAS-CL at 1-800-982-8459.

4.57.5. The local FSO:

4.57.5.1. Determines the need for additional documents, depending on data already in DRAPS, and advises the CAR accordingly.

4.57.5.2. Advises the CAR if security restrictions or questionable entitlements prevent DFAS from processing the annuity package.

4.58. Processing RSFPP, SBP or RCSBP Annuities at Installations Without DRAPS Access.

4.58.1. When the casualty assistance base does not have DRAPS access, claim applications for RSFPP, SBP or RCSBP, with supporting documentation, should be submitted directly to DFAS for processing.

4.58.2. Payment should begin within 30 days of the death notification date. The CAR and DFAS should process the annuity in time to meet this goal.

4.58.3. The CAR must inform DFAS by telephone at DSN 580-6153 or 1-800-321-1080 of a confirmed death on the same day the CAR is notified.

4.58.4. When informed of the death, DFAS-CL/FRCAE immediately gives the CAR information relative to the retired pay account of the deceased, to include RSFPP or SBP election, allotments, net pay, VA and retirement pay, and beneficiary data.

4.58.5. The CAR contacts the NOK to arrange a personal visit to complete the claim forms and obtain the supporting documentation as listed in **Table 4.3** to establish the account.

4.58.5.1. The CAR should consider the wishes of the NOK when arranging an assistance visit.

4.58.6. Within 10 workdays of being notified of the death, the CAR Faxes the claim forms along with copies of any supporting documentation as listed in **Table 4.3**, to DFAS-CL at 1 800-982-8459.

4.59. DIC. DIC is payable by the VA to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a VA-approved school, and low-income parents of retirees who die from a disease or injury incurred or aggravated while on active duty or active duty for training, an injury incurred or aggravated in the line of duty while on inactive duty for training, or a disability otherwise compensable under laws

administered by the VA. DIC payments may also be authorized for the survivor of a retiree who had a service-connected total disability at the time of death but whose death was not the result of his/her service-connected disability. The survivor qualifies if the retiree was continuously rated totally disabled for a period of 10 or more years immediately preceding death, or the retiree was so rated for a period of not less than 5 years from the date of discharge from military service. Payments under this provision are subjected to offset by the amount received from judicial proceedings brought on account of the retiree's death. DIC is not paid if the VA determines that the retiree's own misconduct contributed to the death. The monthly DIC rate paid to a surviving spouse of a retiree for deaths occurring after 1 January 1993 is the same for all pay grades. The DIC amount paid for a spouse with one or more children of the deceased retiree is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 57. Should the surviving spouse remarry, payments are terminated, but may be restored if the subsequent marriage ends in death, divorce or annulment. See VAP 80-XX-1* for additional information. ****NOTE:*** The second two digits represent the year of publication.

4.59.1. To apply for DIC complete the appropriate claim application as listed in **Table 4.3**.

4.59.2. Mail the original claim application and copies of any supporting documentation, as listed in **Table 4.3**, to the VARO.

4.60. Non-Service-Connected Death Pension. If the VA Regional Office (VARO) determines that the NOK is not eligible for DIC, they may be eligible to apply for a non-service-connected death pension. Surviving spouses of deceased members with wartime service and unmarried children under age 18, age 23 if attending a VA-approved school, may be eligible for this pension if they meet income limitations prescribed by law. Qualifying children who become incapable of self-support because of a disability before age 18 may be eligible for a pension as long as the disability exists, unless the child marries or the child's income exceeds the income limit. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. The VA will determine their eligibility. See VAP 80-XX-1* for additional information. ****NOTE:*** The second two digits represent the year of publication.

4.60.1. To apply for a non-service-connected death pension, eligible survivors should visit their local VA office to complete the appropriate claim application as listed in **Table 4.3**.

4.60.2. Survivors will need to provide the supporting documentation as listed in **Table 4.3**.

4.61. SGLI. Retirees rated totally disabled on the date of retirement retain SGLI coverage until the disability ceased to be total in degree, but not for more than 2 years. Determination and payment of proceeds are made by the OSGLI under the jurisdiction of the VA. Payment of proceeds to a beneficiary is exempt from taxation. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation or legal entity, including his/her estate, individually or as a trustee. If the member designated a trust, he/she indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, he/she annotated "Last Will and Testament" in the beneficiary block. If the member chose not to

designate a specific beneficiary but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation.

4.61.1. When the "By Law" designation is used, the proceeds are automatically paid in the following order of precedence:

4.61.1.1. The member's lawful surviving spouse.

4.61.1.2. If there is no spouse, to the child or children of the member in equal shares, with the shares of any deceased child to be distributed among the descendants of that child.

4.61.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.61.1.4. If none of the above, to the duly appointed legal representative of the member's estate.

4.61.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.61.2. For additional information on beneficiaries, see **Paragraph 8.8** of this AFI and VA Handbook, for additional information.

4.61.3. If the retiree was covered under SGLI, complete the claim form as listed in **Table 4.3**.

4.61.4. Fax the claim form and copies of any supporting documentation, as listed in **Table 4.3**, to OSGLI, at 1-877-832-4943**.**

4.62. Veterans' Group Life Insurance (VGLI). This program allows retirees, upon retirement, to convert their SGLI coverage during the first 120 days following retirement, or 1 year following retirement for totally disabled retirees. VGLI is a 5-year renewable term policy, administered by the OSGLI under the jurisdiction of the VA. VGLI is issued up to the maximum allowed by law for SGLI, but not for more than the amount of SGLI the retiree had in force at the time of retirement.

4.62.1. See the *Servicemembers' and Veterans' Group Life Insurance Handbook*, for additional information.

4.62.2. If the retiree was covered under VGLI, complete the claim form as listed in **Table 4.3**.

4.62.3. Fax the claim form and copies of any supporting documentation, as listed in **Table 4.3**, to OSGLI, at 1 877 832-4943.

4.63. Service Disabled Veterans Insurance (SDVI). SDVI is life insurance limited to veterans who left the Service after 24 April 1951. A member who had a service-connected disability but was otherwise in good health could apply to the VA for up to $10,000 in SDVI life insurance coverage at standard rates. Members rated totally disabled by the VA could apply for a waiver of premiums. For those members eligible for this waiver, additional coverage of up to $20,000 is available, but the premiums cannot be waived. See VAP 80-XX-1* for additional information. **NOTE:* The second two digits represent the year of publication.

4.63.1. If the retiree was covered under SDVI, complete the claim form as listed in **Table 4.3**.

4.63.2. Mail the original claim form and copies of any supporting documentation, as listed in **Table 4.3**, to the VARO and Insurance Center, Box 8079, Philadelphia PA 19101 or Fax to 215 381-3561.

4.64. National Service Life Insurance (NSLI). No retiree has enrolled in this program since 23 April 1951.

4.64.1. If the retiree was covered under NSLI, complete the claim form as listed in **Table 4.3**.

4.64.2. Mail the original form and copies of any supporting documentation, as listed in **Table 4.3**, to the VARO and Insurance Center, Box 8079, Philadelphia PA 19101 or fax to 215 381-3561.

4.65. Veterans' Educational Assistance Program (VEAP) and Montgomery GI Bill Refunds. The VA will pay a special death benefit to a designated survivor in the event of the service-connected death of an individual within 1-year after discharge or release. The deceased must either have been entitled to educational assistance under these programs or a participant in the programs who would have been so entitled but for the high school diploma or length-of-service requirement. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. If the retiree contributed to these programs, the NOK may be entitled to the death benefit. The death benefit is paid to the SGLI beneficiary. The CAR should submit a letter, along with the SGLI Certificate (SGLV 8286) and a copy of the DD Form 1300 as listed in **Table 4.3**, to the appropriate VARO listed below. See VAP 80-XX-1*, for additional benefit information. Any information on the upcoming Post 9/11 GI Bill will be posted to **https://afkm.wpafb.af.mil/AirForceCasualtyInfo** as it becomes available. ****NOTE:*** The second two digits represent the year of publication.

4.65.1. Claims for the Montgomery GI Bill death benefit should be sent to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830.

4.65.2. Claims for a VEAP refund should be sent to:

4.65.2.1. Eastern Region (CT, DE, DC, MA, MD, ME, NH, NJ, NY, OH, PA, RI, VA, VT, WV, and Foreign Schools). VARO, PO Box 4616, Buffalo NY 14240-4616, ATTN: Chapter 30, Death Benefit.

4.65.2.2. Central Region (CO, IA, IL, IN, KS, KY, MI, MN, MO, MT, NE, ND, SD, WI, WY). VARO, PO Box 66830, St. Louis MO 63166-6830, ATTN: Chapter 30, Death Benefit.

4.65.2.3. Southern Region (AL, AR, FL, GA, LA, MS, NC, SC, TN, and Puerto Rico). VARO, PO Box 54346, Atlanta GA 30308-0346, ATTN: Chapter 30, Death Benefit.

4.65.2.4. Western Region (AK, AZ, CA, HI, ID, NM, NV, OK, OR, TX, UT, WA, and Philippines). VARO, PO Box 8888, Muskogee OK 74402-8888, ATTN: Chapter 30, Death Benefit.

4.66. Social Security Payments. Social Security monthly benefits are paid to a spouse or a divorced spouse, age 60 or over; a spouse or divorced spouse regardless of age with children of the decedent under age 16 or disabled in their care and meeting Social Security requirements. A divorced spouse must have been married to the servicemember at least 10 years. Monthly payments are also paid to children until age 18, 19 if a full-time student at a primary or secondary school, or age 18 or older if disabled before age 18. Spouses who wait until age 65 to apply for Social Security receive maximum benefits. However, they can receive reduced Social Security payments between ages 60 and 65. Dependent parents are eligible for benefits at age 62 if they were more than 50 percent dependent on the deceased servicemember for their support. The amount paid can only be determined by the Social Security Administration, which has a record of the wages earned by the member during the period of both military and civilian employment under the Social Security Program. To apply for this benefit, eligible survivors should make application through the nearest Social Security Office. This office will explain the benefit, determine their eligibility, the amount to be paid, and help them complete the required claim forms. Survivors should apply early, as the law generally permits retroactive payments of only 12 months. Survivors will need to provide supporting documentation as listed in **Table 4.3**.

4.67. Social Security Lump Sum Death Payment. The Social Security Administration pays a lump sum death payment, up to $255, to the surviving spouse living with the member at the time of death. Separation because of military service, is considered living together. If there is no surviving spouse, it is paid to the oldest child who was eligible for or entitled to Social Security benefits during the month of the member's death. No other survivors are entitled to this benefit. This benefit is paid even if burial, funeral, or memorial benefits were paid by the Air Force. To receive this benefit, eligible survivors must make application through the nearest Social Security Office. This office will explain the benefit, determine their eligibility, the amount to be paid, and help them complete the required claim forms. Survivors will need to provide supporting documentation as listed in **Table 4.3**.

4.68. The Thrift Savings Plan (TSP) is a retirement savings and investment plan for Federal employees.Congress established the TSP in the Federal Employees' Retirement System Act of 1986. The purpose of the TSP is to provide retirement income. The TSP offers Federal employees the same type of savings and tax benefits that many private corporations offer their employees under "401(k)" plans. TSP regulations are published in title 5 of the *Code of Federal Regulations*, Parts 1600–1690, and are periodically supplemented and amended in the Federal Register. On October 30, 2000. *The Floyd D. Spence National Defense Authorization Act* was signed; it extends participation in the TSP to members of the uniformed services, including the Ready Reserve. Participation can be confirmed through the base FSO or by calling TSP at 1-877-968-3778 to report the death of the member. If the member contributed to this program, the death benefit will be paid to whoever is designated beneficiary. To apply for the death benefit the CAR should submit the TSP Form 17 (available at **http://www.tsp.gov**), civilian death certificate. and fax to (703) 592-0170.

4.69. Other Assistance. The CAR addresses these other matters:

4.69.1. Living outside the CONUS. If the NOK plans to establish residence outside the CONUS, the CAR should:

4.69.1.1. Advise them that military privileges may or may not be available to them.

4.69.1.2. Advise them that the government will not pay import duties on items such as household goods and automobiles.

4.69.1.3. Contact the overseas installation nearest the NOK's planned residence to obtain current information about military privileges and import duties, and send the information in writing to the NOK (see AFI 24-101).

4.69.2. Status of Forces Agreements. The CAR should:

4.69.2.1. Tell NOK living overseas that due to host-country restrictions in Status of Forces Agreements, they may have to live independently of the overseas installation.

4.69.2.2. Summarize the relevant information on the AF Form 58.

4.69.3. Fraudulent claims. The CAR should:

4.69.3.1. Refer the NOK to the SJA when there are possible fraudulent claims against the deceased member's estate.

4.69.3.2. Advise them to refer any suspicious requests for money to the executor of the deceased member's estate.

4.69.4. Uniformed Services Identification (ID) and Privilege Card. The CAR should:

4.69.4.1. Obtain from the NOK the member's DD Form 2 (Retired), *United States Uniformed Services ID Card* and deactivate the card by punching a hole in it.

4.69.4.2. Document the issue and expiration date in the Additional Comments Section of the AF Form 58 and ask the NOK if there are any CHAMPUS or TRICARE claims pending against the member's ID card.

4.69.4.3. Return the inactive card to the NOK.

4.69.4.4. Escort the NOK and assist them with applying for new ID cards noting their status as survivors.

4.69.5. Civilian death certificate. The CAR should:

4.69.5.1. Tell the NOK they might need copies of the civilian death certificate in the future.

4.69.5.2. Explain that the Air Force is not authorized to purchase the death certificate for the NOK.

4.69.5.3. Provide the cost of the document and the address of the State Vital Statistics Office or Health Department.

4.69.5.4. Refer the NOK to the funeral director for assistance in obtaining copies of the death certificate.

4.70. Additional Casualty Assistance Visits or Contacts: The CAR should:

4.70.1. Contact the NOK of a deceased retiree at least once every:

4.70.1.1. Thirty days for the first 2 months after a retiree's death.

4.70.1.2. Sixty days thereafter until the NOK receives all benefits or the case is closed.

4.70.2. Make contact via letter at the six, 12, 18, and 24 month anniversaries of the death in addition to other contact based on problems encountered and the NOK's desires.

4.70.3. Monitor the case for receipt of DIC, unpaid pay and allowances, RSFPP, SBP, or RCSBP and Social Security Administration entitlements.

4.70.4. It is mandatory that CARs apply for DIC in each case. If local VA or service agencies are not available, it is your responsibility to ensure the NOK applies when appropriate.

4.70.5. When making contact with the NOK:

4.70.5.1. Give the NOK additional advice regarding benefits, if necessary, and help them file claims and applications.

4.70.5.2. Ask about the status of benefit claims or applications already processed and offer to help expedite settlement, if applicable.

4.70.5.3. Return one-of-a-kind documents (i.e., marriage or birth certificate, or divorce decree) to the NOK in person if possible or by certified mail, return receipt requested.

4.70.5.4. Annotate each contact with the NOK, and summarize relevant information on the AF Form 58, using **Attachment 9**.

4.71. Administrative Closing of Casualty Assistance Cases.

4.71.1. Closing casualty assistance cases is only an administrative action for control of records. It does not preclude further assistance to the NOK, such as appealing denials of benefits.

4.71.2. The CAR follows these procedures:

4.71.2.1. Close retiree cases, regardless of the installation's DRAPS capability, 6 months after learning of the retiree's death, on AF Form 58.

4.71.2.2. If benefits applied for are denied or delayed by other than an Air Force agency, continue to monitor these applications until a final determination has been made.

4.71.2.3. E-mail the error-free AF Form 58 to AFPC/DPDXIDL, within 5 workdays after learning the NOK has received all benefits and entitlements in blocks 10A through 10J as appropriate, or a final determination has been made (see **Attachment 9**). E-mail address is: **afpc.dpdxidl@randolph.af.mil**.

4.71.2.3.1. The first page of the AF Form 58 is mandatory. The assistance summary on the reverse is optional.

4.71.2.3.2. Retain a copy of the entire form in the case file at least until the final 24-month letter is accomplished.

4.71.2.3.3. Ensure all items on the form are properly completed and dates are recorded accurately.

4.71.2.3.4. Ensure items 13 and 14 are signed and dated by the CAR.

4.71.2.3.5. If more than one installation provided assistance, make sure other NOK or persons designated beneficiaries applied for and received the benefits.

4.71.2.3.6. Keep proof of e-mail transmission to AFPC/DPDXIDL on file with the signed AF Form 58 in the case file.

4.72. Maintenance of Casualty Assistance Case Files:

4.72.1. Maintain casualty assistance case files in accordance with AFI 33-364.

4.72.2. Establish case files for each casualty and file them alphabetically.

4.72.3. Case files must contain:

4.72.3.1. A chronological record of contacts, listed on AF Form 58, in item 11, with:

4.72.3.1.1. NOK.

4.72.3.1.2. Other NOK and persons designated as beneficiaries, if applicable.

4.72.3.1.3. Other government agencies.

4.72.3.1.4. Civilian agencies.

4.72.3.2. CAR's actions on behalf of the NOK.

4.72.3.3. Copies of all messages, memorandums, and claim forms sent to other agencies and the NOK.

4.72.3.4. Any other relevant documents.

4.72.4. Installations reporting casualties only. Installations reporting retiree deaths but having no assistance responsibilities should establish an interim case file for each casualty reported, and destroy the case file 6 months after the date of death (AF RDS, table 36-03, rule 02.00).

4.73. Disposition of Casualty Assistance Case Files. All Air Force records created are maintained in accordance with AFMAN 33-363 and disposed of in accordance with *Air Force Records Disposition* located at **https://www.my.af.mil/gcss-af61a/afrims/afrims/**.

4.74. Processing RSFPP, SBP or RCSBP Annuity Payment When a Retiree Is Missing. An SBP beneficiary may apply for an annuity if the participating member's retired pay has been suspended because the member is missing.

4.74.1. See **Paragraph 4.52** through **4.54** for RSFPP and SBP information.

4.74.2. DFAS-CL suspends a missing retiree's retired pay, but the CAR may begin processing annuity claims if the retiree is an RSFPP or SBP participant. ***NOTE:*** This procedure is not officially casualty assistance because there is no legal determination of death.

4.74.3. Due to the unique circumstances of these cases, the CAR should immediately telephone AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048 for guidance on each case.

4.74.4. Because it is not officially casualty assistance, do not start a case file or track annuity payment.

4.74.5. If requested, the CAR helps the beneficiary collect and submit evidence that:

4.74.5.1. The retiree has been missing for at least 30 days.

4.74.5.2. A reasonable person would conclude that the retiree is dead.

4.74.5.3. Such evidence must include:

4.74.5.3.1. A statement signed by the applicant describing the circumstances of the retiree's disappearance.

4.74.5.3.2. Supporting documents such as:

4.74.5.3.2.1. A police missing person report.

4.74.5.3.2.2. Signed statements from persons who last saw the retiree alive.

4.74.5.3.2.3. A detailed description of the geographical location, local weather conditions, and the mental and physical condition of the retiree, with a statement regarding the retiree's chance of surviving—preferably prepared by a legal counsel or other qualified individual such as a forest ranger.

4.74.6. DFAS/GC determines whether to start RSFPP or SBP annuity payments. A decision to begin payments does not constitute a legal determination of death.

4.74.7. The date the Air Force suspended retired pay will be considered the date of death for payment purposes.

4.74.8. If the retiree participated in RSFPP or SBP, the CAR:

4.74.8.1. Completes the claim forms as listed in **Table 4.3**.

4.74.8.2. Fax the claim forms, with copies of any supporting documentation as listed in **Table 4.3**, to DFAS-CL at 1-800-982-8459.

4.74.9. Contacts the base FSO to check on the payment status of the RSFPP or SBP annuity prior to checking with DFAS.

4.74.10. If the Air Force later declares the retiree deceased, the CAR performs the appropriate casualty reporting and assistance.

Table 4.1. Laws and Publications Concerning Survivor Benefits.

	Benefits	**Laws**	**Publications**
1	Insurance (Government)	38 U.S.C. 1901-1988	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own and 36-3028 VAP 80-04*-1 (available through local VA office and at the VA web site: www.va.gov) ****NOTE:*** Middle digits represent year of publication.
2	Death Benefits Accountability and Responsibility Leave (Death Gratuity and Unpaid Pay and Allowances)	10 U.S.C. 1475-1489 10 U.S.C. 2771 37 U.S.C. 501(d)	DoD 7000.14-R, volume 7A (see note) DFAS-DEM 177-373, volume 2 (see note) DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own and 36-3028

	Benefits	Laws	Publications
3	Compensation for Service-Connected Disability or Death DIC for Service-Connected Deaths Pension for Non-Service-Connected Disability or Death or for Service	38 U.S.C. 1101-1142 38 U.S.C. 1301-1323 38 U.S.C. 1501-1543	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own and 36-3028 VAP 80-04*-1 (available through local VA office and at the VA web site: **www.va.gov**) * ***NOTE:*** Middle digits represent year of publication.
4	Social Security	42 U.S.C. 417	AFPAM 36-3027 and 36-3028
5	Payment to Missing Persons	37 U.S.C. 551-559	DoD 7000.14-R, volume 7A (see note) DFAS-DEM 177-373 volume 2 (see note) JFTR volumes 1 and 2 AFSUP (see note) AFI 24-101, volume 2 (see note) AFPAM 36-3027 and 36-3028
6	Emergency Financial Assistance (ARC, AFAS)		AFI 36-3105 AFI 36-3109
7	Housing and Small Business Loans Income Taxes of Members of Armed Forces on Death	38 U.S.C. 3701-3751 26 U.S.C 692	DoD Publication A Survivor's Guide To Benefits – Taking Care of Our Own and 36-3028 VAP 80-04-1 (available through local VA office and at the VA web site: www.va.gov) *__NOTE:__ Middle digits represent year of publication.
8	Medical and Dental Care	10 U.S.C. 1071-1107	DoD Publication A Survivor's Guide to Benefits- Taking Care of Our Own and 36-3028 DoDD 6010.4 (see note)
9	Decorations and Awards		AFI 36-2803
10	Base Exchange and Commissary		AFJI 34-210 (see note) AFI 36-3026 DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own and 36-3028
11	Survivors' and Dependents' Educational Assistance	38 U.S.C. 3500-3566	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own

	Benefits	Laws	Publications
			and 36-3028 VAP 22-90-2 (available through local VA office) VAP 80-04-1 (available through local VA office and at the VA web site: www.va.gov) ****NOTE:*** Middle digits represent year of publication.
12	Government Employment	5, U.S.C. 2108	https://cs.mhf.dod.mil/content/dav/mhf/QOL-Library/Project%20Documents/MilitaryHOMEFRONT/Service%20Providers/Casualty%20Assistance/Survivors%20Guide.pdf?current_id=20.40.500.93.500.570.0.0.0
13	Claims for Loss from Destruction of Personal Property		AFI 51-502 (see note)
14	Annuities Based on Retired or Retainer Pay (RSFPP, SBP, RCSBP)	10 U.S.C. 1431-1467	AFI 36-3006 DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own and 36-3028
15	Compensation for Work Injuries (Federal Employees' Compensation)	5, U.S.C. 8101-8152	AFI 36-809 (see note)
16	Mortgage Insurance for Servicemen	12 U.S.C. 1715m	AFI 36-3005

NOTE: The CAR does not have to keep a copy of this publication if it is available elsewhere on the installation.

Table 4.2. Documentation for Survivor Benefits for Active Air Force, ANG, and USAFR Casualties.

	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation

	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
1	**Death Gratuity** (see note 1)	DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment***.** (see note 2) Initial Death Report. Copy of vRED or DD Form 93, *Record of Emergency Data* (see note 3)**.**	Death certificate of beneficiary, if deceased. Birth certificates. Civilian court custodianship certificate or guardianship order.
2	**Unpaid Pay and Allowances**	SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*. Paid copy of DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment* (include a DD Form 2058, *State of Legal Residence Certificate* for death gratuity payment if paid to a beneficiary different from unpaid pay and allowances). Copy of vRED or DD Form 93 (see note 3). DD Form 2058, *State of Legal Residence Certificate* (signed by the beneficiary who will receive unpaid pay and allowances). SF 1199A, *Direct Deposit Sign-Up Form, or Financial Management System* **(**FMS) Form 2231, *Fast Start Direct Deposit***.**	Death certificate of beneficiary, if deceased. Marriage certificate, if marriage information on death certificate is contradictory. Birth certificate for children, if not designated beneficiaries. Civilian court custodianship certificate or guardianship order. Civilian court appointment of executor of estate. Affidavit of residency (Required when the surviving spouse is a foreign national. May be obtained from the base legal office.)
3	**Basic Allowance for Housing (BAH)**	Included with Unpaid Pay and Allowances or requested separately if paid to someone other than eligible family member using SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*. SF 1199A, *Direct*	DD Form 1300, *Report of Casualty* or civilian death certificate.

	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
		Deposit Sign-Up Form, or Financial Management System **(**FMS) Form 2231, *Fast Start Direct Deposit***.**	
4	**Survivor Benefit Plan (SBP),** or **Reserve Component Survivor Benefit Plan (RCSBP)**	DD Form 2656-7**,** ***Verification For Survivor Annuity*****.** Treasury Department (TD) Form W-4P, *Withholding Certificate for Pension or Annuity Payment***.** SF 1199A, *Direct Deposit Sign-Up Form, or Financial Management System* **(**FMS) Form 2231, *Fast Start Direct Deposit***.** Civilian death certificate or DD Form 1300, *Report of Casualty*. AF 348**,** *Line of Duty Determination*	Birth certificates of children. Civilian court custodianship certificate or guardianship order. School certification for full-time student between ages 18 and 22. Medical statement for child disabled prior to age 18. Divorce decree or death certificate for proof of termination of previous marriage. Police report, court verdict, or coroner's report, as applicable.
5	**Montgomery GI Bill Death Benefit**	Letter or Support of Claim VA Form 21-4138. AF 348**,** *Line of Duty Determination* SGLV 8286**,** *SGLI Election and Certificate*	Proof of relationship.
6	**Dependency and Indemnity Compensation (DIC),** or **Non-service-Connected Death Pension**	VA Form 21-534a, *Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child,* or *VA DIC Worksheet VA Form 21-535, Application for Dependency and Indemnity Compensation by Parent(s).* DD Form 1300, *Report of Casualty***,** or civilian death certificate.	Marriage certificate if claimant is a spouse. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Civilian court adoption or custody documents. School certification for full-time students up to age 23. Medical statement for certain disabled children. Immigration or naturalization documents.

	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
7	**Servicemembers' Group Life Insurance (SGLI) and Family Member Servicemember's Group Life Insurance**	VA Form SGLV 8283**,** *Claim for Death Benefits***.** VA Form SGLV 8283A**,** *Claim for Family Coverage Death Benefits.* VA Form SGLV 8700, *Report of Death of Family Member* DD Form 1300, *Report of Casualty***,** or civilian death certificate.	Marriage certificate. Death Certificate Divorce decree if member divorced within the last 5 years. Birth certificates. If minor child, documentation of court appointed guardian of the child's property or estate. Other supporting documentation as determined by OSGLI.
8	**Social Security Payments Social Security Lump Sum Death Payment**	Application for monthly benefits. DD Form 1300, *Report of Casualty*, or civilian death certificate.	Marriage certificate. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Adoption or custody documents.
			School certification for full-time students up to age 19. Prior year's tax forms (TD Form W-2, *Wage and Tax Statement*).

NOTES:

1. The FSO does not issue the death gratuity payment for minor children, the payment is issued by DFAS-IN.

2. The FSO issuing the death gratuity payment completes the DD Form 397.

3. Provide a copy of the vRED or DD Form 93 to the local FSO for Death Gratuity and Unpaid Pay and Allowances when the assistance base is also the member's home installation.

Table 4.3. Documentation for Survivor Benefits for Retired Casualties.

Benefit		Required Claim Forms, Applications, and Documents	Supporting Documentation
1	**Death Gratuity** (for retirees who die within 120 days after retiring) (see paragraph **4.29.**).	DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment.* SF 1199A, *Direct Deposit Sign-Up Form, or Financial Management System* **(**FMS)	Marriage certificate. Birth certificates. Copy of vRED or DD Form 93, *Record of Emergency Data.* DD Form 214 (showing character of service) Civilian death certificate, or DD Form 1300,

Benefit		Required Claim Forms, Applications, and Documents	Supporting Documentation
			Report of Casualty. Civilian court custodianship certificate or guardianship order. VA Certificate of Eligibility for Death Gratuity
2	**Unpaid Pay and Allowances**	SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services***.**	Death certificate of beneficiary, if deceased. Marriage certificate, if marriage information on death certificate is contradictory. Birth certificates for children, if not designated beneficiaries. Civilian court appointment of executor of estate. Civilian court custodianship certificate or guardianship order. Affidavit of residency (Required when the surviving spouse is a foreign national. May be obtained from the base legal office.)
3	**Retired Serviceman's Family Protection Plan (RSFPP),** or **Survivor Benefit Plan (SBP),** or **Reserve Component Survivor Benefit Plan (RCSBP)**	DD Form 2656-7 Verification For Survivor Annuity,. TD Form W-4P, *Withholding Certificate for Pension or Annuity Payment*. SF 1199A, *Direct Deposit Sign-Up Form, or FMS Form 2231, Fast Start Direct Deposit*. DD Form 1300**,** *Report of Casualty*, or civilian death certificate.	Representative payee documentation. Civilian court custodianship certificate or guardianship order. School certification for full-time student between ages 18 and 22. Medical statement for child disabled prior to age 18. Divorce decree or death certificate for proof of termination of previous marriage. If the spouse is drawing SBP on a previous member, a letter from the spouse must be included that states which member she wants SBP payment from. Birth certificate for child, if the spouse was married to the member for less than one year. Police report, court verdict, or coroner's report, as applicable.

Benefit		Required Claim Forms, Applications, and Documents	Supporting Documentation
4	**Dependency and Indemnity Compensation (DIC),** or **Non-service-Connected Death Pension**	VA Form 21-534, *Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child, or VA DIC Worksheet* VA Form 21-535, *Application for Dependency and Indemnity Compensation by Parent(s).* Civilian death certificate. DD Form 214, *Certificate of Release or Discharge From Active Duty.* Retirement order. Physical Evaluation Board Narrative (PDRL and TDRL members only). AF 348, *Line of Duty Determination* (if completed prior to retirement)	Marriage certificate. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Civilian court adoption or custody documents. School certification for full-time students up to age 23. Medical statement for certain disabled children. Immigration and Naturalization documents. DD Form 2058**,** *State of Legal Residence Certificate.* Medical Records. AF 618, *Medical Board Report* (for PDRL and TDRL members only).
5	**Servicemembers' Group Life Insurance (SGLI),** or **Veterans Group Life Insurance (VGLI)**	VA Form SGLV 8283**,** *Claim for Death Benefit.*	Civilian death certificate. Divorce decree if member or spouse divorced within the last 5 years.
6	**Service Disabled Veterans Insurance (SDVI),** or **National Service Life Insurance (NSLI)**	VA Form 29-4125, *Claim for One Sum Payment.*	For minor child, documentation of court appointed guardian of the child's property or estate.
7	**Veterans' Educational Assistance Program (VEAP)**, or **Montgomery GI Bill**	Letter.	SGLI Certificate (SGLV 8286). Civilian death certificate, or DD Form 1300, *Report of Casualty.*

Benefit		Required Claim Forms, Applications, and Documents	Supporting Documentation
8	**Social Security Payments Social Security Lump Sum Death Payment**	Application for monthly benefits. Death certificate.	Marriage certificate. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Adoption or custody documents. School certification for full-time students up to age 19. Prior year's tax forms (TD Form W-2, *Wage and Tax Statement*).

Chapter 5

CIRCUMSTANCE AND CONDOLENCE LETTERS, AND DOCUMENTATION ON CAUSEAND CIRCUMSTANCES OF DEATH OR MISSING STATUS

Section 5A—Circumstance Letter

5.1. Overview. The Air Force ensures that the NOK and all interested persons listed on the member's vRED or DD Form 93 are provided all releasable information whenever a military member is declared deceased or missing.

5.2. When to Send a Circumstance Letter.

5.2.1. Circumstance letters provide the NOK with as much releasable information as possible concerning events leading up to and surrounding the death or missing status of a member.

5.2.2. Letters are always sent to the NOK when members are declared missing.

5.2.3. Letters for members declared deceased are sent to the NOK who are:

5.2.3.1. Unaware of the circumstances.

5.2.3.2. Notified of the casualty by an unofficial source such as another NOK or friend of the casualty.

5.2.3.3. Notified by an Air Force notification officer other than the member's commander or designated representative.

5.3. When Not to Send a Circumstance Letter.

5.3.1. Circumstance letters are not sent to the NOK:

5.3.1.1. When the member is declared DUSTWUN. The responsible commander personally informs NOK of all releasable information/circumstances surrounding the member's status:

5.3.1.2. Who were present at the time the casualty occurred and are aware of the circumstances.

5.3.1.3. Who were informed, in person, of the circumstances by the member's commander or a designated representative.

5.3.1.4. Who were informed of the circumstances by an official source other than the Air Force:

5.3.1.4.1. Applies to an individual or agency in a position of authority such as law enforcement agencies, physicians or coroners.

5.3.1.5. Who are children residing with the NOK, unless requested by the NOK.

5.4. Responsibilities.

5.4.1. Member's commander:

5.4.1.1. Circumstance letters are the responsibility of the member's commander (see **Attachment 13** through **Attachment 17**):

5.4.1.1.1. For an ANG or USAFR casualty, the commander may offer the member's squadron commander the opportunity to write the circumstance letter. ***NOTE:*** Normally, only one circumstance letter is required. However, if the commander indicated in the original letter that a follow-up would be provided with further details when they became available, then a subsequent letter is required in order to ensure complete circumstances are relayed to the NOK.

5.4.1.2. Commanders send circumstance letters to the NOK of deceased members within 5 calendar days from the date the Air Force notified the NOK of the casualty. ***NOTE:*** The Air Force provides this time frame only to allow commanders sufficient time to evaluate unusual events surrounding a casualty and to provide the NOK with as much information as possible. If information is readily available and requires no evaluation, such as a heart attack, it's expected that the circumstance letter will be sent sooner than 5 calendar days.

5.4.1.3. Commanders send a circumstance letter to NOK within 5 calendar days of:

5.4.1.3.1. Declaring a member missing (non-hostile) or recommending missing status (hostile).

5.4.1.3.2. Terminating a search.

5.4.1.4. Include the following information in a circumstance letter sent after a search is terminated (see **Attachment 13**):

5.4.1.4.1. The circumstances surrounding the missing status.

5.4.1.4.2. Details of the extent, duration, and results of the search.

5.4.1.4.3. Whether electronic surveillance will continue, if releasable.

5.4.1.4.4. A statement that the Air Force is compiling a detailed report containing all releasable information concerning the incident:

5.4.1.4.4.1. See **Paragraphs 2.16**, **2.17** and **2.18**.

5.4.1.5. Upon receipt and review of the commander's missing status report, AFPC/DPWCM sends the NOK any additional information and tells the NOK they will keep them informed of all releasable future developments.

5.4.1.6. AFPC/DPWCM will handle all subsequent correspondence with the NOK of missing members.

5.4.1.7. Commanders should refer letters from the NOK of missing personnel, along with any information that would be helpful in answering their questions to AFPC/DPWCM, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

5.4.1.7.1. If the commander feels obligated to personally reply to letters from the NOK, they must fax their reply to AFPC/DPWCM for coordination before mailing to the NOK (DSN 665-3805 during duty hours, or DSN 665-2348 after duty hours).

5.4.2. TDY Commander: If the member was assigned TDY, the TDY commander is the CC responsible for writing the circumstance letter.

5.4.3. The CAR:

5.4.3.1. Reviews all circumstance letters before the commander mails them to the NOK.

5.4.3.2. Ensures circumstance letters are in compliance with this AFI.

5.4.3.3. Verifies that no conflict exists between information previously furnished by message to AFPC/DPWCS and information in the letter.

5.4.3.4. Faxes a copy of the circumstance letter to AFPC/DPWCS at DSN 665-2348 on the same day the commander mails the original to the NOK.

5.4.3.5. Retains a copy of the circumstance letter in the case file.

5.5. Aircraft Accidents.

5.5.1. In the event of mass casualties, AFPC/DPWCS drafts a single circumstance letter and provides it to the appropriate commanders for signature.

5.5.2. For military accidents involving only aircrew members or a limited number of casualties (generally less than 20), such as an AMC operational support airlift, the members' commanders prepare and mail circumstance letters (see **Attachment 13**).

5.5.3. In all cases, AFPC/DPWCS will provide guidance and make the final determination as to who provides circumstance letter.

5.6. Review of Military Aircraft Accident Circumstance Letters.

5.6.1. The installation legal office reviews all circumstance letters.

5.6.2. The installation safety office must review circumstance letters concerning military aircraft accidents to ensure compliance with AFI 91-204, Safety Investigations and Reports.

5.6.3. AFPC/JA reviews all circumstance letters for mass casualty incidents.

5.7. Second or Subsequent Circumstance Letters.

5.7.1. When an investigation, an autopsy, a medical examiner's, or coroner's report reveals that the cause or circumstances originally reported to the NOK were incorrect:

5.7.1.1. The CAR or unit commander immediately notifies AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048.

5.7.1.2. The member's commander, after consultation with AFPC/DPWCS, decides whether a second or subsequent circumstance letter describing the new findings is needed or whether a personal visit with the NOK is more appropriate after coordination with AFPC/PA, AFPC/JA, and AFPC/DPW.

5.7.1.3. The CAR or unit commander notifies AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 before sending updated circumstance letters.

5.8. Sensitive New Information.

5.8.1. The CAR or squadron commander immediately notifies AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 of new sensitive information that the Air Force may

need to report to the NOK after coordination with AFPC/PA, AFPC/JA, and AFPC/DPW. ***EXAMPLE:*** If the Air Force discovers that a casualty initially reported as killed by enemy fire actually died from friendly fire, the commander would, after coordination with AFPC/DPWCS, personally advise the NOK.

5.9. Guidance for Preparing the Circumstance Letter.

5.9.1. Commanders must include all releasable circumstances relevant to the casualty in the letter.

5.9.2. See **Attachment 13** through **Attachment 17** for examples of commander's circumstance letters for a variety of situations.

5.9.3. Avoid a shocking narrative of the incident.

5.9.4. If the member's conduct was improper, the facts should be related truthfully and tactfully, with as much empathy as possible.

5.9.5. Include known facts about the member, and if appropriate, include complimentary remarks about character, personality and achievements.

5.9.6. Do not mention posthumous awards, decorations, or promotion. ***NOTE:*** Revealing this information could be embarrassing to the Air Force if the decoration or promotion is disapproved or a lesser decoration is awarded.

5.9.7. Tailor each letter to the individual case and its circumstances. ***NOTE:*** The examples in **Attachment 13** through **Attachment 17** must not be copied or paraphrased too closely.

5.9.8. The member's commander sends circumstance letters to NOK whose physical or mental condition makes them unable to personally accept or comprehend the circumstances conveyed in person after coordination with the NOK's caretaker.

5.9.8.1. Prepare a circumstance letter for the individual, but send it to the NOK who made the request so they can present it at an appropriate time.

5.9.9. If a NOK requests that the Air Force not communicate directly with another qualified family member because of ill health or age, the commander should honor the request if possible.

5.9.9.1. Notify AFPC/ DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 of such requests.

5.9.9.2. Prepare a circumstance letter for the individual, but send it to the qualified family member who made the request so they can present it at an appropriate time.

5.9.10. The commander may write one letter to all minor children living with a member's former spouse, or a guardian.

5.9.10.1. Send the letter to the former spouse or guardian, and request that it is given to the child(ren) when it's appropriate (see **Attachment 18**).

5.9.11. Use letterhead stationery without captions and the personalized format discussed in AFMAN 33-326, *Preparing Official Communications*, for all originals and copies.

5.9.12. Date all letters and copies.

5.9.13. Identify the casualty by full grade and name in the opening paragraph. ***EXAMPLE:*** Airman First Class John J. Doe, Jr.

5.10. Guidance for Circumstance Letters Written to NOK of Foreign Nationals.

5.10.1. Circumstance letters written to the NOK of foreign nationals who were in the United States under the auspices of the Air Force are not mailed directly to the NOK.

5.10.2. Mail all circumstance letters written to NOK of foreign nationals, with a letter of transmittal, to the Air Force International Affairs Division (HQ USAF/CVAI), 1040 Air Force Pentagon, Washington DC 20330-2006.

5.10.2.1. The letters will be translated into the appropriate foreign language, and mailed to the foreign country.

5.10.3. Fax a copy of the letter to AFPC/ DPWCS at DSN 665-2348 showing the date you mailed the letter to HQ USAF/CVAI.

Section 5B—Condolence Letter

5.11. Overview. NOK/interested persons listed on the member's vRED or DD Form 93, *Record of Emergency Data*, should receive a proper expression of sympathy whenever a military member is declared deceased or missing.

5.12. When to Send a Condolence Letter.

5.12.1. Commanders should send a condolence letter without including circumstances:

5.12.1.1. When NOK are already aware of the circumstances (e.g. the spouse was a passenger in the automobile where the member died).

5.12.1.2. Whenever a circumstance letter is not required (e.g. the commander responsible for the circumstances is in the AOR).

5.12.2. Although it's not required, a member's commander may want to send a condolence letter even if he/she or a representative conveyed condolences in person.

5.12.3. Any commander in the member's chain of command may send a letter of condolence (see **Attachment 19** through **Attachment 21**).

5.12.4. Under certain circumstances and when deemed appropriate by the deceased's commander, AFPC/DPWC prepares special condolence letters for signature by the Chief of Staff, USAF, and in special circumstances, the Secretary of the Air Force, Secretary of Defense, and President of the United States, based on information provided in the initial Death Report (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

5.12.5. See AFI 36-809 for commander's condolence letters to NOK of deceased civilian employees.

5.13. When Not to Send a Condolence Letter. Commanders should not send a condolence letter to NOK who, through malicious actions, might have caused the member's death.

5.14. Responsibilities.

5.14.1. Member's commander:

5.14.1.1. Condolence letters are normally the responsibility of the member's commander (see **Attachment 19**).

5.14.1.2. The ANG or USAFR commander of the unit to which the member was permanently assigned will write the condolence letter.

5.14.1.3. Other commanders in the member's chain of command (i.e., installation or MAJCOM) may send a letter of condolence (see **Attachment 20** and **Attachment 21**).

5.14.1.4. Commanders send condolence letters to the NOK of deceased members within 5- calendar days from the date NOK were personally aware or notified of the death.

5.14.2. TDY commander: If the member was assigned TDY, the member's home station commander writes the condolence letter. However, this does not preclude the TDY commander from sending a condolence letter if he or she considers a letter appropriate.

5.14.3. The CAR:

5.14.3.1. Reviews all condolence letters before the commander mails them to the NOK.

5.14.3.2. Ensures condolence letters are in compliance with this instruction.

5.14.3.3. Verifies that no conflict exists between information previously furnished by message to AFPC/ DPWCS and information in the letter.

5.14.3.4. Faxes a copy of the condolence letter to AFPC/ DPWCS at DSN 665-2348 the same day the commander mails the original to the NOK.

5.14.3.5. Retains a copy of the condolence letter in the case file.

5.15. Aircraft Accidents. Members' commanders prepare and mail condolence letters for military aircrew members involved in aircraft accidents.

5.15.1. The introduction for each letter should be the same.

5.15.2. The remainder of each letter should be of a personal nature applying to the individual.

5.16. Guidance for Preparing the Condolence/Circumstance Letter.

5.16.1. Include known, releasable facts about the member, and if appropriate, include complimentary remarks about the member's character, personality, and achievements.

5.16.2. When providing the circumstances, extend condolences to the NOK, but do not allow condolences to overshadow the basic intent of informing the NOK.

5.16.3. Do not mention posthumous awards, decorations, or promotion. ***NOTE:*** Revealing this information could be embarrassing to the Air Force if the decoration or promotion is disapproved or a lesser decoration is awarded.

5.16.4. Tailor each letter to the individual case and its circumstances. ***NOTE:*** The examples in **Attachment 19** through **Attachment 21** must not be copied or paraphrased too closely.

5.16.5. Honor any request by the NOK not to communicate with an ill or elderly family member when possible.

5.16.5.1. Prepare a condolence letter for the individual, but send it to the NOK who made the request so he or she can present it at an appropriate time. ***NOTE:*** Notify AFPC/DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 of such requests.

5.16.6. The commander may write letters to all minor children living with a member's former spouse, or a guardian.

5.16.6.1. Send the letters to the former spouse or guardian, and request that it be given to the child(ren) when appropriate (see **Attachment 18**).

5.16.7. Use letterhead stationery without captions and the personalized format discussed in AFMAN 33-326, Preparing Official Communications, for all originals and copies.

5.16.8. Date all letters and copies.

5.16.9. Identify the casualty by full grade and name in the opening paragraph. ***EXAMPLE:*** Airman First Class John J. Doe, Jr.

Section 5C—Documentation on Cause and Circumstances of Death

5.17. General Information.

5.17.1. The CAR gathers and distributes the necessary forms and supporting documentation for eligible NOK claiming VA benefits.

5.17.2. Coordinate with the VARO prior to submitting claim applications or forms to determine supporting documentation needed (see **Table 5.1**).

5.17.3. If the member's parents wish to apply for VA benefits, follow the procedures in **Paragraphs 4.5.4.4**, **4.6**, **4.16**, **4.17**, **4.34**, **4.35**, **4.50**, **4.57** and **4.58**.

5.17.4. An ongoing OSI or local investigation does not release the CAR from the obligation to gather documents or apply for claims on the beneficiary's behalf.

5.18. Purpose of Documentation.

5.18.1. Documentation helps the VA determine:

5.18.1.1. If death resulted from a disease or injury acquired or aggravated in the line of duty.

5.18.1.2. Benefits for NOK and other beneficiaries of deceased members of the Armed Forces.

5.18.2. Documentation helps AFPC/DPWC respond to:

5.18.2.1. High-level inquiries.

5.18.2.2. NOK inquiries.

5.18.2.3. Inquiries from life insurance companies.

5.19. Casualties Requiring Documentation.

5.19.1. The CAR obtains and distributes documentation on deceased members with surviving NOK when requested to do so by AFPC/DPWCS, VA, NOK, or any other government agency or civilian company processing a claim for benefits.

5.19.2. Make sure a civilian company provides a release of information form from the NOK for:

5.19.2.1. Active Air Force members.

5.19.2.2. ANG and USAFR members who were on AD, ADT, IDT, or who were traveling directly to or from such duty, including members who later die from an illness or injury received or aggravated while performing such duty.

5.19.2.3. AFROTC applicants or cadets who die while participating in PMT or traveling directly to or from such training, including individuals who later die from an illness or injury received or aggravated while participating in PMT.

5.19.2.4. Members who die while in an AWOL or deserter status.

5.19.2.5. Persons who die en route to the installation where they were to officially enter the active Air Force, providing the Air Force had provisionally accepted them for such duty and ordered or directed them to go to such a place.

5.19.2.6. Members who die within 120 days after retiring or within 120 days after being discharged or released from extended active duty (EAD), AD, ADT or IDT (when requested by AFPC/DPWCS).

5.20. Special Documentation Requirements for Suicide, Homicide, and Summary Courts Martial.

5.20.1. The CAR should consult the local OSI or law enforcement before obtaining documentation on suicides or homicides (see **Table 5.2** for required documentation).

5.20.2. The CAR should follow these guidelines for homicides:

5.20.2.1. Obtain a copy of the record of conviction against a beneficiary tried for murdering the deceased.

5.20.2.2. AFPC/ DPWCS decides if the CAR must obtain a copy of the record of conviction against any other person.

5.20.2.3. Place all casualty assistance services for the case on hold until receipt of court verdict, and keep AFPC/DPWCS advised on the status of the case including an appellate court decision.

5.20.3. The CAR should obtain documentation from investigations conducted under 10 U.S.C., Chapter 945, Section 9711.

5.21. Obtaining Cause and Circumstance Documentation.

5.21.1. The CAR providing assistance to the NOK will request documentation, if necessary, by message from the appropriate CAR, with AFPC/ DPWCS as an information addressee.

5.21.2. If the death occurred far away from the member's home installation, the CAR at the installation nearest to where the incident occurred obtains and distributes documentation.

5.21.3. CARs must comply with requests from other CARs to obtain and distribute documentation and acknowledge such requests by message, with AFPC/ DPWCS as an information addressee.

5.21.4. The CAR alerts the Veterans Service Officer (VSO) at the local VARO as soon as possible of:

5.21.4.1. All cases with claims being submitted to ascertain what documentation will be required for VA processing of these survivors' claims, to expedite settlement.

5.21.4.2. Any problems affecting applicants' VA benefits.

5.21.5. The CAR must inform the NOK of their rights to request a copy of all required documentation on the case (as defined in **Table 5.1**) in accordance with Public Law 102-484, Section 1072.

5.21.6. The CAR must ensure all documents for the NOK are censored by the providing agency in accordance with AFI 33-332. ***NOTE:*** Do not inflict unnecessary grief. Inform the NOK in a cover memorandum of any shocking photographs, such as those taken at the scene of a traffic accident. Do not include such material with the documentation unless the NOK specifically request it.

5.21.7. CARs not responsible for obtaining and distributing documentation must also comply with Public Law 102-484, Section 1072, and inform the NOK of their right to request a copy of the documentation. When requested by the NOK, CARs will provide the NOK assistance in obtaining the documentation:

5.21.7.1. Give the NOK the names and addresses of the appropriate agencies as well as guidance on requesting the documentation.

5.21.7.2. Obtain the names and addresses of such agencies from the installation nearest where the casualty occurred.

5.21.8. The mission support squadron (MSS) or force support squadron (FSS) commander informs the installation commander of progress and problems in obtaining documentation.

5.22. Required Documentation for ANG and USAFR Casualties.

5.22.1. Title 10 U.S.C., *Armed Forces*, Chapter 75, *Death Benefits*, requires the Air Force to certify the duty status and travel arrangements of AD, ADT, and IDT ANG and USAFR members who die or suffer a fatal injury en route to their assignment. Certification is provided by ARPC and ARC.

5.22.2. The VA uses the documentation to:

5.22.2.1. Determine if deaths are service-related.

5.22.2.2. Settle dependents' VA claims and indemnity compensation demands.

5.22.3. The CAR should either:

5.22.3.1. Certify the member's status and travel.

5.22.3.2. Refer the VA to the appropriate authority.

5.22.4. The CAR may submit a statement from the member's unit commander if other documentation does not verify all of these circumstances. The member's squadron commander certifies this information:

5.22.4.1. The Air Force authorized the member to perform the duty. Use the member's ADT or IDT orders.

5.22.4.2. The member died from injuries suffered while performing such duty.

5.22.4.3. The time when the member left for or returned from duty.

5.22.4.4. The member's scheduled reporting time or the time when the member ceased to perform the duty.

5.22.4.5. The method of travel used and whether the member was the driver or a passenger.

5.22.4.6. Where the incident occurred and whether it was on a direct route between the place of residence and the place of duty.

5.22.4.7. The immediate cause of death.

5.22.4.8. The travel time and distance from the member's duty station to his or her home.

5.23. Preparing Documentation for Distribution. The CAR should follow these guidelines:

5.23.1. Include a cover memorandum listing individual documents as attachments.

5.23.2. Include legible copies of all documents.

5.23.3. Complete and sign a statement explaining why you couldn't obtain any required documents and include it as an attachment.

5.23.4. Include a signed statement explaining any delay you experienced in obtaining a document (such as the court verdict). Provide an approximate date when you expect the document.

5.23.5. Have documents in a foreign language translated into English prior to distribution. This will require use of the Government Purchase Card to acquire a translation service if there is not a translator available to you on the base.

5.24. Distributing Documentation. The CAR follows these guidelines when NOK request distribution:

5.24.1. Distribute documentation in accordance with **Attachment 22**.

5.24.2. Distribute documentation within 30 days from the date of death.

5.24.3. If you can't distribute the requested documentation within the 30-calendar days, inform AFPC/ DPWCS by telephone at DSN 665-3505 or 1-800-433-0048, and the primary assistance CAR, by message, if applicable, of the date when the documentation will be forwarded and reason for the delay.

5.24.4. If the new suspense date cannot be met, inform AFPC/DPWCS and the primary assistance CAR, if applicable, by message of the date when the documentation will be forwarded and reason for the delay.

5.24.5. If some of the requested documents have been received and distributed but some are still pending, send a message at least once every 30 days, reporting the status of pending documentation until all required documents are received and distributed.

5.24.6. The MAJCOM and installation commanders must be information addressees on all messages.

Table 5.1. Documents Required.

If the deceased has eligible NOK and the death was due to:	**then distribute these documents no later than 30 days from the date of death if required by the VA (see note 1): (*NOTE:* A Line of Duty Determination, AF 348, is required for all active duty deaths)**					
	DD Form 1569, *Incident/ Complaint Report;* AF Form 1315, *Accident Report*; or civilian law enforcement agency report, as applicable	Autopsy Report (including toxicology report, if there is any sign of alcohol or drug abuse)	Coroner' s or Medical Examiner's Report	Copy of Court Verdict	Summary Court Inquest, if Accomplished	Copy of orders placing ANG or USAFR member on AD, ADT, IDT, and certification of travel, if applicable
A motor vehicle or private aircraft accident where deceased was a passenger	X				X	X
A motor vehicle or private aircraft accident where the deceased was the operator	X	X			X	X

If the deceased has eligible NOK and the death was due to:	**then distribute these documents no later than 30 days from the date of death if required by the VA (see note 1): (*NOTE:* A Line of Duty Determination, AF 348, is required for all active duty deaths)**					
A military or commercial aircraft accident					X	X
Other accidents, including burns, falls, drowning, natural disasters, runway accidents	X	X			X	X
Alcohol or drug abuse	X	X	X		X	X
Suicide	X	X	X		X	X
Homicide	X	X	X	See note 2	X	X
Natural Causes		X			X	X
Any cause if deceased was AWOL or deserter status	X	X	X	See note 2	X	X

NOTES:

1. In all instances where an application for DIC was submitted, send member's medical records and AF 348**,** *Line of Duty Determination*, with the request. When DIC is not applied for, enclose

a copy of the DD Form 1300, *Report of Casualty*, and mail the medical records to Department of Veterans Affairs, Service Medical Records Center, P.O. Box 150950, St. Louis, MO 65113-8960.

2. If the NOK or a beneficiary took the life of the member, furnish certified true copies of the court verdict. If any other person took the member's life, AFPC/DPWCS may request copies of the court verdict.

Table 5.2. Where to Obtain Documents on Cause and Circumstances of Death.

	Required Document:(see notes 1, 2, and 3):	**Obtain document from:**	**Ask these base agencies for help:**
1	Non-Combat Aircraft Accident Report	AFSC/JAR 9700 G Avenue, SE, Suite 236B Kirtland AFB NM 87117-5670	JA
2	AFOSI Report	AFOSI/SCR P.O. Box 2218, 3235 Old Washington Rd Waldorf MD 20604-2218	OSI office
3	Civilian Law Enforcement Agency Report	Civilian law enforcement agency conducting the investigation	Base –level OSI or Security Forces office
4	DD Form 1569 *Incident/Complaint Report*; or AF Form 1315, *Accident Report*	Base Security Forces Organization	Security Forces office
5	Autopsy/toxicology reports	Individual or organization conducting or directing autopsy (hospital, coroner, medical examiner)	
6	Coroner's or medical examiner's report or results of coroner's or summary court inquest, if accomplished	Coroner or medical examiner conducting investigation Base legal office	JA, OSI, or Security Forces office
7	Copy of the court verdict	Agency conducting trial	Base-level JA or OSI office
8	A copy of orders placing ANG or USAFR member on AD, ADT, or IDT	Member's unit	Member's unit

***NOTES*:**

1. Charge the host base casualty assistance account for these official documents.

2. To request funding for official documents, use the applicable process:

a. Use the base cash purchasing agent.

b. Fill out an AF 9, *Request for Purchase*, and process it before picking up the documents.

3. If you've already paid for the documents, send the receipt to the Commercial Services Section of your local FSO.

a. The FSO completes SF 1034, *Public Voucher for Purchases and Services Other Than Personal*, for reimbursement for documents (see DFAS-DER 177-102, Commercial Transactions, Section 10826).

b. The FSO completes SF 1164, *Claim for Reimbursement for Expenditures on Official Business*, for reimbursement of mileage expenses.

Chapter 6

AIR NATIONAL GUARD AND UNITED STATES AIR FORCE RESERVE

6.1. General Information. This chapter outlines the responsibilities and procedures for reporting the deaths of ANG and USAFR members in a non-duty status, retired members awaiting pay at age 60 and assisting their surviving NOK.

6.1.1. Usually a surviving NOK notifies the member's assigned unit of the member's death.

6.1.2. In the unusual case where the NOK is not aware of the member's death, the member's commander notifies the NOK in person.

6.2. Responsibilities.

6.2.1. Commander of the unit notified of the member's death should:

6.2.1.1. Determine the member's unit of assignment or other participation or nonparticipation status information. ***NOTE:*** HQ ARPC/DPPE will give you the member's unit of assignment if you provide the member's SSN. Call DSN 926-6438 or 1-800-525-0102 and ask for the Entitlements Branch.

6.2.1.2. Notify AFPC/ DPWCS by telephone at DSN 665-3505 or 1-800-433-0048 of ANG and USAFR casualties if the member was in a duty status (e.g., ADT, IDT, MPA, RPA, etc.).

6.2.1.3. Prepare the initial Death Message. ***NOTE:*** All messages will be sent using the Defense Casualty Information Processing System (DCIPS).

6.2.2. AFPC/DPWCS notifies the appropriate ANG state headquarters using contact lists provided by NGB/A1PS or HQ ARPC/DPPE.

6.2.3. Member's unit commander should:

6.2.3.1. Ensure that the FSS/MSS submits the initial Death Message (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**), within 24 hours of learning of the member's death.

6.2.3.2. Make every effort to notify the NOK in person, if they are not aware of the member's death.

6.2.3.3. Help the NOK apply for benefits.

6.2.3.4. Ensure the FSS/MSS prepares and distributes documentation (see **Paragraphs 5.17** through **5.24** on deaths from injuries or diseases incurred or aggravated while the member was in a duty status). FSS/MSS servicing the member's assigned unit should:

6.2.3.4.1. Contact the Services Squadron Mortuary Officer or NCO in accordance with AFI 34-501, *Mortuary Affairs Program*, to determine eligibility for mortuary benefits.

6.2.3.4.2. Help commanders with casualty services, including the preparation of initial and supplemental Death Reports.

6.2.3.4.3. Forward documents in accordance with **Table 6.1**.

6.2.3.4.4. Obtain a statement from the investigating authority if a beneficiary was or might have been involved in the member's death and send it to HQ ARPC/DPSPE.

6.2.3.4.5. Develop written casualty reporting instructions.

6.3. Reporting Casualties.

6.3.1. Submit an initial death message (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**), to addressees listed in **Table 6.1**.

6.3.1.1. Within 24 hours (active duty status) or next duty day (non-duty status or retiree) of learning of the member's death, the member's assigned unit at the time of death prepares the initial message.

6.3.1.1.1. Guard unit representative immediately contacts the unit command post, which in turn will contact the ANG Readiness Center's Operations Center (ANG/A3XC) at DSN 858-6001, or by fax at DSN 858-7505.

6.3.1.2. For participating and nonparticipating Reserve members and Retired Reserve awaiting pay at age 60, the commander of the unit notified of the member's death, or the unit nearest the place of death, prepares necessary messages, forwards appropriate documents, and provides casualty assistance.

6.3.1.3. For Individual Mobilization Augmentees (IMAs), the commander of the member's attached unit forwards appropriate documents to HQ AFRC/RMG and HQ AFRC/A1KP and provides casualty assistance.

6.3.1.4. If you don't have all the necessary data, the member's commander asks the Air Force unit or installation nearest the place of death to verify the death and furnish all relevant data to unit or base Casualty Assistant Representative.

6.3.1.5. Units and installations receiving requests for data must send it to the member's commander as soon as possible.

6.3.1.6. Follow these steps to report the death of an ANG or USAFR general officer:

6.3.1.6.1. Immediately telephone AFPC/ DPWCS at DSN 665-3505 or 1-800-433-0048.

6.3.1.6.2. For ANG, contact the ANG/A3XC at DSN 858-6001.

6.3.1.6.3. For USAFR, contact HQ USAF/RESOMO at DSN 332-3245 and HQ ARPC/DPPE at DSN 926-6438.

6.3.1.6.4. Follow up with a supplemental death message (RCS: DD P&R (AR) 1664 (see **https://afkm.wpafb.af.mil/AirForceCasualtyInfo**).

6.4. Providing Casualty Assistance.

6.4.1. The closest full-time civilian CAR should take the primary role with the Reserve/Guard CAR as back up. Together the team will help the NOK do the following :

6.4.1.1. Complete and submit applications for monetary benefits and other privileges.

6.4.1.2. Assist in locating resources to help resolve any problems in settling the deceased's estate and any complaints from the NOK.

6.5. Determining Eligibility for Benefits.

6.5.1. In general, HQ ARPC/DPPE determines whether the NOK of ANG and USAFR members who die in a non-duty status are entitled to receive benefits.

6.5.2. Servicemembers' Group Life Insurance (SGLI).

6.5.2.1. HQ ARPC/DPPE certifies a deceased member's SGLI coverage.

6.5.2.2. The Office of Servicemembers' Group Life Insurance (OSGLI) determines each claimant's eligibility to be an SGLI beneficiary.

6.5.2.3. Locate and verify deceased members VA Form SGLV 8286, the servicing FSS/MSS gives each potential beneficiary a VA Form SGLV 8283 after forwarding the required casualty package to HQ ARPC/DPPE (see **Table 6.1**).

6.5.2.4. The CAR should:

6.5.2.4.1. Email or Fax claim forms to HQ ARPC/DPPE at **casualty.arpc@arpc.denver.af.mil** or DSN 926-6255.

6.5.2.4.2. Refer inquiries regarding SGLI to HQ ARPC/DPPE, 6760 East Irvington Place #4000, Denver CO 80280-4000 (DSN 926-6438).

6.5.3. Reserve Component Survivor Benefit Plan (RCSBP).

6.5.3.1. HQ ARPC/DPPE should:

6.5.3.1.1. Review the deceased member's records to determine:

6.5.3.1.1.1. NOK eligibility for RCSBP benefits.

6.5.3.1.1.2. The beneficiary.

6.5.3.1.1.3. The amount of retired pay the member would have been entitled to receive.

6.5.3.1.2. Issue the authorization for payment by DFAS.

6.5.3.1.3. Send a copy of the authorization and a letter of eligibility to the beneficiary.

6.5.3.2. The CAR should refer inquiries about RCSBP to HQ ARPC/DPPE, 6760 East Irvington Place #4000, Denver CO 80280-4000 (DSN 926-6438).

6.5.4. DOD, Veterans Affairs, and Social Security Benefits.

6.5.4.1. The CAR should:

6.5.4.1.1. Inform the NOK of benefits they might be entitled to claim.

6.5.4.1.2. Advise the NOK to contact the Veterans Affairs Regional Office and the Social Security Administration nearest their residence for further information.

6.5.4.1.3. Advise the NOK to contact their local and state office or department of veterans' services or affairs for information on any additional benefits that might accrue.

6.6. Contacting the NOK.

6.6.1. Member's commander.

6.6.1.1. When the Air Force learns of an ANG or USAFR member's death from any source other than the NOK, such as a neighbor or friend, the member's commander should confirm the death before contacting the NOK.

6.6.1.2. If the NOK are unaware of the death and they reside near the member's unit of assignment, the member's commander should notify them and provide circumstances and condolences in person if at all possible.

6.6.1.3. The member's commander should contact the NOK within 24 hours of learning of the death to arrange for casualty assistance.

6.6.2. The CAR should:

6.6.2.1. Telephone the NOK to assist them in applying for benefits.

6.6.2.2. Advise the NOK that the Air Force can provide further assistance through the mail or in person at the FSS/MSS.

6.6.2.3. Verify the NOK's address.

6.6.2.4. Give the NOK the CAR's address and telephone number.

6.6.3. For participating Individual Ready Reserve, and inactive Reserve personnel, HQ ARPC/ DPPE contacts the NOK.

6.6.4. For IMAs, HQ AFRC/RMG and HQ AFRC/A1KP Contacts the NOK.

6.7. Identification Card.

6.7.1. The NOK must return the deceased member's:

6.7.1.1. DD2AFACT, DD2AFRES, or DD2RET ID.

6.7.1.2. AF Form 1199, *USAF Restricted Area Badge*, if applicable.

6.7.1.3. DD Form 1173-1, *Department of Defense Guard and Reserve Family Member Identification Card***,** issued to the NOK, unless the person is authorized to keep it (see AFI 36-3026, Identification Cards for Members of the Uniformed Services, Their NOK, and Other Eligible Personnel).

6.7.2. The CAR should ask the NOK if there are any CHAMPUS or TRICARE claims pending.

6.7.2.1. If there are pending CHAMPUS or TRICARE claims, the CAR should document on the AF 58 the card issue and expiration date for CHAMPUS claims (see **Attachment 9**).

6.7.3. If there are no pending CHAMPUS or TRICARE claims, the CAR should disable the cards and return them to the NOK if requested.

6.8. Condolence Letters.

6.8.1. The member's commander should prepare condolence letters when appropriate (see **Chapter 5**, **SECTION 5B**).

6.8.2. The FSS/MSS servicing the member's unit should help the commander prepare condolence letters (see **Attachments 15-20**).

6.9. ANG Memorial Certificate.

6.9.1. NGB/A1PS should prepare the ANG Memorial Certificate on receiving the Death Report and send it to the appropriate FSS/MSS. ***NOTE:*** The Air Force issues this certificate only as a unique memorial for the NOK. It is not a substitute for condolence letters.

6.9.2. For retired or prior servicemembers (including those deceased prior to the creation of this certificate), the unit or NOK may request a memorial certificate through any ANG FSS/MSS, who should verify the service and forward the request to NGB/A1PS (see **Attachment 23**).

6.9.3. If the NOK want additional copies of the certificate, the ANG FSS/MSS may request them through NGB/A1PS.

6.9.4. The FSS/MSS arranges for the member's commander and a chaplain to present the certificate to the NOK (in person whenever possible). ***NOTE:*** See **Attachment 24** for a sample presentation letter.

Table 6.1. Casualty Reporting for Non-Duty Status ANG and USAFR Members.

If the casualty is:	**then send the message to the following addresses:(see note 1)**	**and send these documents to HQ ARPC/DPPE, 6760 E Irvington Place #4000, Denver CO 80280-4000: (see note 2)**
a USAFR member not on AD, ADT or IDT or traveling to or from such duty	Casualty.arpc@arpc.denver.af.mil	Death certificate. Any information that could affect the status of a potential beneficiary. vRED/DD Form 93. VA Form SGLV 8286. Current Leave and Earnings Statement.
an ANG member not on AD, ADT, or IDT or traveling to or from such duty	Casualty.arpc@arpc.denver.af.mil and NGB.A1PS@ANG.AF.MIL	
a USAFR member assigned to HQ ARPC not officially on AD, ADT, or IDT or traveling to or from such duty (this includes IMAs)	Casualty.arpc@arpc.denver.af.mil	
a USAFR nonparticipating	Casualty.arpc@arpc.denver.af.mil	Death certificate. Any information that could affect the status of a potential

If the casualty is:	**then send the message to the following addresses:(see note 1)**	**and send these documents to HQ ARPC/DPPE, 6760 E Irvington Place #4000, Denver CO 80280-4000: (see note 2)**
member assigned to HQ ARPC or a retired USAFR member awaiting pay at age 60		beneficiary.
an ANG senior officer (O-6 and above)	Casualty.arpc@arpc.denver.af.mil; NGB.A1PS@ANG.AF.MIL and Ngb.a1p.actions@ang.af.mil	Death certificate. Any information that could affect the status of a potential beneficiary. vRED/DD Form 93. VA Form SGLV 8286. Report of death.

NOTES:

1. Include AFPC/DPWCS as an action addressee on the initial Death Message if asking for their help in making casualty notifications.

2. All documents can be emailed along with the message.

Chapter 7

VIRTUAL RECORD OF EMERGENCY DATA (VRED) AND DD FORM 93, RECORD OF EMERGENCY DATA

7.1. Purpose.

7.1.1. The vRED:

7.1.1.1. Provides names and addresses of the persons to be notified in case of death, injury, or emergency.

7.1.1.2. Serves as the official source document required by Title 10, *U.S.C,. Armed Forces, Chapter 75, Sections 1475-1489, and Chapter 165, Accountability and Responsibility, Section 2771, and* Title 44, *U.S.C., Public Printing and Documents,* Chapter 31, *Records Management by Federal Agencies, Sections 3101-3107,* for designating beneficiaries for death gratuity pay and unpaid pay and allowances in the event of the member's death.

7.1.2. The Air Force remits any unpaid pay and allowances to the beneficiaries listed on the form if benefits have not been settled before a discharged or separated member dies.

7.1.3. There are no source documents required to complete the vRED; therefore it cannot be used as a source for marital status, qualified family member data or dependency determinations.

7.1.4. The DD Form 93 is utilized for members who are newly accessed to any Air component but not yet gained into MilPDS.

7.1.4.1. Units must establish procedures for ensuring that all new accessions complete the vRED at the earliest possible date.

7.1.4.2. **Attachment 25** contains completion instructions for the DD Form 93.

7.1.4.3. The DD Form 93 will only be used in locations where individuals are not able to access the vMPF either from their home or work location.

7.2. Privileged Information.

7.2.1. The Air Force:

7.2.2. Uses the personal information to make emergency contact with the NOK and other persons to be notified in case of death, injury, or emergency.

7.2.3. Does not release the personal information without the consent of the member or a person named on the form IAW AFI 33-332.

7.3. Responsibilities.

7.3.1. AFPC/DPWCS:

7.3.1.1. Establishes policies and procedures for making changes to the vRED form itself or changes to the updating processes.

7.3.1.2. Monitors the Air Force's use and accuracy of the vRED.

7.3.1.3. Maintains emergency data electronically for all active duty (RegAF) Air Force, USAFR, and ANG members.

7.3.2. State or territory adjutant general:

7.3.2.1. Conducts a continuing publicity program to ensure each member is aware of the use and effect of the vRED.

7.3.2.2. Ensures each member is provided the opportunity to complete the vRED and keep it current.

7.3.3. Unit commander:

7.3.3.1. Ensures each member completes and updates the vRED.

7.3.3.2. Continues to stress the importance of keeping the vRED current for prompt notification of NOK and other persons to be notified should the member become a casualty.

7.3.3.3. Ensures newly assigned members review and update their vRED.

7.3.3.4. Will establish procedures to ensure members departing TDY in excess of 30 days have a current vRED prior to departure.

7.3.4. GSU commander (if not collocated with a servicing FSS/MSS):

7.3.4.1. Ensures each member is provided the opportunity to complete and update the vRED.

7.3.4.2. Ensures newly assigned members review and update their vRED when they arrive at the GSU.

7.3.4.3. Will establish procedures to ensure members departing TDY in excess of 30 days have a current vRED prior to departure.

7.3.5. FSS/MSS commander:

7.3.5.1. Will ensure that at least two people are identified as authorized to retrieve local vREDs.

7.3.5.1.1. One of the people authorized to retrieve the vRED must be the CAR.

7.3.5.1.2. Ensures the identifying information of the two persons authorized to retrieve vREDs is provided to AFPC/DPWCS as requested or when a change in personnel occurs.

7.3.5.2. Will ensure that NOK information on the vRED is not used as a source document by FSS/MSS, or GSU, personnel to update the Military Personnel Data System (MilPDS).

7.3.5.3. Ensures base supplements to this AFI include instructions requiring a current vRED to be on file for all newly accessed and assigned personnel.

7.3.5.4. Establishes in writing the FSS/MSS requirement to verify assigned personnel have a current electronic vRed on file.

7.3.5.5. Will remove an individual's access to vRED immediately when that individual in the opinion of the FSS/MSS/CC, no longer requires access or the individual has shown cause to have this access removed.

7.3.5.5.1. Will ensure a new access authorization letter is forward to AFPC/DPWCS within 24 hours of removing access.

7.3.6. The casualty assistance representative (CAR) is the installation OPR for the overall management of the vRED program.

7.3.6.1. Provides continuing publicity on the vRED.

7.3.6.2. Will establish local procedures to:

7.3.6.2.1. Ensure that all accessions are made aware of the vMPF and that they complete a new vRED immediately upon being gained to their first duty station.

7.3.6.2.2. Ensure that all PCS personnel update their vREDs immediately upon being gained to their new locations.

7.3.6.3. Never destroy/remove a DD Form 93 until first confirming a valid electronic vRED is on file in the vMPF.

7.3.7. Individual member:

7.3.7.1. Ensures they have a current vRED on file and revalidates it at least annually.

7.3.7.2. Ensures designated beneficiaries agree with any existing wills. ***NOTE:*** Members should seek advice through the base legal assistance program, if necessary.

7.3.7.3. Reviews whenever a change occurs in NOK, addresses or beneficiary designations before deployments and at least annually.

7.3.8. Military Entrance Processing Station (MEPS):

7.3.8.1. Ensures an interim DD Form 93 is completed for each new Air Force member, using the most current version of the form.

7.3.8.2. Counsels new members on the vRED and advises them that they will be required to complete a computer version of the form (vRED) during technical training or at their first duty station.

7.3.8.3. Advises new members of the need for current NOK information, including addresses, before entering training.

7.3.8.4. Members enlisting at a MEPS or MPF for training at Basic Military Training (BMT):

7.3.8.4.1. MEPS completes DD Form 93 and sends two copies with original signature to 319 TRS/TPPER, 1561 Stewart Street, Suite 13, Lackland AFB TX 78236-5242.

7.3.8.5. Members enlisting at a MEPS or MPF for training at Officer Training School (OTS):

7.3.8.5.1. MEPS completes DD Form 93 and sends two copies with original signature to 24 TRS/DPM, 50 Chennault Circle, Maxwell AFB AL 36116-6417.

7.3.8.5.2. Officer trainees will complete the vRED during in-processing or the earliest date possible after arrival at OTS.

7.3.8.5.3. Procedures must be established to ensure officer trainees have a current vRED on file prior to graduation.

7.3.9. Air Force Academy Cadet Wing (for cadets only):

7.3.9.1. Completes DD Form 93 or USAFA Form 0-143, *Record of Emergency Data for Cadet Personnel*. The DD Form 93 or USAFA Form 0-143 is used until the cadet is gained into MilPDS when they must complete the vRED.

7.3.9.2. Procedures must be established to ensure cadets have a current vRED on file at the earliest date after being gained into MilPDS.

7.3.10. Technical Training Center:

7.3.10.1. Ensures members have the access and opportunity to complete and/or update a vRED.

7.3.11. PERSCO unit:

7.3.11.1. Deployed to support rotational operations that have supporting systems should assist deployed members in accessing the vMPF to update the vRED.

7.3.12. Members accepting an appointment or enlistment in the ANG or AFRES:

7.3.12.1. The member's unit will assist the member in completing a DD Form 93, or the MPF servicing the member's gaining unit will complete a DD Form 93.

7.3.12.1.1. Guard units will send one signed original to the state or territory adjutant general and keep at least one original in the member's UPRG.

7.3.12.2. Unit procedures must be established to ensure each ANG or AFRES member has a current vRED on file immediately after being gained into MilPDS.

7.3.12.2.1. Guard units will send one copy of the most current vRED to the state or territory adjutant general.

7.3.13. Air Force Reserve Officer Training Corps (AFROTC) Detachment:

7.3.13.1. Establishes procedures to ensure cadets complete a DD Form 93 prior to departing for field training or anytime a cadet is on official travel orders.

7.3.13.2. Establishes local procedures to ensure all cadets are made aware of the vMPF and the vRED prior to commissioning.

7.3.14. Unit Deployment Manager (UDM):

7.3.14.1. Will establish procedures to ensure that members have a current vRED <u>prior to</u> processing through the personnel deployment function (PDF).

Chapter 8

SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI), FAMILY MEMBER SERVICEMEMBERS' GROUP LIFE INSURANCE (FSGLI), TRAUMATIC INJURY PROTECTION (TSGLI) AND VETERANS' GROUP LIFE INSURANCE (VGLI)

8.1. General Information.

8.1.1. The SGLI, FSGLI, TSGLI, and VGLI programs are based on Public Law Title 38, *U.S.C., Veteran's Benefits,* chapter 19, Subchapter III-*Servicemembers' Group Life Insurance, Sections 1965 through 1979*.

8.1.2. Changes to the program, such as increasing the maximum amount of basic coverage and premium rates, are made by law.

8.1.3. Refer to DoDD 1341.3, *Servicemen's Group Life Insurance and Servicemembers' Group Life Insurance Handbook*, for complete guidance on the administration of this program.

8.2. Functional Area Responsibilities.

8.2.1. The Office of Servicemembers' Group Life Insurance (OSGLI), 290 W. Mt. Pleasant Ave., Livingston NJ 07039-2747, administers the SGLI, FSGLI, TSGLI and VGLI programs.

8.2.2. AFPC/DPWCS provides administrative guidance and supervision over the SGLI, FSGLI, TSGLI and VGLI programs to include:

8.2.2.1. Advertising new programs or benefits.

8.2.2.2. Collecting claim forms from MPSs or CARs and certifying the claim.

8.2.2.3. Sending the claim form to OSGLI for processing and payment.

8.2.3. HQ ARPC Entitlements Branch (DPSSE), 6760 East Irvington Place #1800, Denver, CO 80280-1800, provides procedural and administrative guidance concerning SGLI, FSGLI, TSGLI and VGLI to members of the ANG and USAFR.

8.2.4. DFAS-IN, Defense Joint Military Pay System (DJMS), Support Division, (SJGJ), 8899 East 56th Street Indianapolis, IN 46249-1200, provides system support for appropriate DJMS transactions.

8.2.5. The FSS/MSS commander:

8.2.5.1. Ensures MPS/CAR compliance with this instruction.

8.2.6. The MPS customer support:

8.2.6.1. Manages this program IAW DoDD 1341.3, this AFI, and Servicemembers' Group Life Insurance Handbook.

8.2.6.2. Counsels and provides members with the appropriate monthly premium rates.

8.2.6.3. Maintains and completes the following VA forms:

8.2.6.3.1. SGLV 8283, *Claim for Death Benefits (SGLI and VGLI)***.**

8.2.6.3.2. SGLV 8283A *Claim for Family Coverage Death Benefit*s.

8.2.6.3.3. SGLV 8285, *Request for Insurance (SGLI).*

8.2.6.3.4. SGLV 8285A, *Request for Family Coverage.*

8.2.6.3.5. SGLV 8286, *Servicemembers' Group Life Insurance Election and Certificate.*

8.2.6.3.6. SGLV 8286A, *Family Coverage Election.*

8.2.6.3.7. SGLV 8700, *Report of Death of Family Member.*

8.2.6.3.8. SGLV 8714, *Application for Veterans' Group Life Insurance.*

8.2.6.3.9. TSGLI, GL.2005.261, *Claim for Traumatic Injury Protection (TSGLI) Payment.*

8.2.6.4. Processes update transactions IAW the instructions governing the Military Personnel Data System (MilPDS).

8.3. Minimum Counseling Information for Members Making SGLI Elections.

8.3.1. Special counseling is required by Title 38, United States Code, Section 1967(d). This counseling is intended to inform members of their insurance benefits, the rationale behind those benefits, and the general availability of commercial alternatives. It is intended to stimulate consideration of personal insurance requirements in the context of overall estate planning. General, not detailed or comprehensive, information is required by this provision of law. The required counseling should be conducted at the time initial SGLI coverage is elected, even if the automatic maximum level of coverage is retained, and upon the occasion of any election to increase or decrease the level of SGLI coverage in effect. The following information will be provided as a minimum:

8.3.2. Purpose and role of life insurance. Life insurance can serve a number of purposes, but the principal role is to ease the financial burden imposed on survivors when a member dies before achieving the financial strength needed to cover the expenses associated with death and any associated loss of income to those financially dependent on the member. Since everyone eventually dies, many people plan to become financially secure by a certain age. This is achieved through a savings or investment program. Generally, persons with a family require more insurance during the period of time their family is young. Extra money would be needed to meet childcare, education, and personal expenses for their dependent children. Thus, as their children reach adulthood, their future expenses begin to diminish while their financial strength has increased. As a result, they may need less insurance, having reached a point of long-term financial stability.

8.3.3. Term insurance versus whole life insurance. There are several types of life insurance, but the two principal types are term and whole life. Term insurance covers a limited period of time while whole life covers an indefinite period, or the insured person's whole life. While term insurance may be renewable past the established period of coverage, premiums for the new period will likely be increased to cover the higher risk of death as the insured person gets older. Thus, while people are young, premiums for term insurance are generally low, but can be expected to increase substantially for persons age 60 to 70. Many term policies stop at age 70 or thereabouts. Because the life expectancy for Americans is in the range of 70 to 80 years of age, many people strive to achieve long-term financial stability by that age. They may stop their term policies and rely on their investments and permanent income to meet the

limited needs, which remain. Although SGLI and VGLI are considered to be term-type life insurance policies, they are "renewable for life" unlike many commercial term policies. Premiums for whole life insurance depend on the age at which the policy is purchased, but generally do not increase. However, the premiums are initially greater than term insurance premiums at the same age, but then in later years the premiums are less than term policies at that age. During the early years of a whole life policy, when higher premiums are being paid, the policy may carry a cash value because the premiums paid exceed the actual cost of coverage. At some point, the cash value may grow large enough that no more premiums need to be charged in order to assure a given "face value" of the policy for life. If the insured takes this option, the policy is paid up for their whole life.

8.3.4. SGLI and VGLI. Another important benefit of SGLI insurance is the ability to convert to VGLI after leaving the military. VGLI can be taken in the amount of SGLI the member has at the time of separation or a lesser amount. It can be retained for life or converted to permanent commercial insurance with the extra costs underwritten by the SGLI program. Unless totally disabled, SGLI coverage will terminate at the end of the 120-day period following separation, but the SGLI level of coverage may be maintained through VGLI. If totally disabled, a member should write to the OSGLI and provide medical evidence of their disability to find out if they qualify for an extension of their SGLI coverage for 1 year from the date of separation or the date their disability ends, whichever comes first. VGLI can be applied for up to 1 year following the 120-day period, but evidence of good health will be required. The cost of VGLI increases with each new 5-year age group, becoming significantly more expensive after age 65. Thus, VGLI is similar to most other term insurance programs.

8.3.5. Commercial insurance. Almost anyone on active duty or in the Ready Reserve should be qualified to buy a commercial life insurance policy at reasonable cost. It all depends on the company and type of policy desired. Many military associations provide term insurance at a group rate. Because they may screen applicants for health and high-risk practices like smoking, flying, parachute jumping, premiums can be fairly competitive, while allowing for some profit. Some associations offer the insurance more as a benefit than as a money-making proposition and this helps keep premiums down. However, the SGLI premiums are the same for everyone, regardless of the risk factors involved and there is no clause for wartime death. Some private policies may not pay in the event of a war casualty or if there is no war clause, the company may not have the financial resources to pay if war casualties are high

8.3.6. Family Member Servicemembers' Group Life Insurance. Expands SGLI coverage to insurable spouses and children.

8.3.6.1. If member is covered under SGLI, spouse and children (including step and adopted) coverage is automatic. Spouse coverage will add an additional cost to the monthly premium. Member may elect to decline or reduce FSGLI for their spouse in writing (SGLV 8286A), but children’s coverage is free and cannot be declined unless the member is not covered under SGLI.

8.3.6.2. The amount of spouse coverage cannot exceed the amount of coverage held by the member or $100,000 whichever is less. The amount of coverage for children is $10,000 each.

8.3.6.3. Military members married to other military members covered under SGLI are also automatically enrolled in FSGLI coverage.

8.3.6.4. By law, the military member is the sole beneficiary for FSGLI coverage.

8.3.6.4.1. Only one parent can receive insurance proceeds for a child.

8.3.6.4.2. If there is a dispute over which military parent is the beneficiary of the child coverage, the spouse who first became eligible for SGLI will be beneficiary.

8.3.6.5. The cost for spouse coverage is based on the age of the spouse. Refer to current cost charts provided by the VA for current cost information at **www.insurance.va.gov** or **www.afpc.randolph.af.mil/casualty**.

8.3.6.6. Spouse and children's coverage continues free for 120 days from the date of retirement, separation, or termination of coverage by the military member. Spouse coverage can be converted to a permanent civilian policy during the 120-day grace period following termination of coverage. Provisions for conversion to a civilian policy are the same as for SGLI coverage. Coverage for children cannot be converted to a civilian policy.

8.3.6.7. When a covered family member dies, the CAR is responsible for completing and verifying the qualified family member information and completing the SGLV 8283A and SGLV 8700. The CAR will forward the completed forms, along with any required documentation to AFPC/DPWCS for certification prior to being sent to OSGLI for payment.

8.3.6.8. Reserve and Guard units will report the death of a covered family member by sending completed SGLV 8283A and SGLV 8700 to HQ ARPC/DPSPE, 6170 E. Irvington Place, Denver CO 80280-4000, for certification prior to being forwarded to OSGLI for payment.

8.4. MPS/FSS Customer Service Element Actions.

8.4.1. When an SGLV 8286 and SGLV 8286A are properly completed, three copies must be signed and dated by the member in the appropriate blocks.

8.4.1.1. The date the forms are completed should be accurately recorded as it determines the effective date for the reduction or cancellation of insurance. ***NOTE:*** The spouse will sent a letter of advisory by the customer service element, when the member reduces, declines or elects someone other than the spouse to receive the full SGLI benefit. An example of the letter can be located at: **https://afkm.wpafb.af.mil/AirForceCasualtyinfo**.

8.4.1.2. An authorized agent must witness the member's signature. The witness will sign and date the forms immediately following the member's signing and dating.

8.4.2. The completed forms serve as the basis for:

8.4.2.1. Establishing payroll deductions.

8.4.2.2. Authorizing collections in a reduced amount or none at all.

8.4.3. Distribution of SGLV 8286 and SGLV 8286A:

8.4.3.1. After completion of the update transaction, attach a printout of the system update to each signed original, then place two signed originals in Section I of the member's UPRG. ***NOTE:*** Automated UPRGs require the MPS Customer Service Element to retain a paper copy of the election until it can be visually confirmed in the Automated Records Management System (ARMS). The original election must be mailed to AFPC/DPSSRR, 550 C St West Suite 21, Randolph AFB TX 78150-4723. Do not send the completed forms directly to a VA office or to OSGLI.

8.4.3.1.1. Forms processed by PERSCO units must be faxed or mailed to the member's servicing FSS/MSS immediately.

8.4.3.2. Give the member a copy.

8.4.3.3. The MPS customer service element must ensure ARMS retains a copy of all previous SGLI forms completed by the member. If not, the MPS must keep paper copies in Section I of the member's UPRG during his or her full period of duty, and file a copy of them in the relocation folder following the member's separation or release from duty. Particularly important are the elections by members to cancel or decline insurance.

8.4.3.3.1. Make one diagonal line through the old form and annotate: "Replaced by new form dated (date of new form)."

8.5. Reduction or Cancellation of Insurance.

8.5.1. Members who do not want to be insured or who prefer less than the maximum basic coverage must complete a new form SGLV 8286 or SGLV 8286A. ***NOTE:*** The spouse will sent a letter of advisory when the member reduces, declines or elects someone other than the spouse to receive the full SGLI benefit. An example of the letter can be located at: **https://afkm.wpafb.af.mil/AirForceCasualtyinfo**.

8.5.2. A member performing duty who is insured and who desires a lesser amount of insurance or no insurance must request a change in writing, signed and witnessed.

8.5.2.1. Requests for reduced coverage or no coverage made prior to any legislated increase in coverage have no effect under any new laws.

8.5.2.2. A new SGLV 8286 must be completed and the original sent to ARMS for processing. A paper copy should be kept on file until the MPS can see the document in ARMS.

8.5.2.3. Reduction or cancellation will be effective at midnight of the last day of the month in which the MPS customer service element receives the form.

8.5.3. During initial accession processing, if a member elects not to be insured or elects less than the maximum basic coverage, that election is effective immediately.

8.5.3.1. If the election is made after the initial accession, the election is effective at midnight of the last day of the month in which the MPS customer service element receives the form.

8.6. Request for Reinstatement or Increase of SGLI/FSGLI.

8.6.1. If a member elects to cancel or reduce SGLI or FSGLI coverage, or elects not be insured under SGLI or FSGLI at all, and later wants to increase the level of coverage, a written request must be made through the MPS customer service element.

8.6.1.1. The request must be made on SGLV 8285 and SGLV 8285A.

8.6.1.1.1. Part 1 of both forms should be completed IAW instructions contained on the back of the form and signed in the presence of the member's commander.

8.6.1.1.2. The member's commander should complete part 2 of the SGLV 8285 and part 3 of SGLV 8285A.

8.6.2. If all medical questions on the SGLV 8285 and SGLV 8285A are answered "NO," perform the following actions:

8.6.2.1. Complete a new form SGLV 8286 for SGLI or SGLV 8286A for FSGLI.

8.6.2.2. Complete the appropriate update(s) for the new SGLI/FSGLI coverage to initiate withholding of monthly premium deductions effective the date the member's commander certified the SGLV 8285/SGLV 8285A.

8.6.2.3. Print three copies of the update and attach a copy to each signed SGLV 8286/SGLV 8286A.

8.6.2.4. File SGLV 8285/SGLV 8285A and the new SGLV 8286/SGLV 8286A with the old SGLV 8286/8286A on which the member declined or elected reduced coverage, with ARMS. Until it shows up in ARMS, keep a paper copy on file.

8.6.3. If any of the medical questions on the form are answered "YES," perform the following actions:

8.6.3.1. File one original copy of the SGLV 8285/SGLV 8285A with the current SGLV 8286/ SGLV 8286A with ARMS and keep a paper copy on file until the document appears in ARMS.

8.6.3.2. Forward one original copy of the completed SGLV 8285/SGLV 8285A to OSGLI, 290 W. Mt Pleasant Ave, Livingston NJ 07039-2747, for review and decision.

8.6.3.2.1. Do not complete the transaction update until the decision for acceptance or rejection is received from the OSGLI.

8.6.3.3. Members submitting SGLV 8285/SGLV 8285A should be informed that when OSGLI requires additional information, they are responsible to provide the requested information directly to OSGLI within the time prescribed by OSGLI.

8.6.3.3.1. OSGLI will request any additional information directly from the member at the address given on the SGLV 8285/SGLV 8285A.

8.6.3.3.2. The member must respond directly to OSGLI for the review process to take place.

8.6.3.4. Both the member and the MPS customer service element will be advised of the acceptance or rejection of the application by OSGLI.

8.6.3.5. If the application is accepted:

8.6.3.5.1. Complete a new SGLV 8286/SGLV 8286A.

8.6.3.5.2. Complete the appropriate transaction update:

8.6.3.5.2.1. The effective date of new coverage will be the date the member's commander certified the SGLV 8285/SGLV 8285A.

8.6.3.5.3. Print three copies of the update and attach a copy to each signed SGLV 8286/SGLV 8286A.

8.6.3.5.4. File SGLV 8285/SGLV 8285A and the new SGLV 8286/SGLV 8286A with the old SGLV 8286/SGLV 8286A on which the member declined or elected reduced coverage, with ARMS and keep a paper copy on file until ARMS has updated with the new forms.

8.6.3.6. If the application is rejected:

8.6.3.6.1. Ensure the member is advised of the rejection.

8.6.3.6.2. File the copy of the SGLV 8285/SGLV 8285A returned from OSGLI with the old form SGLV 8286/SGLV 8286A with ARMS and keep a paper copy on file until the new form is reflected in ARMS.

8.7. Update Requirements of Member's SGLI Election.

8.7.1. Use PTI DB4 to start, reduce, delete or increase SGLI option.

8.7.1.1. Multiple DB4 transactions may not be input within the same month unless a PTI DB6 (CANCEL) has been input to cancel the previous selection.

8.7.1.2. If PTI DB4 is input incorrectly, input PTI DB6 with data matching the incorrect DB4.

8.7.1.2.1. Wait 1 duty day, then input PTI DB4 with the correct data. ***NOTE:*** The DB6 must process before the correct DB4 can be updated.

8.7.2. Use PTI DB6 to cancel a previous DB4 input.

8.7.3. Use the appropriate UBV Code for amount of SGLI elected:

8.7.3.1. 0 – None.

8.7.3.2. 5 - $50,000.

8.7.3.3. A - $100,000.

8.7.3.4. F - $150,000.

8.7.3.5. K -$200,000.

8.7.3.6. Q - $250,000.

8.7.3.7. R - $300,000.

8.7.3.8. S - $350,000.

8.7.3.9. T – 4000,000.

8.7.3.10. Z - Unknown ***NOTE:*** Do not use this without prior discussion with AFPC/DPWCS.

8.8. SGLI Beneficiaries.

8.8.1. An insured member may designate as principal beneficiary or contingent beneficiary any person, firm, corporation or legal entity (including the member's estate), individually or as a trustee.

8.8.2. The following are guidelines to be used in the preparation of the SGLV 8286:

8.8.2.1. A member should be encouraged to name a specific beneficiary.

8.8.2.1.1. Use of the "By Law" designation should be discouraged.

8.8.2.2. If a member does not want to designate a specific beneficiary but prefers the proceeds to be paid in the order of precedence, the member should enter "By Law" by his or her own hand (printed or cursive) in the appropriate space in part 2 of the form.

8.8.2.2.1. The insurance proceeds will automatically be paid in the following order of precedence:

8.8.2.2.1.1. Surviving spouse of member.

8.8.2.2.1.2. Child or children of the member, in equal shares, with the share of any deceased child to be distributed among the descendants of that child.

8.8.2.2.1.3. Parents in equal shares, or all to the surviving parent. ***NOTE:*** Biological parents are not always who the member intended to receive the proceeds, and in cases of abandonment, they are not always recognized as legal parents. Claim disputes involving the recognition of "rightful" parents can be avoided by discouraging the use of "By Law" designations and listing the parent(s) by name.

8.8.2.2.1.4. A duly appointed executor or administrator of the member's estate.

8.8.2.2.1.5. Other qualified family members.

8.8.3. When a member is likely to be survived by a spouse, children, or parents and designates some other person or entity as beneficiary, an MPS customer service element should:

8.8.3.1. Counsel the member to the fact that the SGLI law was specifically designed to provide some form of security for spouse, children or parents.

8.8.3.2. Encourage the member to designate spouse, children, or parents as beneficiaries.

8.8.3.3. If the unusual designation is to be continued, a memorandum indicating that this was discussed with the member should be placed sent to ARMS along with the forms and a paper copy should be kept until ARMS is updated as a matter of record.

8.8.3.4. Under no circumstances should a member be compelled to designate any beneficiary other than one of their own choosing.

8.8.4. When a member wishes to name minors as beneficiaries such as his or her own children, nephews, nieces, etc., the member should be advised that the proceeds of the insurance cannot be paid to a minor beneficiary, other than a minor surviving spouse, without a court-appointed guardian over the children's financial estates.

8.8.4.1. The appointment of a guardian is often time-consuming and costly and, for that reason, may delay the payment of proceeds.

8.8.4.2. The amount of the proceeds can be materially reduced by the payment of court costs, attorney fees and expenses incurred by the guardian. One way to avoid such complications and expense is to designate a pre-appointed trustee of the minor beneficiary.

8.9. Terminally Ill Death Benefit. Section 302 of the *Veterans Programs Enhancement Act of 1998, Public Law 105-368,* amended chapter *19 of Title 38, U.S.C.* to allow terminally ill members to receive Accelerated Benefits Option (ABO). Anyone who is insured by SGLI, or VGLI and who is terminally ill is eligible for this benefit. Terminally ill means that a medical doctor has certified that the insured has 9 months or less to live. Up to 50 percent of the face value of a servicemembers' or veterans' SGLI or VGLI coverage may be paid as an accelerated benefit, up to $100,000 during their lifetime. The accelerated benefits are paid in a lump sum only and are exempt from taxation. If an insured wants less than 50 percent of the face value, it will be paid in $5000 increments only.

8.9.1. Servicemembers with FSGLI coverage have access to up to 50% of the face value of the spousal coverage through the ABO. The ABO is available in $5,000 increments. In order to qualify, the spouse must have a medical prognosis of life expectancy of 9 months or less. This benefit will be paid only to the servicemember.

8.9.2. Personnel wanting to claim this benefit should provide a letter from their attending physician to the OSGLI stating the member or spouse is terminally ill, with prognosis of life expectancy of less than 9 months.

8.9.3. If accelerated benefits are paid, the remaining SGLI/VGLI/FSGLI coverage will be reduced correspondingly with the amount of accelerated benefits paid and the insured must continue to pay premiums on the remaining coverage.

8.9.3.1. When accelerated benefits are paid to an active duty member, they must visit the MPS customer support section and complete a new form SGLV 8286/SGLV 8286A for the remaining coverage.

8.10. Election of Method for Payment of Insurance Proceeds.

8.10.1. An insured member may elect the proceeds of SGLI be paid to the beneficiary in a lump-sum payment or in 36 equal monthly installments.

8.10.1.1. An insured may also change the method of settlement at any time without the consent of the beneficiary.

8.10.2. If the insured member elects a lump-sum payment or makes no election, the beneficiary may choose either the lump-sum settlement or payment in 36 monthly installments.

8.10.3. If the insured member elects 36 monthly installments, the beneficiary may not elect a lump-sum payment.

8.11. Payment of SGLI Proceeds.

8.11.1. The Alliance Account. Effective 1 June 1999 a Prudential Alliance Account became the standard method of payment for all OSGLI claims except those listed below, which will be made via check:

8.11.1.1. Installments.

8.11.1.2. Payments to beneficiaries with non-U.S mailing addresses.

8.11.1.3. Proceeds payable to multiple parties (i.e., co-executors, co-guardians).

8.11.1.4. Guardianship claims:

8.11.1.4.1. That are joint with the court.

8.11.1.4.2. When the bank is the trustee.

8.11.1.4.3. That require dual signatures.

8.11.1.4.4. That require deposit into the court.

8.11.2. How it works. The Prudential Alliance Account is a personalized interest-bearing checking account for beneficiaries of group life insurance proceeds . When a claim is approved by OSGLI for payment, life insurance benefits will automatically be placed in the Alliance Account in the name of the beneficiary. The beneficiary can withdraw all or part of the proceeds immediately or leave the funds in the account to earn interest from the date the Alliance Account is opened.

8.11.2.1. When the account is opened, the beneficiaries are mailed an Alliance Account Kit. This information package includes:

8.11.2.1.1. A cover letter.

8.11.2.1.2. A claim settlement confirmation outlining the terms and conditions of the account, including amount deposited, initial interest rate and yield.

8.11.2.1.3. A brochure explaining the Alliance Account.

8.11.2.1.4. An information request to provide Alliance with following: account holder contact information, beneficiary for the account, Tax identification Number/W-9 Certification.

8.11.2.1.5. 15 checks (additional checks may be ordered at no cost).

8.11.2.2. When the kit is mailed, a representative will call the beneficiary to explain that it will be arriving in a few days. With permission from the beneficiary, the representative will call a second time, after the kit has been received, to verify information and address any questions or concerns.

8.11.3. Advantages for recipients. This account allows recipients more time to make financial decisions during a difficult period. Recipients will have immediate access to their funds through the checking account A draft can be written for any amount from the account. In addition, funds in the account earn interest from the date the account is opened. This interest is comparable to rates earned on 6-month certificates of deposit. The interest is compounded daily and credited monthly. Interest rates may change monthly but at no time will the interest fall below the guaranteed minimum rate of two percent.

8.11.4. Customer service. Prudential has an Alliance Account Service Center exclusively dedicated to answering beneficiary questions about the account. The staff at the Center has on-line access information. The representatives are available at 1-877-255-4262, Monday through Friday, 0800-2000, Eastern Standard Time.

8.11.4.1. Prudential's Alliance Account is a registered trademark of The Prudential Insurance Company of America. Open Solutions BIS, Inc. is the Administrator of the Prudential Alliance Account Settlement Option, a contractual obligation of The Prudential Insurance Company of America, located at 751 Broad Street, Newark, NJ 07102-3777. Check clearing is provided by JPMorgan Chase Bank, N.A. and processing support is provided by Integrated Payment Systems, Inc. Alliance Account balances are not insured by the Federal Deposit Insurance Corporation (FDIC). Open Solutions BIS, Inc., JPMorgan Chase Bank, N.A., and Integrated Payment Systems, Inc. are not Prudential Financial companies.

8.12. Processing Requests for SGLI Premium Reimbursement.

8.12.1. When a member claims SGLI premium deductions exceed the level of coverage, review the member's SGLV 8285 and/or SGLV 8286, and DFAS Military Leave and Earnings Statement (LES).

8.12.2. If reimbursement of premiums is warranted, initiate Case Management System (CMS) AND SGLV 8286, LES, and system update verification and refer it to AFPC/DPWCS.

8.12.2.1. Include the member's name, rank, SSN, and an explanation of circumstances.

8.12.2.2. ***EXAMPLE:*** Per SGLV 8286 on file in ARMS, he elected $100,000 coverage on 1 May 04. Member's LES for the months of Jun and Jul 04 reflect a deduction for $250,000, and MilPDS reflects the correct level of coverage, which supports a reimbursement.

8.13. Application for Correction of Military Record.

8.13.1. When a member requests reimbursement for overpayment of premium deductions for any reason other than the MPS erroneously updating the wrong election, and all other administrative remedies are exhausted, the member should:

8.13.1.1. Complete DD Form 149, *Application for Correction of Military Record*.

8.13.1.2. Mail the DD Form 149 to the Secretary of the Air Force, Review Board Office (SAF/ MRBR), 550 C Street West, Suite 46, Randolph AFB TX 78150-4722.

8.14. Traumatic Injury Protection (TSGLI).

8.14.1. Servicemembers' Group Life Insurance Traumatic Injury Protection (TSGLI) provides traumatic injury coverage for members of the uniformed services who are paying for SGLI. TSGLI pays a predetermined monetary benefit for losses that are incurred by the member as a result of a traumatic injury (e.g. $50,000 for the loss of a leg or an arm).

8.14.1.1. For the purpose of TSGLI, a traumatic event is defined as the application of external force, violence, chemical, biological, or radiological weapons, or accidental ingestion of a contaminated substance, or exposure to the elements that causes damage to a living being.

8.14.1.2. Unlike SGLI which terminates 120 days after the separation, retirement, or discharge of the servicemember, TSGLI coverage automatically ends upon the member's date of separation, retirement, or discharge from service.

8.14.1.3. Spouses and children are not covered by TSGLI even if they are covered by FSGLI.

8.14.1.4. TSGLI was implemented on 1 December 2005 and included a retroactive provision for OIF and OEF qualifying injuries back to 7 October 2001.

8.14.1.5. Prior to 1 December 2005, members must have suffered the qualifying injury while deployed outside of CONUS in direct support of OEF or OIF. This part of the program is called retroactive TSGLI because it covers injuries which occurred prior to the enactment of the benefit.

8.14.1.5.1. In order to qualify for a retroactive TSGLI payment for a loss that occurred between 7 October 2001 and 30 November 2005, an insured service member must meet all five of the requirements below.

8.14.1.5.1.1. The servicemember must have suffered an injury/loss that was the direct result of a traumatic event (e.g. a mortar attack or a humvee accident).

8.14.1.5.1.2. The member must have suffered the traumatic event before midnight of the day that the member separated from the uniformed services.

8.14.1.5.1.3. The member must suffer the qualifying loss within 730 days (two years) of the traumatic event.

8.14.1.5.1.4. The member must survive for a period of at least seven-full-days from the date of the traumatic event. The seven-day period begins on the date and time of the traumatic event, as measured by Zulu (Greenwich Meridian) time and ends 168 full hours later.

8.14.1.5.1.5. Servicemembers must have suffered the qualifying loss as a direct result of injuries incurred in support of Operations OIF/OEF from October 7, 2001 through and including November 30, 2005.

8.14.1.5.2. In addition to all five of the above requirements, the servicemember must meet one of the two following requirements.

8.14.1.5.2.1. The member must have been deployed outside the United States on orders in support of OEF or OIF at the time the traumatic event occurred.

8.14.1.5.2.2. The member must have been serving in a geographic location that qualified the member for the Combat Zone Tax Exclusion under the Internal Revenue Service Code at the time the traumatic event occurred. ***Note:*** Coverage under SGLI is not a requirement for retroactive TSGLI payment.

8.14.1.6. Effective December 1, 2005, TSGLI coverage was implemented for members injured as the result of a traumatic event who are insured under SGLI no matter where the injury occurred.

8.14.2. Members of the uniformed services who have full-time or part-time Servicemembers' Group Life Insurance (SGLI) are automatically covered by TSGLI while the member is in service.

8.14.2.1. In order to qualify for full-time TSGLI is coverage (365 days-a-year) a servicemember must:

8.14.2.1.1. Perform active duty or active duty for training, under a call, or orders that specify 31-days or more of active duty.

8.14.2.1.2. Or the servicemember must be a Ready Reservist who is assigned to a unit in which the member is scheduled to drill at least 12 times during the year.

8.14.2.1.3. Full-time coverage includes members who are drilling for pay and members who are drilling for retirement points as long as one of the above requirements are met.

8.14.2.2. Part-Time TSGLI only covers the days the servicemembers are traveling directly to and returning directly from their scheduled duty and their days of duty. In order to qualify for part-time TSGLI a servicemember must:

8.14.2.2.1. Be a Ready Reservist who is under a call or order that specifies less than 31 days of active duty or active duty for training.

8.14.2.2.2. Be a Ready Reservist who is scheduled to drill less than 12 times during the year.

8.14.3. Injuries excluded from TSGLI are as follows;

8.14.3.1. A mental disorder.

8.14.3.2. A mental or physical illness or disease, unless the illness or disease is caused by:

8.14.3.2.1. A pyogenic (pus forming, often from a wound) infection, biological, chemical, or radiological weapon;

8.14.3.2.2. Accidental ingestion of a contaminated substance.

8.14.3.3. Attempted suicide.

8.14.3.4. An intentionally self-inflicted injury or any attempt to inflict such injury.

8.14.3.5. The traumatic event is directly attributable to being under the influence of an illegal or controlled substance unless administered or consumed on the advice of a doctor.

8.14.3.6. Medical or surgical treatment of an illness or disease.

8.14.3.7. Injuries sustained while committing, or attempting to commit a felony.

8.14.4. Beneficiaries.

8.14.4.1. The beneficiary of the TSGLI benefit is the member. If the member is incompetent, payment will be made to the guardian or attorney-in-fact under a power of attorney, or military trustee information. TSGLI can be paid to a court-appointed guardian, the holder of a financial power of attorney.

8.14.4.2. If the member dies after qualifying for payment, the payment will be made to the member's listed SGLI Beneficiary(ies). The member must survive for seven days (168 hours) from the date of the traumatic event to be eligible for TSGLI.

8.14.5. CAR:

8.14.5.1. Provides TSGLI annual training for all assigned MTF physicians, social workers, commanders, and first sergeants.

8.14.5.2. Establish policies and procedures to have MTF notify CAR of ALL traumatic events . Be the focal point of contact on all TSGLI matters.

8.14.5.3. CAR will submit a one-time casualty report to AFPC/DPWCS on those airmen who suffered injuries due to a traumatic event and were not placed in a casualty status of Seriously Injured/Very Seriously Injured (SI/VSI). ***NOTE:*** a second casualty report will be submitted at AFPC's discretion.

8.14.5.4. If the airmen was placed in a casualty status of SI/VSI, the following information must be included in the REMARKS section of the 2nd medical progress report (MPR) (or at AFPC discretion):

8.14.5.4.1. Member insured under SGLI? Enter Yes or No.

8.14.5.4.2. Potential qualifying injury: List the injury that potentially qualifies the member as a TSGLI recipient (see TSGLI Schedule of Losses).

8.14.5.4.3. Is member incompetent for pay and records? Enter Yes or NO.

8.14.5.4.4. If member is incompetent for pay and records, list who has been designated as guardian. If member is not incompetent, enter N/A.

8.14.5.4.5. Member (or guardian) has been counseled on potential TSGLI eligibility on, enter date, by, enter person who counseled the member or guardian. If member or guardian has not been counseled, estimate date counseling is projected to be completed and by whom. When completed, submit MPR with confirmed counseling information.

8.14.5.5. Counsel eligible participants and/or NOK on TSGLI. Provide potential qualifying members with SGLV 8600and program material.

8.14.5.5.1. Validate SGLI participation for each completed claim.

8.14.5.5.2. Review all TSGLI claims before forwarding to AFPC/DPWCS. Ensure claim has all required signatures and all applicable items are completed accurately and legibly. Forward completed SGLIV 8600 and supporting medical documentation to AFPC/DPWCS.

8.14.6. AFPC/DPWCS:

8.14.6.1. Reviews all claims for accuracy and validation. ***Note:*** If service member is incompetent for pay and records then guardianship or power of attorney, or military trustee information documentation must be submitted along with claim.

8.14.6.2. If additional information is needed from the member or physician, AFPC/DPWCS will appoint an assisting CAR to obtain information.

8.14.6.3. If the claim requires an additional medical assessment, AFPC/DPWCS will forward the claim to appointed Air Force SG TSGLI medical representative.

8.14.6.4. Completes the TSGLI claim certification worksheet with required DPWC certification signature and forwards completed claim to OSGLI.

8.15. Prescribed Forms:

AF Form 58, *Casualty Assistance Summary (Transmittal)***,**

AF Form 484, *Non-Hostile Missing Person(s) Supplementary Report*, and

AF Form 1075, *Casualty Personnel Roster*

8.16. Adopted Forms:

AF Form 9, *Request for Purchase*

AF Form 348, *Line of Duty Determination*

AF Form 356, *Findings and Recommended Disposition of USAF Physical Evaluation Board*

AF Form 570, *Notification of Patient's Medical Status*

AF Form 618, *Medical Board Report*

AF Form 623, *Individual Training Record*

AF Form 847, *Recommendation for Change of Publication*

AF Form 1199, *USAF Restricted Area Badge*

AF Form 1315, *Accident Report;* AF Form 1613, *Statement of Service*

DD Form 2, (Active) *Armed Forces of the United States*

DD Form 2, (Reserve) *Armed Forces of the United States;*

DD Form 2, (Retired), *United States Uniformed Services ID Card*

DD Form 93, *Record of Emergency Data*

DD Form 149, *Application for Correction of Military Record*

DD Form 175, *Military Flight Plan*

DD Form 214, *Certificate of Release or Discharge From Active Duty*

DD Form 261, *Report of Investigation*

DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment*

DD Form 1173-1, *Department of Defense Guard and Reserve Family Member Identification Card*

DD Form 1300, *Report of Casualty*

DD Form 1569, *Incident/Complaint Report*

DD Form 1884, *Application for Annuity Under the Retired Serviceman's Family Protection Plan (RSFPP) and/or Survivor Benefit Plan (SBP)*

DD Form 1966, *Record of Military Processing - Armed Forces of the United States*

DD Form 2058, *State of Legal Residence Certificate*

FMS 2231, *FAST START DIRECT DEPOSIT*

SF 50, *Notification of Personnel Action;* SF 1034, *Public Voucher for Purchases and Services Other Than Personal*

SF 1164, *Claim for Reimbursement for Expenditures on Official Business*

SF 1174; *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*

SF 1199A, Direct *Deposit Sign-Up Form*

SGLV Form 8283, *Claim for Death Benefits*

SGLV Form 8283A, *Claim for Family Coverage Death Benefits*

SGLV Form 8285, *Request for Insurance*

SGLV Form 8285A, *Request for Family Coverage*

SGLV Form 8286, *Servicemembers' Group Life Insurance Election and Certificate*

SGLV Form 8286A, *Family Coverage Election*

SGLV Form 8700, *Report of Death of Family Member*

SGLV Form 8714, *Application for Veterans' Group Life Insurance*

TD W-2; *Wage and Tax Statement*

TD W-4P, *With-holding Certificate for Pension or Annuity Payment*

TD W-9, *Tax Identification Number Certification*

USAFA 0-143, *Record of Emergency Data for Cadet Personnel*

VA Form 21-534, *Application for Dependency and Indemnity Compensation or Death Pension Accrued Benefits by Surviving Spouse or Child*

VA Form 21-534a, *Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child – In Service Death*

VA 21-535, *Application for Dependency and Indemnity Compensation by Parent(s)*

VA 29-4125, *Claim for One Sum Payment and VA 21-4138, Statement in Support of Claim.*

RICHARD Y. NEWTON III, Lt General, USAF
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(WRIGHTPATTERSON)

CASSIE B. BARLOW, Colonel, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

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Abbreviations and Acronyms

A&FRC—--Airman and Family Readiness Center.

AD—Active Duty.

ADT—Active Duty for Training.

AF—Air Force.

AFAS—Air Force Aid Society.

AFI—Air Force Instruction.

AFIP—Armed Forces Institute of Pathology.

AFJI—Air Force Joint Instruction.

AFMAN—Air Force Manual.

AFOSI—Air Force Office of Special Investigations.

AFPC/DPSIDRA—Air Force Personnel Center, Recognition Programs Branch.

AFPC/DPSOS—Air Force Personnel Center, Retirements and Separations Branch.

AFPC/DPW—Air Force Personnel Center, Directorate of AEF and Personnel Operations.

AFPC/DPWC—Air Force Personnel Center, Casualty Matters Division.

AFPC/DPWCM—Air Force Personnel Center, Missing Persons Branch.

AFPC/DPWCS—Air Force Personnel Center, Casualty Services Branch.

AFPC/PA—Air Force Personnel Center, Public Affairs.

AFMAO—Air Force Mortuary Affairs Operations Center.

AFPD—Air Force Policy Directive.

AFROTC—Air Force Reserve Officer Training Corps.

AMC—Air Mobility Command.

ANG—Air National Guard.

NGB/A1PS—Air National Guard, Personnel Customer Operations.

APO—Army/Air Postal Office.

ARC—American Red Cross.

ARPC—Air Reserve Personnel Center.

AWOL—Absent Without Leave.

BAH—Basic Allowance for Housing.

CAR—Casualty Assistance Representative.

CISM—Critical Incident Stress Management.

CAST—Casualty Augmentation Support Team.

CHAMPUS—Civilian Health and Medical Program of the Uniformed Services.

CMS—Case Management System.

CONUS—Continental United States.

CPF—Civilian Personnel Flight.

CRC—-Community Readiness Consultant.

CZ—Combat Zone.

DAF—Department of the Air Force.

DAO—Defense Attaché Office.

DCIPS—Defense Casualty Information Processing System.

DCIPS-CR—Defense Casualty Information Processing System-Casualty Reporting.

DCIPS-Forward—Defense Casualty Information Processing System-Forward.

DFAS-CL—Defense Finance and Accounting Service-Cleveland Center.

DFAS-IN/JFLTBA—Defense Finance and Accounting Service-Indiana Center, Special Assistance Office.

DIC—Dependency and Indemnity Compensation.

DJMS—Defense Joint Military Pay System.

DMPF—Deployed Military Personnel Flight.

DNA—Deoxyribonucleic Acid.

DoD—Department of Defense.

DoDD—Department of Defense Directive.

DoDI—Department of Defense Instruction.

DODR—Department of Defense Regulation.

DRAPS—Defense Retiree and Annuitant Pay System.

DSN—Defense Switched Network.

DUSTWUN—Duty Status-Whereabouts Unknown.

EAD—Extended Active Duty.

EFTO—Encrypt For Transmission Only.

ET—Equivalent Training.

FBI—Federal Bureau of Investigation.

FLO—Family Liaison Officer.

FMS—Financial Management System.

FOA—Field Operating Agency.

FOIA—Freedom of Information Act.

FPO—Fleet Post Office.

FSGLI—Family Member Service members' Group Life Insurance.

FSO—Financial Services Office.

FTNGD—Full-Time National Guard.

GSU—Geographically Separated Unit.

HQ AFOSI/SCR—Headquarters, Air Force Office of Special Investigations, Communication and Information Records.

HQ AFRC/DPMC—Headquarters, Air Force Reserve, Customer Service Branch.

HQ AMC TACC/XOGC—Headquarters, Air Mobility Command Tanker Airlift Control Center, Aerial Port Control Center.

HQ ARPC—Headquarters, Air Reserve Personnel Center.

HQ ARPC/DPSPE—Headquarters, Air Reserve Personnel Center, Personnel Entitlements Branch.

HQ ARPC/DPSP—Headquarters, Air Reserve Personnel Center, Service Documents Division.

HQ USAF/CVAI—Headquarters, US Air Force, Air Force Foreign Liaison Division.

HQ USAFA/DPYQ—Headquarters, US Air Force Academy, Cadet Personnel Division.

IAW—In Accordance With.

IDT—Inactive Duty Training.

IMA—Individual Mobilization Augmentee.

IO—Initial Only.

JFTR—Joint Federal Travel Regulation.

JQS—Job Qualification Standards.

JVISDA—Joint Visual Information Activity.

KIA—Killed in Action.

LES—Leave and Earnings Statement.

LOD—Line of Duty.

MAAG—Military Assistance Advisory Group.

MAJCOM—Major Command.

MEPS—Military Entrance Processing Station.

MIA—Missing in Action.

MilPDS—Military Personnel Data System.

MPF—Military Personnel Flight.

MPR—Medical Progress Report.

MSS—Mission Support Squadron.

MTF—Medical Treatment Facility.

NGB/JA—National Guard Bureau, Judge Advocate.

NOK—Next of Kin.

NPRC—National Personnel Records Center.

NSI—Not Seriously Ill or Injured.

OASD/PA—Office of the Assistant Secretary of Defense, Public Affairs.

O&M—Operation and Maintenance.

OPR—Office of Primary Responsibility.

OSGLI—Office of Service Members' Group Life Insurance.

OSI—Office of Special Investigations.

OTS—Officer Training School.

PA—Public Affairs.

PCS—Permanent Change of Station.

PDRL—Permanent Disability Retired List.

PERSCO—Personnel Support for Contingency Operations.

PL—Public Law.

PME—Professional Military Education.

PMT—Professional Military Training.

POV—Privately Owned Vehicle.

PSC—Postal Service Center.

QHDA—Qualified Hazardous Duty Area.

RCSBP—Reserve Component Survivor Benefit Plan.

RSFPP—Retired Servicemen's Family Protection Plan.

RMC—Returned to Military Control.

SAF/LL—Secretary of the Air Force, Office of Legislative Liaison.

SBP—Survivor Benefit Plan.

SDVI—Service Disabled Veterans Insurance.

SF—Standard Form.

SGLI—Service members' Group Life Insurance.

SI—Seriously Ill or Injured.

SPR—Search Progress Report.

SS—Social Security.

SSA—Social Security Administration.

SSBP—Supplemental Survivor Benefit Plan.

SSN—Social Security Number.

TAFMSD—Total Active Federal Military Service Date.

TDRL—Temporary Disability Retired List.

TDY—Temporary Duty.

TP—Training Period.

UIF—Unfavorable Information File.

UPRG—Unit Personnel Record Group.

USAFA—United States Air Force Academy.

USAFR—United States Air Force Reserve.

USAFSAM/PHRUSAFSAM/PHR—Air Force Research Laboratories, Human Effectiveness Bioeffects Division

U.S.C.—United States Code.

USO—United Service Organization.

VA—Veterans Affairs.

VAH—Department of Veterans Affairs Handbook.

VAP—Department of Veterans Affairs Pamphlet.

VARO—Veterans Affairs Regional Office.

VEAP—Veterans Educational Assistance Program.

VGLI—Veterans Group Life Insurance.

VIP—Very Important Person.

vMPF—Virtual Military Personnel Flight.

vRED—Virtual Record of Emergency Data.

VSI—Very Seriously Ill or Injured.

VSO—Veterans Service Officer.

Terms

—***NOTE:*** These definitions are for the purpose of this AFI only. See Joint Publication 102, DoD Dictionary of Military and Associated Terms, for the official DoD definition of many of these terms. Throughout this AFI, the word "member" refers to military or retired personnel and the word "person" refers to either civilian or military personnel.

Active Air Force—Members of the Air Force, United States Air Force Academy Cadets, and Air National Guard and United States Air Force Reserve members serving on extended active duty (i.e., they are assigned to an active duty unit and their accountability is against active force strength).

Active Duty (AD)—Full-time duty in the active Military Service of the United States. This includes members of Reserve components serving on active duty or full-time training duty, but does not include full-time National Guard duty. AD for Air National Guard is always performed in a Title 10, United States Code (U.S.C.) federal status. Active duty includes active duty for training and active duty other than for training.

Active Duty for Training (ADT)—A tour of active duty which is used for training members of Reserve components to provide trained units and qualified persons to fill the needs of the Armed Forces in time of war or national emergency and such other times as the national security requires. The member is under orders that provide for return to non-active status when the period of active duty for training is completed. It includes annual training, special tours of active duty for training, school tours, and the initial duty for training performed by non-prior service enlistees. ADT for Air National Guard is always performed in a Title 10, U.S.C. federal status and may be referred to as annual training, special training, formal school training, and initial active duty for training. Active duty for training can be training under Title 10, U.S.C., Section 12301(b). This duty may satisfy the requirement for an individual to perform 15 days of active service for training per fiscal year.

Active Duty Other than for Training—A category of active duty used to provide Reserve component support to either active component or Reserve component missions. It includes the categories of active duty for special work, active Guard/Reserve duty in Title 10, U.S.C. status, and involuntary active duty in accordance with Title 10, U.S.C., Sections 12301, 12302, and 12304. Training may occur in the conduct of active duty other than for training. Active duty other than for training in support of the active component is usually supported by Military Personnel Appropriation man-days.

Active Service—Service on active duty or full-time National Guard duty.

Annuity—The monthly or annual payment a beneficiary receives.

AGATE—A patient is making normal improvement.

Beneficiary—The individual who is entitled to receive certain benefits either by law or written designation of the servicemember.

BROKE—A patient is evacuated from an overseas medical treatment facility (MTF) to a continental United States (CONUS) MTF.

Casualty—Any person who is lost to the organization by having been declared dead, duty status— whereabouts unknown (DUSTWUN), missing, ill, or injured.

Casualty Assistance Representative (CAR)—The person at the Air Force installation responsible for reporting deaths and assisting survivors.

Casualty Augmentation Support Team (CAST)—A group of individuals trained in casualty reporting, notification, and assistance procedures that help the CAR and other casualty personnel. The size of the team is at the FSS/MSS commander's discretion and depends on the size and mission of the installation it serves.

Casualty Category—Used to specifically classify a casualty for reporting purposes. AFPC/DPW bases the categories on casualty type and status. Casualty categories include beleaguered, besieged, captured, detained, died of wounds received in action, interned, killed in action, missing, missing in action, and wounded in action.

Community Readiness Consultant— A professional employee in the A&FRC that provides social services related to non-medical counseling, financial assistance/counseling, employment and transition counseling, readiness and relocation information/planning assistance, and can provide referrals to agencies in the local community to assist with a multitude of family needs.

Casualty Status—Used to classify a casualty for reporting purposes. There are six casualty statuses: deceased, DUSTWUN, missing, very seriously ill or injured (VSI), seriously ill or injured (SI), or not seriously ill or injured (NSI).

Casualty Type—Used to identify a casualty for reporting purposes as either a hostile casualty or a non-hostile casualty.

Civilian Employee—A civilian employee hired in the US and assigned overseas. The Air Force pays civilian employees from Department of the Air Force or DoD appropriated or non-appropriated funds. A civilian employee must be either a US citizen or a permanent resident alien not a foreign national.

Continental United States (CONUS)—United States territory, including the adjacent territorial waters, located within North America between Canada and Mexico. When used for ANG casualties, the term applies to the geographical limits of the 50 states and the District of Columbia, Puerto Rico, Guam, and the Virgin Islands.

CRIMP—A patient is not recovering satisfactorily.

Date of Death—Either the date a person died as determined by actual knowledge of the death, a date the Air Force determines based on conclusive evidence, or the date the Air Force declares a person dead based on a presumptive finding of death. Laws on brain death differ among states and countries. The Air Force determines the date of death based on local law and on when doctors declare a person brain dead or remove life support systems. When the Air Force determines that a DUSTWUN member has died, the official date of death is the date the Air

Force declared the member DUSTWUN, unless conclusive evidence establishes a later date. The date of death for missing persons depends on either conclusive evidence of death or a presumptive finding of death. The Service secretary, an appointed designee, or a medical authority determines the date of death based on conclusive evidence. The date of death based on a presumptive finding of death is the date the Service secretary or an appointed designee signs the change in casualty status from missing to deceased.

Death Certificate (Military)—The official DD Form 1300, *Report of Casualty*, published by Headquarters, United States Air Force. The DD Form 1300 is used to provide an official record of the death of a military member. The form may be used in place of a civilian death certificate when proof of death is necessary. Government agencies and most commercial life insurance companies use the DD Form 1300 as the basis for paying benefits. It may be used to facilitate the cashing of bonds or in the settlement of any other claim in which proof of death is required.

Deceased—A casualty status applicable to a person who is either known to have died, determined to have died on the basis of conclusive evidence, or declared to be dead on the basis of a presumptive finding of death. The recovery of remains is not a prerequisite to determining or declaring a person deceased.

Defense Casualty Information Processing System (DCIPS)— DCIPS is an electronic system used in the collection and management of Casualty data and to produce the "*Report of Casualty*" DD Form 1300 and other documents and reports.

Defense Casualty Information Processing System- Casualty Reporting (DCIPS-CR)—The web-based application that provides CARs the ability to record, store, and submit casualty information.

Defense Casualty Information Processing System (DCIPS)—Forward——The client-based application that provides field locations the ability to record, store, and submit casualty information.

Defense Finance and Accounting Service-Cleveland Center (DFAS-CL)—The agency that administers all retired military pay accounts.

Defense Finance and Accounting Service-Indiana Center (DFAS-IN)—The agency that administers all Air Force pay accounts.

Department of Veterans Affairs (VA)—The agency that administers all VA programs and survivors' annuities.

Died of Wounds Received in Action—A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who dies of wounds or other injuries received in action after having reached a medical treatment facility.

Duty Status—Status in which a member serves, under Title 10, U.S.C. or Title 32, U.S.C. at the time the member becomes a casualty. Used to determine eligibility for survivor benefits and entitlements.

Duty Status—Whereabouts Unknown (DUSTWUN)——A transitory status, applicable only to military personnel, that is used when the responsible commander suspects the member may be a casualty whose absence is involuntary, but does not feel sufficient evidence currently exists to make a definite determination of missing or deceased.

Eligible NOK—Generally applies to spouse, children (including step, adopted, and illegitimate children where paternity is acknowledged), and parents.

Family Liaison Officer (FLO)—A military volunteer, appointed by the commander, to assist the surviving NOK with the array of support agencies involved in providing assistance following the death of a member. The FLO acts as the official link between the NOK and the Air Force until an accident investigation board is complete or the NOK no longer wants unsolicited contact.

Foreign Nationals—Military or civilian members of a foreign nation or its territories or possessions authorized to be in the United States while visiting Air Force activities, serving with the Air Force on an exchange basis, undergoing training under the jurisdiction of the Air Force, or otherwise under the auspices of the Air Force.

Friendly Fire—In casualty reporting, a casualty circumstance applicable to persons killed in action or wounded in action mistakenly or accidentally by friendly forces actively engaged with the enemy, who are directing fire at a hostile force or what is thought to be a hostile force.

Full-Time National Guard Duty (FTNGD)—Training or other duty, other than inactive duty, performed by a member of the Air National Guard of the United States under Title 32, U.S.C. Sections 316, 502, 503, 504, or 505. FTNGD does not include inactive duty training. FTNGD is always performed in Title 32, U.S.C. status and may only be performed in the United States to include Alaska and Hawaii, and United States territories to include the Commonwealth of Puerto Rico and the District of Columbia. It includes active Guard/Reserve duty; annual training, special training, formal training, and active duty for special work performed in a Title 32, U.S.C. status. This duty may satisfy the requirement for an individual to perform 15 days of active service for training per fiscal year. (See Title 10, U.S.C. Section 101[d][5]).

Home Installation—The unit where the Air Force permanently assigns a member or the member's permanent duty station if temporarily assigned to another unit (e.g., air attachés). For a member on a permanent change of station move, the Air Force considers the last assigned unit the member's home installation until the member joins the new unit.

Home of Record—Where an individual was living when commissioned, reinstated, appointed, reappointed, enlisted, reenlisted, inducted, or ordered into his or her initial tour of duty. Used in determining a member's pay, allowances, and other entitlements under various federal statutes. A member's home of record remains constant throughout the member's career, unless he or she separates or has a definite break in service of longer than 1 day.

Hostile Casualty—A person who is the victim of a terrorist activity or who becomes a casualty "in action." "In action" characterizes the casualty as having been the direct result of hostile action, sustained in combat or relating thereto, or sustained going to or returning from a combat mission provided that the occurrence was directly related to hostile action. Included are persons killed or wounded mistakenly or accidentally by friendly fire directed at a hostile force or what is thought to be a hostile force. However, not to be considered as sustained in action and not to be interpreted as hostile casualties are injuries or death due to the elements, self-inflicted wounds, combat fatigue, and except in unusual cases, wounds or death inflicted by a friendly force while the individual is in an absent-without-leave (AWOL), deserter, or dropped-from-rolls status or is voluntarily absent from a place of duty.

Immediate Family—The member's spouse, children, parents, and siblings.

IMPEL—Patient's condition has worsened (was NSI and now is SI or VSI, or was SI and now is VSI).

In Loco Parentis—Any person(s) who act in place of the member's parent(s) for a period of not less than 1 year at any time before the member entered on active duty.

Inactive Duty Training (IDT)—Authorized training performed by a member of a Reserve component not on active duty or active duty for training and consisting of regularly scheduled unit training assemblies, additional training assemblies, periods of appropriate duty or equivalent training, and any special additional duties authorized for Reserve component personnel by the Secretary concerned, and performed by them in connection with the prescribed activities of the organization in which they are assigned with or without pay. Does not include work or study associated with correspondence courses.

Installation Commander—The individual responsible for all operations performed by an installation.

Insurable Interest Person—A natural person (not a company, organization, fraternity, etc.) with a financial interest in the member/retiree's life. It may be a close relative or business partner.

Killed in Action (KIA)—A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who is killed outright or who dies as a result of wounds or other injuries before reaching a medical treatment facility.

Medical Progress Report (MPR)—Provides updates or changes to a member's diagnosis, prognosis, or status.

Missing—A casualty status for which Title 37, U.S.C,. Chapter 10, provides statutory guidance concerning missing members of the Military Services, and Title 5, U.S.C., **Chapter 7** provides statutory guidance concerning missing civilians. Excluded are personnel who are in an absent without leave, deserter, or dropped-from-rolls status. A person declared missing is categorized as follows:

Beleaguered—The casualty is a member of an organized element that has been surrounded by a hostile force to prevent escape of its members.

Besieged—The casualty is a member of an organized element that has been surrounded by a hostile force for compelling it to surrender.

Captured—The casualty has been seized as the result of action of an unfriendly military or paramilitary force in a foreign country.

Detained—The casualty is prevented from proceeding or is restrained in custody for alleged violation of international law or other reason claimed by the government or group under which the person is being held.

Interned—The casualty is definitely known to have been taken into custody of a nonbelligerent foreign power as the result of and for reasons arising out of any armed conflict in which the Armed Forces of the United States are engaged.

Missing—The casualty is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown.

Missing In Action (MIA)—The casualty is a hostile casualty, other than the victim of a terrorist activity, who is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown.

Mortuary Affairs Officer—Plans and executes all mortuary affairs programs. Provides guidance to facilitate the conduct of all mortuary programs and to maintain data (as required) pertaining to the search for, recovery, identification, preparation, and disposition of remains of persons for whom the Services are responsible by status and Executive Order. Serves as the central clearing point for all mortuary affairs and monitors the deceased and missing personal effects program.

MOVED—A patient is evacuated from one overseas MTF to another.

Next of Kin (NOK)—The person most closely related to the casualty is considered primary NOK for disposition of remains, personal effects, and the release of records to secondary NOK and third parties. The un-remarried surviving spouse is primary NOK. The term surviving spouse does not include one who obtained a divorce from the decedent (at any time). Other NOK and interested parties are recognized in the following order:

a. Natural and adopted children in order of seniority. *Includes step children and illegitimate children if acknowledged by the member or so determined by a court. The age of majority is 18 years. The rights of minor children, with the exception of disposition of remains, shall be exercised by their surviving parent or legal guardian.

b. Parents, in order of seniority, unless legal exclusive (sole) custody was granted to a person by reason of a court decree or statutory provision.

c. Blood or adoptive relative who was granted legal custody of the person by court decree or statutory provision.

d. Brothers or sisters of legal age in order of seniority.

e. Grandparents in order of seniority.

f. Other relatives in order of relationship to the member according to civil laws. Seniority of age will determine control when persons are of equal degree of relationship (e.g. parents or siblings).

g. Persons standing in loco parentis to the decedent. Seniority of age will determine control when the persons are of equal relationship.

h. Remarried surviving spouse. The term remarried surviving spouse does not include one who obtained a divorce from the decedent or who remarried before a finding of death.

**Note:* Indicates relationship for possible benefits and entitlements determination.

Non-duty Status ANG or USAFR Member—An Air National Guard or United States Air Force Reserve member who is **NOT** serving on active duty, active duty for training, or inactive duty for training.

Non-Hostile Casualty——A person who becomes a casualty due to circumstances not directly attributable to hostile action or terrorist activity. Casualties due to the elements, self-inflicted wounds, and combat fatigue are non-hostile casualties.

Notification—When a servicemember dies on active duty, all next of kin and other persons listed on the servicemember's virtual Record of Emergency Data (vRED), DD Form 93, *Record*

of Emergency Data, and Form SGLV-8286, *Servicemembers' Group Life Insurance Election and Certificate*, are notified of the death in person by a uniformed Air Force officer.

Not Seriously—Ill or Injured (NSI)—The casualty status of a person whose illness or injury requires medical attention may or may not require hospitalization, and medical authority classifies as less severe than SI.

Overseas—All locations, including Alaska and Hawaii, outside the continental United States (CONUS).

Posthumous Promotion—A promotion that may be granted to a deceased active duty member by the commander. Normally considered when the member was projected for promotion, or had a line number. Provides no monetary benefit.

Presumptive Finding of Death—A determination made by the Military Service Secretary or a designee of the Service concerned, based on a recommendation by a board or other official body, that a missing person is dead.

PROVE—Patient's condition has improved (moved from VSI to SI, or SI to NSI).

Reserve Component—The Air National Guard and Air Force Reserve of the United States.

Retired Reserve—All Reserve members who receive retirement pay on the basis of their active duty and/ or Reserve service; those members who are otherwise eligible for retirement pay but have not reached age 60 and who have not elected discharge and are not voluntary members of the Ready or Standby Reserve.

Responsible Commander—The commander of a member's home installation, the installation where the member is assigned or attached for duty, or any Air Force installation having knowledge of the casualty depending on which is closer in locale to the casualty.

Returned to Military Control (RMC)—The status of a person whose casualty status of DUSTWUN or missing has been changed due to the person's return or recovery by US military authority.

SCRAM—Patient removed from the VSI, SI, or NSI list and will return to the United States on date indicated.

Seriously Ill or Injured (SI)—The casualty status of a person whose illness or injury requires medical attention, and medical authority declares that death is possible, but not likely within 72 hours, and/or the severity is such that it is permanent and life-altering.

STALE—Patient's condition remains the same.

Terrorism—The calculated use of unlawful violence or threat of unlawful violence to create fear; intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological. A victim of a terrorist act directed against the United States or its allies is a hostile casualty (see definition above).

Traumatic Injury Protection Servicemembers Group Life Insurance (TSGLI)—provides traumatic injury coverage for members of the uniformed services who are covered under Servicemembers' Group Life Insurance (SGLI). TSGLI pays a predetermined monetary benefit for qualifying losses that are incurred by the member as a result of a traumatic injury.

Unit of Assignment—The unit where the Air Force assigns a member for strength accountability.

Unit of Attachment—An organization other than the member's unit of assignment (Regular or Reserve component of the United States Armed Forces), where a member performs training duty.

Unmarried Widow or Widower—A spouse who remarried after the sponsor died but whose subsequent marriage ended by death, divorce, or annulment.

Un-remarried Spouse—A surviving spouse who never legally remarried.

Very Seriously Ill or Injured (VSI)—The casualty status of a person whose illness or injury is such that medical authority declares it more likely than not that death will occur within 72 hours.

Virtual Record of Emergency Data (vRED)—The vRED serves as the official document required by law (Title 10, U.S.C., Sections 1475 - 1480 and 2271; and Title 44, U.S.C., Section 3101) to designate beneficiaries for Death Gratuity Pay and unpaid pay and allowances in the event the servicemember dies. It also includes the names and addresses of persons to be notified in case of emergency or death.

Wounded in Action—A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who has incurred an injury due to an external agent or cause. The term encompasses all kinds of wounds and other injuries incurred in action, whether there is a piercing of the body, as in a penetration or perforated wound, or none, as in the contused wound. These include fractures, burns, blast concussions, all effects of biological and chemical warfare agents, and the effects of an exposure to ionizing radiation or any other destructive weapon or agent. The hostile casualty's status may be very seriously ill or injured, seriously ill or injured, incapacitating illness or injury, or not seriously Ill or injured.

WRITE—Patient removed from a VSI, SI, or NSI casualty status. The patient is no longer in a reportable status.

ZIP—Zone Improvement Plan

Attachment 2

9-MONTH INVESTIGATION REPORT--(RCS: DD P&R (AR) 1664, MISSING PERSONS REPORTS)

A2.1. General.

A2.1.1. This report is designated emergency status code C-1.

A2.1.2. Continue reporting during emergency conditions, priority precedence.

A2.1.3. Continue reporting during MINIMIZE.

A2.2. Report Address.

A2.2.1. Address the report in non-hostile situations directly to AFPC/DPWCM, 550 C Street West, Suite 15, Randolph AFB TX 78150-4717.

A2.2.2. If the report is submitted by message in hostile situations, submit the report to AFPC RANDOLPH AFB TX//DPWCM//.

A2.3. Contents of Report. Include this information:

A2.3.1. The names, grades, and Social Security numbers of casualties as reported in previous Missing Persons Reports.

A2.3.2. The results of search, rescue, and investigative efforts not previously reported.

A2.3.3. Leads, if any, developed from the latest information available.

A2.3.4. The commander's current opinion on whether or not one or more persons might have survived. A2.3.5. The basis for the commander's opinion.

A2.3.5. The commander's recommendation on whether to continue one or more persons in a missing casualty status or to take other action.

Figure A2.1. (Added-WRIGHTPATTERSON) Casualty Notification Worksheet

Prior to contacting the AFMC Command Center with a casualty notification, gather the following information:

Number of Casualties	

For each casualty provide the following information:

Name	
Grade	
SSAN	
Address	
Marital Status	
Number of Children	
Unit of Assignment	
Duty Location	
Type of Casualty	
Date/Time of Occurrence	
Exact Location of Incident	
Name & Title of person who Pronounced member deceased	
Date and time of death	
Next of Kin Notified (Y / N)	

Provide the following information about the individual reporting the casualty:

Name	
Organization	
Phone Number	

Attachment 3

SAMPLE, 9-MONTH INVESTIGATION REPORT

Appropriate Letterhead

(date)

MEMORANDUM FOR AFPC/DPWCM

FROM: (Organization Mailing Address)

SUBJECT: 9-Month Investigation Report on a Missing Person

This 9-month investigation report pertains to Major Roger C. Smith, 023-45-6789, missing from Eglin AFB FL since 15 May 1997. I am forwarding it IAW AFI 36-3002, *Casualty Services*, Chapter 2.

The initial circumstances surrounding the loss of Major Smith in an Eglin AFB Aero club Cessna 172 aircraft incident remain unchanged. We have maintained close contact with Air Force, state, and federal investigative agencies in an attempt to establish Major Smith's true status. However, all follow-up actions have been negative. The only supplemental information you haven't received in subsequent reports is that on 14 December 1997, the Federal Aviation Administration office in Pensacola FL thought a dredging machine had recovered the tail section of the missing aircraft in a body of water adjacent to Eglin AFB. Further analysis revealed it was from a Piper Cub rather than a Cessna.

I based my decision to place Major Smith in a missing status on my belief that he probably encountered severe weather soon after his departure on a routine night training flight, and that the aircraft crashed within 20 miles of Eglin AFB. Given his outstanding physical condition, I felt it was possible for him to survive on one of the small islands in the area, even if injured, until he could be located by search and rescue personnel or recreational boaters or fishermen. Considering the passage of time without any information from or about Major Smith or anything whatsoever concerning the missing aircraft, it now appears that Major Smith did not survive the crash of his aircraft, which apparently occurred over water. Accordingly, I recommend that the Air Force change the status of Major Roger C. Smith from missing to deceased.

JOHN J. DOE

Brigadier General, USAF

Commander

Attachment 4

SAMPLE RETIREE INVESTIGATION LETTER

(date)

Dear Sir or Madam

We are investigating the possible death of retired Air Force Technical Sergeant Valencia R. Witherspoon. If you have any knowledge on the status of this individual, please call me collect at (office phone number and operating hours). Thank you for your assistance.

Sincerely

NAME, GRADE, USAF

Casualty Assistance Representative

NOTE: Address envelope to "Resident." Do not use "To Whom It May Concern" or "Occupant" as a salutation.

Attachment 5

RETIRED AIR FORCE GENERAL OFFICER DEATH REPORT

RETIRED AF GENERAL OFFICER DEATH REPORT
(Note: Contact AFPC/DPWCS by phone, followed by fax or e-mail of this report)

Name of Casualty: _____ Date Reported _____
(Last, First, Middle Initial)

Grade _____ SSAN: _____ Date of Death _____

Place of Incident: _____ Cause of Death: _____
(City and State)

Name of Primary Next of Kin _____ Relationship to Member_____
(Last, First, Middle initial)

Address of Primary Next of Kin: _____
(Street Address, City, State, Zip Code)

Telephone Number of Primary Next of Kin Home _____ Work _____

Name/Rank/Title of Informant: _____
Address of Informant: _____

Telephone Number of Informant: Home _____ Work _____

Date of Retirement: _____

Reporting/Assistance Base: _____ CAR _____

Funeral Information: _____
Date of Funeral: Burial Date: _____
Location of Funeral: _____ **Location of Burial:** _____

Ensure a biography is obtained for retired General's deaths. The listing of all AF Senior Leaders is available on the Internet. Click on AFPC's Public Affairs home page. Click on biographies, and scroll to the bottom and click on the alphabet of the last name of the biography you are searching for.

DPWCS/Forms/General Officer Checklist
DPWCS Form 8
Current as of 13 Nov 09

Attachment 6

CASUALTY NOTIFICATION OFFICER CHECKLIST

A6.1. Purpose of Notification. To provide dignified, compassionate and humane notification to NOK and other designated persons as promptly as possible after a member is placed in a casualty status of deceased, Duty Status-Whereabouts Unknown (DUSTWUN), or Missing.

A6.2. Background.

A6.2.1. This checklist provides guidance for preparing and completing casualty notifications.

A6.2.2. A casualty notification will probably be one of the hardest duties you will perform in your military career.

A6.2.3. You must convey, in every action and deed, the sincere concern of the Air Force for the feelings of the NOK.

A6.2.4. Your duty as a casualty notification officer is to "soften the blow," if possible, and to show that the Air Force is genuinely concerned about its members and their families.

A6.2.5. Each notification is unique as a result of the individuals and circumstances surrounding the incident. We cannot cover all situations that you might encounter. We hope this checklist will provide enough information to assist you in preparing and completing a casualty notification and ease some of the anxiety often experienced by individuals when called upon to perform this sensitive task.

A6.2.6. Remember, nothing can substitute for common sense, good judgment, and sensitivity in making a casualty notification.

A6.3. Casualty Notification Responsibility.

A6.3.1. Air Force Personnel Center, Casualty Services Branch (AFPC/DPWCS) assigns the Air Force activity (active Air Force, Air National Guard, United States Air Force Reserve, and Air Force Reserve Officer Training Corps) nearest to the next of kin's (NOK) residence to accomplish the casualty notification.

A6.3.2. If the NOK live on or near the member's home installation, the member's wing, group, squadron commander, or other officer, as determined by the installation commander, effects personal notification to the NOK, provides circumstances surrounding the incident and expresses condolences.

A6.3.2.1. The casualty notification duty:

A6.3.2.2. Is on behalf of the Air Force Chief of Staff.

A6.3.2.3. Has priority over all duties, except in emergencies.

A6.3.2.4. Is accomplished in service dress uniform with the exception of the medical technician who can wear whites (he/she remains in the vehicle).

A6.4. Notification Team Composition.

A6.4.1. Field grade officers, of equal or higher grade than the member about whom they are making notification, are assigned the responsibility for personal notification as directed by

the installation commander or AFPC, Chief, Casualty Services Branch (AFPC/DPWCS). ***EXCEPTION:*** AFPC/ DPWCS may assign other officers to notification duty.

A6.4.1.1. Team composition will consist of a minimum of two military members.

A6.4.1.1.1. Medical personnel (e.g., doctor, nurse, or medical technician) and an Air Force chaplain, if available, accompany the notification officer to attend to any reaction of the NOK.

A6.4.1.1.2. Notification should not be delayed due to the inability to obtain a medical officer or chaplain. However, there must be two military members on the team and leadership should choose another team member.

A6.4.2. The commander or notification officer may invite another person to accompany the notification team such as a friend, co-worker or clergy/leader from the member's faith community, known by the member's NOK whose presence may be comforting to the NOK, if it does not delay the notification process.

A6.4.3. On active duty installations, notification team members normally assemble in the casualty assistance representative's (CAR) office within one hour after receiving the telephone call from the CAR.

A6.4.3.1. In most instances, an error-free notification letter has already been prepared and is ready for the notification officer to deliver to the NOK.

A6.4.3.2. A notification letter is not required when the member's commander personally notifies the NOK.

A6.4.3.3. When notification duties include briefing the Primary NOK (PNOK) on media access to the Dignified Transfer of Remains at the Dover AFB Port Mortuary because of a death in the AOR, the notification office must carry the "*Notification Script Regarding Media Coverage at Dover AFB*", "*Consent/ Non-consent Media Coverage Release*.

A6.4.3.4. The notification officer will not depart to the NOK's residence until approval by AFPC/DPWCS is obtained.

A6.5. Transportation.

A6.5.1. The CAR, with help from the vehicle dispatcher, provides a military vehicle, sedan, mini-van or other appropriate vehicle for the notification officer.

A6.5.1.1. Geographically separated unit (GSU) commanders establish arrangements for use of a government vehicle if available.

A6.5.2. Notification officers must use military vehicles when available; otherwise, use of a privately owned vehicle (POV) is authorized.

A6.5.2.1. When travel must be performed using a POV, the notification officer submits SF 1164, *Claim for Reimbursement for Expenditures on Official Business*, to their servicing financial services office for reimbursement of expenses.

A6.5.2.2. Reimbursement of expenses is chargeable to unit operation and maintenance (O&M) funds.

A6.6. Communication Support.

A6.6.1. The FSS/MSS or GSU commander, with the help of support agencies, provides a cellular telephone or two-way radio for use by the notification officer or team.

A6.6.2. The immediate availability to communicate with your installation casualty office and AFPC/DPWCS is necessary should you or the team encounter obstacles that prevent effecting and confirming notifications in a timely manner.

A6.7. Preparing to Perform Casualty Notifications.

A6.7.1. Review the DoD film, Casualty Notification.

A6.7.2. Review AFI 36-3002, **Chapter 3**, *Casualty Notifications*.

A6.7.3. Ensure your service dress uniform is in good condition. You must wear it for all casualty notifications.

A6.7.4. Talk to your servicing FSS/MSS CAR to familiarize yourself with the Air Force Casualty Program and any unique local casualty notification procedures.

A6.7.5. Talk to other field grade officers who have performed a casualty notification. Their experiences might help you prepare to perform this sensitive task.

A6.7.6. Understand that your commander could call on you to perform a casualty notification at any time: Be prepared.

A6.8. Guidelines During the Pre-notification Phase.

A6.8.1. Once your installation commander or AFPC/DPWCS selects you for casualty notification duty, learn as much as you can about the casualty, the NOK, and the circumstances surrounding the incident.

A6.8.2. The installation CAR or AFPC/DPWCS will provide you with:

A6.8.2.1. The notification procedures briefing.

A6.8.2.2. The notification letter.

A6.8.2.2.1. If assigned to a military installation, the CAR will give you the appropriate notification letter.

A6.8.2.2.1.1. If assigned to a GSU, AFPC/DPWCS will fax or e-mail the appropriate notification letter for your signature.

A6.8.2.2.1.2. If faxed, you must retype verbatim and error-free (see AFI 36-3002, **Chapter 3**, **Paragraph 3.16**, and **Attachment 7** and **Attachment 8**, for further information).

A6.8.2.2.1.3. This notification letter provides condolences on behalf of the Air Force and known circumstances surrounding the incident.

A6.8.2.2.2. You will take the original copies of the notification letter and, if applicable, the "*Notification Script Regarding Media Coverage at Dover AFB", "Consent/ Non-consent Media Coverage Release*," and the FAQs, when you go to see the PNOK. Ensure you are familiar with the script prior to leaving.

A6.8.2.2.3. The "*Notification Script Regarding Media Coverage at Dover AFB*", "*Consent/ Non-consent Media Coverage Release*," and FAQs are used to help the

PNOK make a decision in granting or denying the news media coverage. This includes, observing and photographing the PNOK's loved one's remains during the dignified transfer of his/her flag-draped transfer case and military or contract transport to ground transportation at the Port Mortuary, Dover AFB . This document is also used to record the PNOK's desire to travel to Dover AFB, to observe the DT at government expense.

A6.8.2.3. You will need to confirm the NOK's name, relationship, and address, and note any special conditions (e.g., age, ill health, or precarious location of NOK) prior to leaving the base.

A6.8.2.4. Instructions if problems occur.

A6.8.2.5. Map of the area, if available.

A6.8.2.6. Transportation.

A6.8.2.7. Cellular telephone or two-way radio.

A6.8.2.8. AFPC/DPWCS toll-free number (1-800-433-0048).

A6.8.3. Familiarize yourself with the location of the NOK, the circumstances of the incident, and the notification letter.

A6.8.3.1. If you are unsure of the NOK's location, ask the CAR, AFPC/DPWCS, or local authorities for help.

A6.8.3.2. If the NOK reside within an area where your safety may be threatened, request a police escort.

A6.9. Inability to Locate the NOK.

A6.9.1. If it appears the NOK is not at home, you should contact neighbors, law enforcement agencies, or the local postmaster (not a postal clerk) for information regarding the NOK's whereabouts.

A6.9.2. If you or the team cannot locate the NOK, or the NOK has moved from the area, you should immediately telephone AFPC/DPWCS toll-free at 1-800-433-0048 for further guidance and provide the information concerning attempts to contact the NOK.

A6.10. Making the Notification.

A6.10.1. If you are notifying the PNOK of a death that occurred in the theater of combat operations, and the remains are being processed through the Port Mortuary, Dover AFB, you will call AFPC/DPWCS toll-free at 1-800-433-0048 for updated arrival information of the remains to Dover AFB. This call will be done prior to arrival at the PNOK's residence and <u>is not</u> to be conducted in front of or inside the PNOK's residence. Again, AFPC/DPWCS will brief you on the proper procedures prior to your leaving the base. Ensure you are familiar with your portion of the briefing.

A6.10.2. A representative of the Air Force notifies the NOK in person whenever possible.

A6.10.3. The Air Force honors the NOK's wishes to notify other NOK. ***EXAMPLE:*** If the spouse wishes to notify adult children or the parents.

A6.10.4. If the NOK calls to ask about a member's status before they receive official notification, AFPC/DPWCS, the member's commander or a designated representative, or the CAR, tells the caller the member's status during the call. You will be notified by AFPC/DPWCS if the NOK is already aware of the death.

A6.10.5. You must be alert to the needs of the NOK and represent the Air Force in a professional manner.

A6.10.5.1. Being prepared, sincere, and alert to the needs of the NOK at time of notification will reduce some of the shock that is normal under these circumstances.

A6.10.6. Stereotyped procedures are not appropriate.

A6.10.7. As a minimum, you should:

A6.10.7.1. Identify yourself to the NOK and any other members of the team. ***EXAMPLE:*** "I am Major Thompson and this is Major Jones from the 12th Mission Support Squadron at Randolph Air Force Base, Texas."

A6.10.7.2. After identifying yourself, make sure you are speaking to the correct person(s) by confirming the identity of the NOK. ***EXAMPLE:*** "Are you Mr. Thomas Brown, the father of Staff Sergeant Carl Thomas Brown?"

A6.10.7.3. If at least one person to be notified is home, you should state that you have an important message to deliver and ask permission to enter the residence.

A6.10.7.4. Verbally relate to the NOK, without reading from the notification letter, the information contained in the letter, if applicable. ***EXAMPLE:*** "On behalf of the Chief of Staff, United States Air Force, I regret to inform you that your son, Staff Sergeant Carl Thomas Brown, died in Texas today as a result of injuries received in a motorcycle accident." Then paraphrase any additional circumstances described in the notification letter.

A6.10.7.5. Do not hurry the words; speak as naturally as possible.

A6.10.7.6. Do not extend overly sympathetic gestures that may be taken the wrong way.

A6.10.7.7. Do not physically touch the NOK in any manner other than to assist in an emergency. If necessary, summon the medical representative on the team or local emergency personnel.

A6.10.7.8. Avoid making detailed statements about the incident.

A6.10.7.9. Inform the NOK that the deceased member's commander will send a letter explaining and confirming the circumstances surrounding the incident.

A6.10.7.9.1. If you are the member's commander or a designated representative and have first-hand knowledge of the circumstances, you may give the NOK additional information.

A6.10.7.10. Inform the NOK eligible for casualty assistance that a casualty assistance representative will contact them within 24 hours to arrange for a casualty assistance visit at their convenience.

A6.10.7.11. Inform the NOK that:

A6.10.7.11.1. For CONUS casualties, a mortuary affairs representative will contact them regarding mortuary affairs.

A6.10.7.11.2. For overseas casualties, HQ Air Force Mortuary Services, Dover AFB, Delaware, will contact them regarding mortuary affairs. (***NOTE:*** OIF/OEF death cases See A6.10.6.)

A6.10.7.12. Give the notification letter to the NOK, if applicable.

A6.10.7.13. If the NOK have questions or need additional information, have them call HQ AFPC/DPWCS toll-free at 1-800-433-0048, and AFPC/DPWCS will put the NOK in touch with their (husband's, wife's, son's, daughter's, father's, or mother's) commander.

A6.11. Information You Must Not Discuss With NOK.

A6.11.1. Questions about survivor benefits, burial, or similar matters.

A6.11.2. Compensation-related questions dealing with insurance, gratuities, unpaid pay and allowances. The CAR providing assistance will address these subjects.

A6.11.3. Questions relating to mortuary affairs. The mortuary affairs representative will address these issues. ***NOTE:*** For deaths occurring in the theater of combat operations and being processed through the Port Mortuary at Dover AFB , a script and attached Questions and Answers will be provided to aid you in answering questions limited to the media coverage of their loved one's dignified transfer and how to request government provided travel to observe the dignified transfer in person. However, you should allow AFMAO to answer these questions for the PNOK.

A6.11.4. Questions relating to line of duty, negligence, errors in judgment or the responsibility of other personnel concerned with the incident.

A6.11.5. Your prior experiences or personal conjectures.

A6.11.6. In short, limit your discussion to the information contained in the notification letter and do not discuss matters that you are not qualified to discuss.

A6.12. After the Notification.

A6.12.1. Confirm the NOK's address is correct and obtain their telephone number for future contact.

A6.12.2. Ask the PNOK if they wish to personally notify other immediate NOK or have them notified by the Air Force.

A6.12.2.1. If the PNOK wants to notify other NOK, encourage them to do so before you depart the residence.

A6.12.2.1.1. Advise the PNOK to contact AFPC/DPWCS at their toll-free number (1-800-433-0048), as soon as possible after notifications to other NOK have been completed.

A6.12.2.2. If the PNOK prefers the Air Force notify other NOK, telephone AFPC/DPWCS at their toll-free number (1-800-433-0048), as soon as possible from the PNOK's area, but not from their home, and provide the names, addresses, and telephone numbers of those NOK.

A6.12.3. For death occurring in the theater of combat operations (currently OIF/OEF), you will read the "Notification Script Regarding Media Coverage at Dover AFB" that will be prepared specifically for your notification and situation.

A6.12.3.1. Use the attached "Questions and Answers" to help you answer any questions in regards to their decision to authorize or deny media coverage of the dignified transfer of their loved one's remains at the Port Mortuary, Dover AFB, and on how to request government provided travel to observe the dignified transfer.

A6.12.3.2. You will then contact AFMAO at 1-800-531-5803, so that the PNOK can convey their wishes in regards to media coverage of the loved ones dignified transfer at Dover, and initiate travel arrangements for themselves or additional authorized NOK, if they wish to attend the dignified transfer in person. If you are unable to contact AFMAO directly, call AFPC/DPWCS toll-free at 1-800-433-0048, and AFPC/DPWCS will patch the call from the PNOK to AFMAO.

A6.12.4. Stay with the NOK as long as needed, but depart the residence in a professional manner and within a reasonable period of time.

A6.12.4.1. If at all possible, do not leave the NOK alone.

A6.12.4.2. Encourage the NOK to contact a relative, neighbor or friend to stay with them, or ask if they want you to do it for them.

A6.13. Verifying the Notification.

A6.13.1. Sign the "Consent/Non-consent Media Coverage Release" attached to the "Notification Script Regarding Media Coverage at Dover AFB" and have another notification team member witness the document.

A6.13.2. Immediately after departing the NOK's location, but before returning to your base, home, or unit, telephone AFPC/DPWCS at 1-800-433-0048, to report the following information:

A6.13.2.1. Time notification was completed.

A6.13.2.2. NOK's name, address and telephone number.

A6.13.2.3. Any unusual events or comments by the NOK.

A6.13.2.4. Name(s), relationship to the member, address(es), and telephone number(s) of other NOK to be notified by the PNOK or the Air Force.

A6.13.2.5. For death occurring in the theater of combat operations (currently OEF/OIF) and processed through the Dover Port Mortuary, you will also report if the PNOK has contacted AFMAO, the PNOK's decision on media coverage of the dignified transfer, and if the PNOK, or additional NOK plan to travel to the Dover Port Mortuary to observe the dignified transfer.

A6.13.3. Return to the FSS/MSS and provide the above information to the CAR.

A6.13.3.1. If the death occurs in the theater of combat operation (currently OEF/OIF), submit the signed and witnessed "Consent/Non-consent Media Coverage Release" to the CAR. The CAR will e-mail, or fax a copy of the document to AFPC/DPWCS.

A6.13.4. If you are returning to a GSU, the death occurred in the theater of combat operations, and remains will be processed through the Port Mortuary at Dover AFB, you will e-mail or fax the signed and witnessed "Consent/Non-consent Media Coverage Release" to AFPC/DPWCS.

A6.14. Additional Contacts Between You and the NOK.

A6.14.1. Under normal circumstances, you will not have any further contact with the NOK. An exception might occur when a military member is initially declared DUSTWUN. In this case, you may be initially called upon to notify the NOK of this status and again later, if the member is declared deceased or missing. ***NOTE:*** Your personal actions will directly affect the outcome of the casualty notification and will set the stage for future assistance to the NOK.

Attachment 7

SAMPLE DEATH NOTIFICATION LETTER

The following message is quoted from Major General _____, Commander, Air Force Personnel Center.

QUOTE:

Dear Mr. and Mrs. Jones 29 July 2009

On behalf of the Chief of Staff, United States Air Force, I regret to inform you of the untimely death of your son, Technical Sergeant James A. Hughes. He died on 29 July 2009 near Converse, Texas, as the result of injuries received in a motorcycle accident. While further details are unavailable at this time, you will receive a letter from your son's commander which will provide additional circumstances. Additionally, the mortuary officer at Randolph Air Force Base, Texas, will contact you regarding mortuary affairs. You should also expect a call from the casualty assistance representative from Nellis Air Force Base, Nevada, to make an appointment for a personal assistance visit. If you have questions or need additional assistance, you may call the Air Force Personnel Center, Casualty Services Branch at 1-800-433-0048, and they will put you in touch with your (husband's; wife's; son's; daughter's; father's; or mother's) commander. Again, on behalf of the Chief of Staff, please accept the Air Force deepest condolences.

Signed: _____, Major General, USAF UNQUOTE

DELIVERED BY:

(Signature)

JOHN P. SMITH, Major, USAF

554th Mission Support Squadron

Nellis Air Force Base, Nevada 89191-5065

NOTE: These letters are not to be placed on letterhead as their intent is to replace the historical telegram.

Attachment 8

SAMPLE DUTY STATUS WHEREABOUTS UNKNOWN (DUSTWUN) NOTIFICATION LETTER

The following message is quoted from Major General _____, Commander, Air Force Personnel Center

QUOTE:

Dear Mr. and Mrs. Scott 4 August 2009

On behalf of the Chief of Staff, United States Air Force, it is with deep personal concern that I officially inform you that the duty status and whereabouts of your son, Captain Timothy Scott, has been unknown since 3 August 2009. Captain Scott was the pilot of a T-37 aircraft on a routine training mission departing from Randolph Air Force Base, Texas. The last radio and radar contact with your son was at a point 125 miles south of Houston, Texas, over the Gulf of Mexico. The Air Force is conducting an extensive search. Please be assured that the Air Force will immediately furnish you with any new information it receives. If you have questions or need assistance, call the Air Force Personnel Center, Casualty Services Branch at 1-800-433-0048, and they will put you in touch with your son's commander. Please accept my deepest sympathy during this period of anxiety.

Signed: _____,Major General, USAF UNQUOTE

DELIVERED BY:

(Signature)

JAMES J. JOHNSON, Colonel, USAF

3400th Technical Training Group

Keesler Air Force Base, Mississippi 38562-5001

NOTE: These letters are not to be placed on letterhead as their intent is to replace the historical telegram.

Attachment 9

PREPARING AF FORM 58, CASUALTY ASSISTANCE SUMMARY (TRANSMITTAL)

A9.1. Purpose.

A9.1.1. The official historical record of all actions during the casualty reporting, notification and assistance process.

A9.1.2. Used to keep an account of casualty assistance provided to the NOK of deceased and missing Air Force members, to include active duty, ANG, USAFR, and retiree deaths.

A9.1.3. Used to answer inquiries received from NOK, members of Congress, or senior leadership concerning notification procedures, assistance, or receipt of benefits years after the case is closed.

A9.1.4. Used to transfer and/or administratively close a casualty case file.

A9.2. General.

A9.2.1. The CAR must ensure that:

A9.2.1.1. The AF Form 58 is typed and entries are completed accurately.

A9.2.1.2. An extensive explanation is provided when a benefit is denied or disapproved.

A9.2.1.3. The dates benefits applied for and received are recorded in items 10A through 10J.

A9.2.2. If space does not permit a sufficient explanation in items 1 through 10W, cross-reference the entry to item 12 and explain fully.

A9.2.3. Item 12 is used to explain items difficult to resolve.

A9.2.4. Ensure item 11 includes each contact made with individuals to whom assistance is provided.

A9.2.4.1. The form must be completed in a manner that is easily read and understood.

A9.2.5. When NOK move and the case is transferred, it is the responsibility of the gaining base to ensure the losing base provides sufficient information to accurately continue completing the form.

A9.2.6. The instructions in this attachment are not all-inclusive. The CAR must use good judgment in determining the appropriate remarks.

A9.2.7. Use bond paper for continuation sheets, if needed. Place the member's name, grade, and SSN at the top of the paper.

A9.3. Item-by-Item Instructions for Active Air Force, ANG, and USAFR Casualties (Missing or Deceased) and Retirees

A9.3.1. Item 1—Name (Last, First, Middle Initial). Self-explanatory.

A9.3.2. Item 2—SSN. Self-explanatory.

A9.3.3. Item 3—Grade. Self-explanatory. ***NOTE:*** Items 1 through 3 must agree with the information on the final DD Form 1300.

A9.3.4. Item 4—Date of Death. Self-explanatory. Does not apply to missing persons.

A9.3.5. Item 5—Date First Contact Made To NOK. Self-explanatory. Indicate the date initial contact was made with the NOK.

A9.3.6. Item 6:

A9.3.6.1. Active. If the casualty died on active duty, place an "X" in the block.

A9.3.6.2. Retired, Date of Retirement. If the casualty died after retirement, place an "X" in the block and type in the date of retirement.

A9.3.7. Item 7—Manner/Cause of Death. Must agree with the confirmed manner and cause of death on the final DD Form 1300 or civilian death certificate. Does not apply to missing persons. ***EXAMPLE:*** Illness: Heart Attack.

A9.3.8. Item 8A—Name, Relationship, and SSN. Be sure to show the person's relationship and SSN.

A9.3.9. Item 8B—Address (Include ZIP Code) and Phone. Enter the address and phone number of the NOK only when you close the case.

A9.3.10. Item 8C—Minor Children (Name, SSN, DOB, Address and Guardian if other than widow/er):

A9.3.10.1. List those children who were unmarried and under 18 years of age at the time the Air Force declared the member deceased or missing.

A9.3.10.2. Ensure SSN, date of birth, and address for each child is shown.

A9.3.10.3. If the child does not reside with the widow/er, include the name of the guardian.

A9.3.10.4. If child(ren) listed on the DD Form 1300 is/are not listed in this item because of marital status or age, make a note of it in item 12.

A9.3.11. Item 9—Parents - Date Assistance Letter Forwarded (if parents are not listed in Item 8):

A9.3.11.1. Enter the date the benefit advice letter is sent to the parents.

A9.3.11.2. Does not apply to missing persons.

A9.3.12. Item 9A—Name and Address of Father. Self-explanatory. If deceased, enter "Deceased."

A9.3.13. Item 9B—Name and Address of Mother**.** Self-explanatory. If deceased, enter "Deceased."

A9.3.14. Item 9C—Name, Relationship and Address of Others Assisted (Continue in Item 12). Self-explanatory.

A9.3.15. Items 10A through 10V—Enter Dates/Appropriate Comment (when assisting more than one person, indicate name and respective dates each benefit was applied for and received):

A9.3.15.1. Does not apply to missing persons.

A9.3.15.2. Follow these instructions carefully:

A9.3.15.2.1. State the reason whenever you use the term "Ineligible."

A9.3.15.2.2. If assisting more than one person, include the name of the person applying for and receiving each benefit.

A9.3.15.2.3. Use item 12 to continue your remarks.

A9.3.16. Item 10A—Death Gratuity:

A9.3.16.1. For members who die on AD, ADT, or IDT:

A9.3.16.1.1. Payment is initiated by the CAR via EFT, unless the NOK desires other arrangements.

A9.3.16.1.2. Payment for minor children is made by DFAS-IN-within 30 days after they receive the required claim form along with supporting documentation.

A9.3.16.1.3. For additional information see **Paragraph 4.9** and **Table 4.2**.

A9.3.16.1.4. In the "Applied" block, enter the date you applied to the local FSO or mailed the claim form, and supporting documentation to DFAS-CL for payment.

A9.3.16.1.5. In the "Received" block, enter the date NOK received payment.

A9.3.16.2. For retirees who die within 120 days after retirement:

A9.3.16.2.1. Payment is made by DFAS-CL only after the VA determines death was caused by an illness or injury incurred while the retiree was on AD, ADT, or IDT.

A9.3.16.2.2. For additional information see **Paragraphs 4.29**, **4.34**, and **Table 4.3**.

A9.3.16.2.3. If the beneficiaries are eligible:

A9.3.16.2.3.1. In the "Applied" block, enter the date claim form and supporting documentation, were mailed to DFAS-CL.

A9.3.16.2.3.2. In the "Received" block, enter the date NOK received payment, or state why they are not eligible. ***EXAMPLE:*** "Ineligible - Death not service-related."

A9.3.16.2.3.3. If retired over 120 days enter "Ineligible – Retired over 120 days"

A9.3.17. Item 10B—Unpaid Pay and Allowances:

A9.3.17.1. In the "Applied" block, enter the date the claim form and supporting documentation were mailed to DFAS for processing.

A9.3.17.2. In the "Received" block, enter the date payment was made to the beneficiary.

A9.3.17.3. If the member was ineligible, state the reason. ***EXAMPLE:*** "Ineligible--Indebted to USAF."

A9.3.17.4. For additional information, see **Paragraphs 4.11**, **4.31** and **4.51**, and **Table 4.2** and **Table 4.3**.

A9.3.18. Item 10C—SBP and RSFPP:

A9.3.18.1. In the "Applied" block, enter the date the claim forms and supporting documentation were mailed or faxed to Defense Finance and Accounting Service - Cleveland Center (DFAS-CL) or DFAS, U. S. Military Annuitant Pay, P. O. Box 7131, London, KY 40742-7131 for processing, or for active duty members with no eligible dependents, "No Eligible Dependents." For retirees, enter "Declined Coverage." as appropriate.

A9.3.18.2. In the "Received" block, enter the date the spouse or eligible children started receiving the annuity payment or the date DFAS established the annuity. Never annotate "DIC Exceeds" or "N/A" as a claim must be filed and established in every case when there is an entitlement regardless of the amount of the annuity.

A9.3.18.3. For additional information see **Paragraphs 4.13**, **4.32**, **4.52** and **4.53** and **Table 4.2** and **Table 4.3**.

A9.3.18.4. RCSBP for ANG and USAFR:

A9.3.18.5. If the deceased completed the satisfactory years of service to qualify for retired pay at age 60 and made an election within 90 days of notification of eligibility to participate in the program, in the "Applied" block, enter the date the claim forms and supporting documentation were mailed to Defense Finance and Accounting Service, U. S. Military Annuitant Pay, P. O. Box 7131,London KY 40742-7131 for processing or "N/A" as appropriate.

A9.3.18.6. In the "Received" block, enter the date the spouse or eligible children started receiving the annuity payment.

A9.3.18.7. If the deceased did not complete the satisfactory years of service, or make an election within 90 days of notification of eligibility to participate in the program, in the "Applied" block center "Ineligible—Years of Service" or "No election made."

A9.3.18.8. For additional information see **Paragraphs 4.14**, **4.33** and **4.54**, and **Table 4.2** and **Table 4.3**. A9.3.18.9. In all cases when the benefit is not applicable to the member type "N/A."

A9.3.19. Item 10D—DIC and VA Pension:

A9.3.19.1. DIC:

A9.3.19.1.1. In the "Applied" block, enter the date the claim form and supporting documentation were mailed to the VARO.

A9.3.19.1.2. In the "Received" block, enter the date the NOK received either their first check or an award letter.

A9.3.19.1.3. If the VA denies the claim, enter "Denied—Death not service-related."

A9.3.19.1.4. If the NOK does not want to apply, enter "Counseled—(date)/Not desired."

A9.3.19.1.5. When assisting parents, if the VA denies the claim based on their income, enter "Denied—Income exceeds VA limit." (VA determines eligibility based on the parents' income.)

A9.3.19.1.6. If assisting parents, do not use:

A9.3.19.1.6.1. “Ineligible—Relationship.” (Their relationship makes them eligible).

A9.3.19.1.6.2. “Ineligible—Not dependent.” (Parents do not have to be dependent on the member to be eligible.)

A9.3.19.1.7. For additional information see **Paragraphs 4.16**, **4.34** and **4.57**, and **Table 4.2** and **Table 4.3**.

A9.3.19.2. VA Pension (Non-service-Connected Death Pension):

A9.3.19.2.1. In the “Applied” block, enter the date the claim form and supporting documentation, were mailed to the VARO.

A9.3.19.2.2. If the VA denies a pension, state the reason. **EXAMPLE:** "Denied—Income exceeds VA limit."

A9.3.19.2.3. If the beneficiaries receive DIC, they are ineligible for the VA pension, enter "Ineligible—DIC Awarded."

A9.3.19.2.4. For additional information see **Paragraphs 4.17**, **4.35** and **4.58**, and **Table 4.2** and **Table 4.3**.

A9.3.20. Item 10E—SGLI, VGLI, and NSLI/SDVI:

A9.3.20.1. SGLI:

A9.3.20.1.1. If the deceased member had coverage in effect:

A9.3.20.1.1.1. In the “Applied” block, enter the date the claim form and supporting documentation were mailed to AFPC/DPWCS.

A9.3.20.1.1.2. In the “Received” block, enter the date the beneficiary received the payment.

A9.3.20.2. If the deceased member had no coverage in effect, enter “See item 12,” and indicate the reason in item 12.

A9.3.20.3. VGLI:

A9.3.20.3.1. Enter “None.”

A9.3.20.4. SDVI:

A9.3.20.4.1. If the deceased member did not have coverage, enter “None.”

A9.3.20.4.2. If the deceased member had coverage in effect:

A9.3.20.4.2.1. In the “Applied” block, enter the date the claim form and supporting documentation were mailed to the VARO and Insurance Center for processing.

A9.3.20.4.2.2. In the “Received” block, enter the date beneficiary received payment.

A9.3.20.4.3. For additional information, see **Paragraphs 4.18**, **4.36**, **4.37**, **4.59**, **4.60**, and **4.61**, and **Table 4.2** and **Table 4.3**.

A9.3.21. Item 10F—SS Lump Sum and SS Monthly:

A9.3.21.1. SS Lump Sum:

A9.3.21.1.1. If assisting the surviving spouse, or if no surviving spouse, the child(ren) eligible for or entitled to Social Security benefits during the month of the member's death:

A9.3.21.1.1.1. In the "Applied" block, enter the date the NOK visited the Social Security office and applied for the lump sum death payment.

A9.3.21.1.1.2. In the "Received" block, enter the date the NOK received payment.

A9.3.21.2. For additional information, see **Paragraphs 4.20**, **4.40** and **4.65**, and **Table 4.2** and **Table 4.3**.

A9.3.21.3. If the person being assisted isn't eligible for the SS Lump Sum payment, type "Ineligible – Not Dependent."

A9.3.21.4. SS Monthly:

A9.3.21.4.1. If the person being assisted is ineligible for Social Security monthly payments, indicate the reason. ***EXAMPLES:*** "Ineligible--spouse under age 60" or "Ineligible—Insufficient coverage."

A9.3.21.4.2. If assisting the member's spouse and children and the spouse is ineligible but the children are eligible, show the applied for and received dates.

A9.3.21.4.3. If assisting the member's parents, they must be at least age 62 and have been dependent on the member for more than 50 percent of their support. If the parents are ineligible, state the reason. ***EXAMPLE:*** "Ineligible—Not dependent."

A9.3.21.4.3.1. Do not use "Ineligible—Relationship." Their relationship does not make them ineligible.

A9.3.21.4.4. If the NOK being assisted is eligible for Social Security monthly payments:

A9.3.21.4.4.1. In the "Applied" block, enter the date the NOK visited the Social Security office and applied for the monthly payments.

A9.3.21.4.4.2. In the "Received" block, enter the date the NOK started receiving the monthly payments.

A9.3.21.5. For additional information, see **Paragraphs 4.19**, **.39** and **4.64**, and **Table 4.2** and **Table 4.3**.

A9.3.22. Item 10G—365 Days BAH:

A9.3.22.1. For active duty members only:

A9.3.22.1.1. Eligible NOK occupying government housing on the date of death may continue to occupy housing without charge for 365 days.

A9.3.22.1.1.1. If they vacate before the 365 days are up, the BAH is paid for the remaining unused days.

A9.3.22.1.2. Eligible NOK not occupying government housing on the date of death, may receive BAH or an overseas housing allowance for 365 days.

A9.3.22.1.3. In the "Applied" block, enter the date unpaid pay and allowances were applied for.

A9.3.22.1.4. In the "Received" block, enter the date the NOK received payment.

A9.3.22.1.4.1. If the person applying for the unpaid pay and allowances is ineligible for BAH, enter "Ineligible—Not dependent"

A9.3.22.1.5. For additional information, see **Paragraph 4.12**.

A9.3.22.2. For retirees:

A9.3.22.2.1. Enter "Ineligible—Retired."

A9.3.23. Item 10H—ID Card:

A9.3.23.1. In the "Applied" block, enter the date eligible NOK applied for their new ID card

A9.3.23.2. If you are assisting someone who was not an eligible NOK member of the deceased, enter "Ineligible—Not dependent."

A9.3.23.3. See **Paragraphs 4.21.4.4**, **4.41.4.4** and **4.66.4.4**.

A9.3.24. Item 10I—VA Education:

A9.3.24.1. If the deceased member contributed to this program, the VA will pay a special Montgomery GI Bill death benefit to the designated beneficiary of the member's SGLI if death was service connected (Line of Duty - Yes).

A9.3.24.2. The deceased must either have been entitled to educational assistance under the Montgomery GI Bill Program or a participant in the program who would have been so entitled but for the high-school diploma or length-of-service requirement.

A9.3.24.3. The death benefit is paid to the member's designated beneficiary for SGLI.

A9.3.24.4. Submit a letter along with the SGLV 8286, *SGLI Election and Certificate* and a copy of the DD Form 1300, *Report of Casualty*, to the VARO in **Paragraph 4.15**, **4.38** and **4.63**.

A9.3.24.5. In the "Applied" block, enter the date the letter and supporting documentation were mailed to the appropriate VARO.

A9.3.24.6. In the "Received" block, enter the date the benefit was received.

A9.3.24.7. If the NOK is not eligible to apply for and receive the death benefit refund, enter "N/A."

A9.3.24.8. For additional information, see **Paragraphs 4.15**, **4.38** and **4.63** and **Table 4.2** and **Table 4.3**.

A9.3.25. Item 10J—Thrift Savings Plan (TSP).

A9.3.25.1. Determine if the member was contributing to the TSP through the local FSO.

A9.3.25.2. Apply for the proceeds to the beneficiary on TSP-17 form. Mail the application to the address indicated on the form.

A9.3.25.3. Enter the date the application was completed and forwarded and the date it was received by the beneficiary.

A9.3.25.4. If the beneficiary is someone other than the primary NOK, enter the name and relationship in the "Additional Comments" section.

A9.3.26. Item 10K-Posthumous Decoration:

A9.3.26.1. Enter the date of presentation or "None presented" as appropriate.

A9.3.27. Item 10L-Lapel or Gold Lapel Button (Pin).

A9.3.27.1. Enter date presented to NOK.

A9.3.27.2. If more than one button/pin was presented, list recipients in ***SECTION 12***, "Additional Comments."

A9.3.28. Item 10M—Dependent Travel through Item 10W—Legal Assistance:

A9.3.28.1. Counsel the NOK on each benefit and possible entitlement in accordance with **Chapter 4** of this AFI and AFPAM 36-3028.

A9.3.28.2. Enter the date counseled or "N/A," if ineligible.

NOTE: Counsel the NOK on all relevant interment benefits, including Department of Veterans Affairs' burial benefits, and headstone allowances.

A9.3.29. Item 11—Chronological Listing of Contacts:

A9.3.29.1. Enter all contacts with NOK, applicable agencies, and any other contacts pertinent to the case.

A9.3.29.2. Long Term assistance for deceased active duty: The CAR will document all contacts with the NOK. Additionally, document contact at the 6-, 12-, 18-, and 24-month periods.

A9.3.29.3. In addition, the list of questions below must be typed in this block and answered before closing all active duty cases:

A9.3.29.3.1. Time and date CAR notified of the casualty.

A9.3.29.3.2. Was a Chaplain part of the notification team? YES/NO

A9.3.29.3.3. NOK briefed on investigative reports (LOD/JAG/OSI/Safety, Autopsy, ETC.)? YES/NO

A9.3.29.3.4. Applied for bonds purchased through allotments by deceased member YES/NO OR N/A

A9.3.29.3.5. Appointment of Legal Guardian required? YES/NO

A9.3.29.3.6. Briefed on availability of bereavement counseling (LOCAL/DOD/VA)? YES/NO

A9.3.29.3.7. Briefed on the possible need to establish separate bank account? YES/NO

A9.3.29.3.8. Briefed on availability of financial counseling? YES/NO

A9.3.29.3.9. Date delivered DOD "A SURVIVOR'S GUIDE TO BENEFITS".

A9.3.29.3.10. Date briefed on CAR duties and responsibilities.

A9.3.29.3.11. Date NOK provided with CAR 24/7 Contact numbers.

A9.3.29.3.12. Date verified and future address of NOK.

A9.3.29.3.13. Date Report of Casualty (DD FORM 1300) delivered.

A9.3.29.3.14. Date NOK received Leave & Earning Statement (LES) from DFAS.

A9.3.29.3.15. Date counseled by the VA on Survivor Benefits.

A9.3.29.3.16. Received civilian /overseas death certificate YES/NO OR N/A

A9.3.29.3.17. Briefed on Benevolent and Philanthropic Agencies YES/NO

A9.3.29.3.18. Briefed on TSGLI AND FSGLI YES/NO OR N/A

A9.3.29.3.19. Did the deceased member have a will? YES/NO OR UNKNOWN

A9.3.29.3.20. Posthumous citizenship YES/NO OR N/A

A9.3.29.4. Contact the NOK of a deceased retiree:

A9.3.29.4.1. By telephone or in person within 24 hours of learning of the casualty.

A9.3.29.4.2. At least once every 30 days for the first 2 months.

A9.3.29.4.3. At least once every 60 days starting with the 3rd month until the NOK receives all benefits or the case is closed.

A9.3.29.4.4. At other times, based on problems encountered and the NOK’s desires.

A9.3.30. Item 12—Additional Comments:

A9.3.30.1. Enter continuation remarks from any item listed on the front side of this form, including the item number.

A9.3.30.2. Use this block to record the reason for any denied benefit.

A9.3.31. Items 13 and 14:

A9.3.31.1. Self-explanatory.

A9.3.31.2. The CAR closing the case will sign the form.

Attachment 10

SAMPLE BENEFIT ADVICE LETTER TO PARENTS

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mr. and Mrs. Jack Smith

1234 Main Street

Austin, Texas 78002

Dear Mr. and Mrs. Smith

I was very sorry to learn of the death of your son, Lieutenant Colonel Joe P. Smith.

My office assists the next of kin of Air Force members apply for government benefits they may be entitled to as the result of a member's death. We have been helping your daughter-in-law, Mrs. Jane M. Smith, apply for her benefits and privileges.

In certain circumstances, parents are also eligible for benefits from the Social Security Administration and the Department of Veterans Affairs (VA). Based on your son's earnings, for you to be eligible for Social Security benefits you must be at least 62 years of age and you must have been dependent on him for over one-half of your support at the time of his death. If you believe you may be eligible, you should contact the nearest Social Security office.

Regardless of dependency, if your combined annual income is less than _____ (excluding any income you are receiving from the VA), you may be eligible for VA Dependency and Indemnity Compensation. This depends on the VA determining that Colonel Smith's death was service related. The VA is currently deciding this issue on behalf of his widow. If you believe you may be eligible, you should contact the nearest VA office.

If you have any questions, or if I may be of assistance to you, please do not hesitate to call my office at (210) 123-4567.

Sincerely

SUSIE Q. PARSON

Casualty Assistance Representative

Attachment 11

SAMPLE BENEFIT ADVICE LETTER TO ONE PARENT

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mr. Jack Smith

1234 Main Street

Austin, Texas 78002

Dear Mr. Smith

I was very sorry to learn of the death of your son, Lieutenant Colonel Joe P. Smith.

My office assists the next of kin of Air Force members apply for government benefits they may be entitled to as the result of a member's death. We have been helping your daughter-in-law, Mrs. Jane M. Smith, apply for her benefits and privileges.

In certain circumstances, parents are also eligible for benefits from the Social Security Administration and the Department of Veterans Affairs (VA). Based on your son's earnings, for you to be eligible for Social Security benefits you must be at least 62 years of age and you must have been dependent on him for over one-half of your support at the time of his death. If you believe you may be eligible, you should contact the nearest Social Security office.

Regardless of dependency, if your annual income is less than _____, or if you are married and living with your spouse and have a combined annual income of less than _____ (excluding any income you are receiving from the VA), you may be eligible for VA Dependency and Indemnity Compensation. This depends on the VA determining that Colonel Smith's death was service related. The VA is currently deciding this issue on behalf of his widow. If you believe you may be eligible, you should contact the nearest VA office.

If you have any questions, or if I may be of assistance to you, please do not hesitate to call my office at (210) 123-4567.

Sincerely

SUSIE Q. PARSON

Casualty Assistance Representative

Attachment 12

SAMPLE LETTER TO THE NEXT OF KIN OF A DECEASED RETIREE WHEN ASSISTANCE IS ACCOMPLISHED BY MAIL

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. Jane M. Smith

1235 Main Street

Austin, Texas 78002

Dear Mrs. Smith

Please accept my deepest condolences on the death of your husband, Master Sergeant Joe P. Smith.

My office assists the next of kin of Air Force members apply for government benefits they may be entitled to as a result of a member's death. Sergeant Smith's Air Force retired pay stopped as of the date of his death; however, there are _____ days pay due for the month in which he died. For your convenience, I have attached SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*. Please complete this form, have your signature witnessed by two people, and return the form to me with a copy of Sergeant Smith's death certificate, I will see that the Defense Finance and Accounting Service-Indiana Center receives your claim. We will keep you advised of the status of your claim.

Prior to his death, Sergeant Smith elected an annuity for you under the Survivor Benefit Plan. Effective the day after his death, you are eligible to receive 55 percent of the base amount that he elected for you. Please complete the attached DD Form 2656-7**,** *Verification for Survivor Annuity*, and return this form to me.

One of the items you will need is a new DD Form 1173, *Uniformed Services Identification and Privilege Card*. To obtain the card, you will need to visit the Military Personnel Section, Customer Service Element, in building 100. Their office hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. You will need to bring a copy of the death certificate, your marriage certificate, and Sergeant Smith's retirement order. If you have minor children, please include copies of their birth certificates. If there are other eligible dependents, please call this office and we will advise you of the documents required to issue them new DD Forms 1173.

Also enclosed for your information is Air Force Pamphlet 36-3028, *Benefits and Entitlements for Family Members of Retired Air Force Deceased*, and VAP 80-XX-1, *Federal Benefits for Veterans and Dependents*. These pamphlets contain basic information and criteria, and list agencies available to assist you in submitting various benefit claims. I strongly recommend that you also contact the Social Security Administration and the Department of Veterans Affairs (VA) for information on other possible benefits.

If you have questions or need help completing the attached forms, do not hesitate to call me. My telephone number is (210) 123-4567 and my office hours are from 8 a.m. to 5 p.m., Monday through Friday.

Sincerely

SUSIE Q. PARSON

Casualty Assistance Representative

Attachments

1. SF Form 1174**,** *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*

2. DD Form 2656-7, *Verification for Survivor Annuity*

3. AFPAM 36-3028, Benefits and Entitlements for Family Members of Retired Air Force Deceased

4. VA Pamphlet 80-XX-1, *Federal Benefits for Veterans and Dependents*

NOTE: This is a sample letter. Include only those paragraphs and attachments that apply to the individual. Tailor this letter in any way necessary.

Attachment 13

SAMPLE CIRCUMSTANCE LETTER--DEATH IN MILITARY AIRCRAFT ACCIDENT

(Appropriate Letterhead)

Unit Mailing Address

date)

Mr. and Mrs. Eric T. Jones

111 14th Avenue, West

San Antonio, Texas 78232

Dear Mr. and Mrs. Jones

Please accept my deepest condolences at the tragic death of your daughter, Sergeant Lori A. Jones on 11 May 2009. Her loss saddened the members of this organization.

At the time of the accident, Lori was performing her duties as flight engineer on a C-130 aircraft. The aircraft was scheduled to fly a navigational training mission, taking off from Hill Air Force Base, Utah, with a scheduled landing at the same base 4 hours later. Shortly after takeoff, the aircraft departed its controlled flight pattern and crashed in the Wasatch mountains, east of the base.

Your daughter was a fine Air Force crewmember who was well liked by everyone here in the wing. Her love of flying led to the establishment of many friendships and associations. We all feel a personal loss in her untimely death.

If I can be of further assistance to you, please contact me at (801) 777-XXXX.

Sincerely

JOHNNY S. BRAVO

Brigadier General, USAF

Attachment 14

SAMPLE CIRCUMSTANCE LETTER - DUSTWUN TO MISSING

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. Susan A. Hanes

2436 Sunrise Boulevard

San Antonio, Texas 78232

Dear Mrs. Hanes

It is with deep regret that I write to inform you that the status of your husband has been changed from whereabouts unknown to missing. As I have explained, whereabouts unknown is a transitory duty status which provides a commander with additional time to decide on the most accurate status for a member. Since no additional information surfaced during our extensive search for John's aircraft, and I remain unsure of his true status, I have declared him missing.

The Air Force continued the search efforts I previously described to you until yesterday, when we concluded that no evidence remained that search aircraft or naval vessels could detect within the range of John’s aircraft. We searched an area of approximately 80,000 square miles, with concentrated efforts in the area that would most likely have contained wreckage. Both the US Air Force and the US Navy dedicated many aircraft to the search. Some commercial airlines and numerous Civil Air Patrol aircraft also participated in the search. Electronic surveillance of the search area will continue for the next 2 weeks. Please be assured that if I receive any new information concerning your husband's status, I will notify you immediately.

I am compiling a detailed report containing all known information concerning the incident. This report should be complete within 5 days, at which time I will forward it to the Air Force Missing Persons Branch. That office will provide you with additional information and will keep you informed of all future developments concerning John's status.

If you wish to correspond with the Missing Persons Branch, you may write to AFPC/DPWCM, 550 C Street West, Suite 15, Randolph AFB TX 78150-4717, or call 1-800-531-5501.

On behalf of John's many friends in the 345th Tactical Fighter Wing, please accept my deepest condolences during this time of anxiety. If I can be of personal assistance, please contact me at any time at (210) 652-XXXX.

Sincerely

JAMES J. HUGHES

Brigadier General, USAF

Commander

NOTE: Letter should be routed through the base-level SJA and PA to ensure there is not any information included that should not be released at the date of the letter.

Attachment 15

SAMPLE CIRCUMSTANCE LETTER - NATURAL DEATH

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mr. and Mrs. Henry A. Jones

111 14th Avenue, West

San Antonio, Texas 78267

Dear Mr. and Mrs. Jones

Please accept my deepest condolences at the tragic death of your son, First Lieutenant Henry A. Jones, Jr., on 9 May 2009. His loss saddened the members of this organization. I want to explain the circumstances that led to Henry's death as we understand them.

Henry had walked to the bus stop with Stacey and Nicole to see them off to school. After they were on their way, Henry began jogging and had run for about two blocks when he collapsed. He went into convulsions and was given cardiopulmonary resuscitation by a passing motorist while an ambulance was being summoned. Henry was transported to the Good Samaritan Hospital in Tampa, Florida, where he was pronounced dead on arrival from an apparent heart attack.

You should be very proud of your son. He was a fine young man who was certainly well liked by everyone. Henry's achievements were many. His dedication to duty led to the establishment of many friendships and associations. We all feel a great personal loss in his untimely death.

If I can be of assistance at any time, please contact me at once at (210) 652-XXXX.

Sincerely

JOHNNY S. BRAVO

Brigadier General, USAF

Commander

Attachment 16

SAMPLE CIRCUMSTANCE LETTER - AUTOMOBILE ACCIDENT

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mr. and Mrs. Henry A. Jones

111 14th Avenue, West

San Antonio, Texas 78267

Dear Mr. and Mrs. Jones

Please accept my deepest condolences at the tragic death of your son, Staff Sergeant Henry A. Jones, Jr., on 1 June 2009. His loss saddened the members of this organization. I want to explain the circumstances that led to Henry's death as we understand them.

Henry and his date were returning to Colorado Springs early Tuesday morning in Henry's car. On the expressway, just outside the city limits, his car left the southbound lane, went over the curb, and struck a bridge abutment. All available evidence indicates that both Henry and passenger died instantly.

You should be very proud of your son. He was a fine young man who was certainly well liked by everyone here. Henry's achievements were many. His love of flying and skiing led him to develop many friendships and associations. We all feel a great personal loss in his untimely death.

Again, please accept my condolences, and if I can be of assistance at any time, please contact me at (210) 652-XXXX.

Sincerely

JOHNNY S. BRAVO

Brigadier General, USAF

Commander

Attachment 17

SAMPLE CIRCUMSTANCE LETTER - COMBAT DEATH

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. John A. Smith

111 Pine Street

San Antonio, Texas 78232

Dear Mrs. Smith

Please accept my heartfelt condolences on the death of your husband, Major John A. Smith. John was highly respected by the members of the 111th Fighter Wing, both for his exceptional leadership abilities and his skill as a pilot. I want to explain the circumstances surrounding John's death as we understand them at this time.

John departed Riyadh Air Base at 9:00 a.m. on the morning of March 30 to conduct a visual reconnaissance mission in a heavily defended, hostile area. After completing a series of reconnaissance runs and accomplishing an in-flight refueling, he returned to the target area to continue his mission. During the flight, the aircraft encountered enemy gunfire, and the navigator reported that he heard two loud explosions. Despite the navigator's continued attempts to contact him, no contact was made. The navigator flew the aircraft to a safe area and elected to eject both himself and John rather than to attempt a landing. The ejection was successful; however, John had already suffered fatal injuries. It was determined that he died instantly as a result of enemy ground fire.

His gallantry on this mission was typical of the outstanding devotion he has demonstrated throughout the past 8 months. I am proud to have been associated with John, and I join with the rest of the wing in expressing our deepest condolences at his loss. Be assured that I stand ready to help you in any way I can during this time of sorrow.

Sincerely

JOHNNY S. BRAVO

Brigadier General, USAF
Commander

NOTE: Ensure the details of the mission are approved by base-level SJA and PA.

Attachment 18

SAMPLE COVER LETTER FOR CIRCUMSTANCE LETTER TO A MINOR CHILD

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. Mary L. Young

124 East 2nd Street

Universal City, Texas 78148

Dear Mrs. Young

The attached letter to Heather explains the circumstances surrounding her father's death. Please present it to her when you feel it is appropriate.

Sincerely

JOHNNY S. BRAVO

Brigadier General, USAF

Commander

Attachment:

Circumstance Letter

NOTE: An accepted rule of thumb for identifying a minor child for a circumstance letter is that the child's age is under 14. This determination rests with the commander who signs the letter. If you need guidance, contact AFPC/DPWCS at DSN 665-3505 or 1-800-433-0048.

Attachment 19

SAMPLE CONDOLENCE LETTER FROM A SQUADRON COMMANDER

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. Jane Doe

13715 Auburn Oaks

San Antonio TX 78247-3505

Dear Mrs. Doe

I wanted you to know how much we regret the loss of your son, Airman First Class John J. Doe. The entire squadron joins me in sending our deepest sympathies and understanding during this period of bereavement.

John was one of the finest airmen in the 100th Mission Support Squadron. I am personally aware of the numerous accomplishments John made while assigned here. Additionally, John was very active in the community, particularly with the church and physical fitness activities. He always promoted teamwork and positive motivation. I never saw John without a smile!

John was definitely a topnotch performer. He was selected Airman of the Quarter for the period 1 October through 31 December 2008, at both the squadron and group level. This was a remarkable achievement!

Please know we share in your pain and sorrow and offer final respects to one of our very best—John will certainly be missed by all of us.

Sincerely

WILLIAM J. NAUS, Colonel, USAF

Commander

Attachment 20

SAMPLE CONDOLENCE LETTER FROM AN INSTALLATION COMMANDER

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. John A. Smith

111 Pine Street

San Antonio, Texas 78232

Dear Mrs. Smith

On behalf of the men and women of the 12th Flying Training Wing, I wish to convey our most sincere condolences on the death of your husband, Staff Sergeant John A. Smith. Since joining this organization, Sergeant Smith earned a place in all our hearts. He upheld the highest traditions and standards of the Air Force in his diligent and able performance.

I wish your family well in this time of readjustment. The ideals of democracy on which our country is founded grow stronger each day by the dedication to duty from military professionals such as Sergeant Smith.

Sincerely

JOHNNY S. BRAVO

Brigadier General, USAF

Commander

Attachment 21

SAMPLE CONDOLENCE LETTER FROM A MAJOR COMMAND

(Appropriate Letterhead)

Unit Mailing Address

(date)

Mrs. John A. Smith

111 Pine Street

San Antonio, Texas 78232

Dear Mrs. Smith

Members of this command join me in expressing to you and your family our deepest condolences on the tragic loss of your husband, Staff Sergeant John A. Smith.

You may be proud of the selfless devotion to duty that characterized Sergeant Smith's service to our country. He was an exceptionally fine airman and all of his friends and associates held him in the highest regard.

You will always be a member of the Air Force family, and if we can be of assistance, please let us know.

Sincerely

WILLIAM A. NAUS, General, USAF

Commander

Attachment 22

DOCUMENTATION DISTRIBUTION

A22.1. If the primary assistance CAR is located in the CONUS, Hawaii, or Alaska and is responsible for obtaining documentation, make the following distribution:

A22.1.1. Mail one copy of each document to:

A22.1.1.1. The Veterans Service Officer (VSO) at the VARO processing the claim. ***NOTE:*** Address the documentation to the VSO by name, if known, and stamp the package with "DO NOT OPEN IN THE MAIL ROOM."

A22.1.1.2. AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

A22.1.1.3. Director, VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A22.1.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 1411 Jefferson Davis Hwy, Ste #10600, Arlington VA 22202-3231.

A22.1.3. File one copy of each document in the casualty case file.

A22.2. If the primary assistance CAR is located overseas, except Hawaii and Alaska, and is responsible for obtaining the documentation, make the following distributions:

A22.2.1. Mail one copy of each document to:

A22.2.1.1. The VSO at the VARO at 941 North Capital Street, N.E., Washington DC 20421. ***NOTE:*** Address the documentation to the VSO by name, if known, and stamp the package with "DO NOT OPEN IN THE MAIL ROOM."

A22.2.1.2. AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

A22.2.1.3. Director VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A22.2.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 1411 Jefferson Davis Hwy, Ste #10600, Arlington VA 22202-3231.

A22.2.3. File one copy of each document in the casualty case file.

A22.3. If you are not the primary assistance CAR, and you are the CAR responsible for obtaining the documentation and the NOK reside in the CONUS, Hawaii, or Alaska, make the following distribution:

A22.3.1. Mail one copy of each document to the CAR with primary assistance responsibility.

A22.3.1.1. Upon receipt, the CAR with primary assistance responsibility will mail one copy of each document to:

A22.3.1.1.1. The NOK.

A22.3.1.1.2. The VARO, P.O. Box 8079, Philadelphia PA 19101.

A22.3.1.1.3. AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

A22.3.1.1.4. Director VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A22.3.1.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 1411 Jefferson Davis Hwy, Ste #10600, Arlington VA 22202-3231.

A22.3.1.3. File one copy of each document in the casualty case file.

A22.4. If you are not the primary assistance CAR, and you are the CAR responsible for obtaining documentation, and the NOK reside in an overseas area (except Hawaii and Alaska), make the following distribution:

A22.4.1. Mail one copy of each document to the CAR with primary assistance responsibility.

A22.4.1.1. Upon receipt, the CAR with primary assistance responsibility will mail one copy of each document to:

A22.4.1.1.1. The NOK.

A22.4.1.1.2. The VARO at P.O. Box 8079, Philadelphia PA 19101

A22.4.1.1.3. AFPC/DPWCS, 550 C Street West, Suite 14, Randolph AFB TX 78150-4716.

A22.4.1.1.4. Director, VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A22.4.1.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 1411 Jefferson Davis Hwy, Ste #10600, Arlington VA 22202-3231.

A22.4.1.3. File one copy of each document in the casualty case file.

Attachment 23

SAMPLE MEMORANDUM FOR REQUESTING ANG MEMORIAL CERTIFICATES

(Appropriate Military Letterhead)

MEMORANDUM FOR NGB/A1PS (date)

FROM:

SUBJECT: ANG Memorial Certificate

Request you prepare and forward (number of copies desired) copies of the ANG Memorial Certificate using this information:

a. Name of deceased: Senior Master Sergeant Deborah Davidson.

b. Forward to: 122 TFW, Ft Wayne MAP IN 46809-5000.

c. Individual's duty status: (AGR, Traditional, Technician, or Retired)

We have verified the deceased's ANG service. Unit and state of assignment were: 122 CSS, IN ANG.

JEFFREY S. TINGLE, SMSgt, USAF

Supt, MPF Customer Service

Attachment 24

SAMPLE COMMANDER'S LETTER FOR PRESENTATION OF THE ANG MEMORIAL CERTIFICATE

(Appropriate Military Letterhead)

Mrs. John . Smith

111 Any Street

Shelbyville, Indiana 56789

Dear Mrs. Smith

Please accept the attached Air National Guard Memorial Certificate as a tribute to your husband's devoted service to the Air National Guard of the United States and the defense of our country. It is through the dedication of members of the Armed Forces and the many sacrifices made by their families that we continue to enjoy the freedom and way of life we all cherish and hold so dear. You can be justifiably proud of your husband's faithful service and your support of it. My very best wishes to you and your family.

Sincerely

ROBERT J. NAUS, Colonel, IN ANG

Commander

Attachment:

ANG Memorial Certificate

Attachment 25

PREPARING DD FORM 93, RECORD OF EMERGENCY DATA

A25.1. General.

A25.1.1. Entries explained below are for electronic or typewriter completion, except those specifically noted.

A25.1.1.1. If a computer or typewriter is not available, print in black or blue-black ink ensuring a legible image on all copies.

A25.1.1.1.1. Complete a new form when a computer or typewriter becomes available.

A25.1.2. Include “Jr.,” “Sr.,” “III” or similar designation for each name, if applicable. The preprinted instructions on the reverse side of the paper copies do not apply to the Air Force.

A25.1.3. When an address is entered, include the appropriate ZIP Code.

A25.1.3.1. If the member cannot provide a current address, indicate “unknown” in the appropriate item.

A25.1.3.2. Addresses show as P.O. Box Numbers or RFD numbers should indicate in item 14, “Continuation Remarks”, a street address or general guidance to reach the place of residence.

A25.1.3.3. If the address for the person in the item has been shown in a preceding item, it is unnecessary to repeat the address; however, the name must be entered.

A25.1.4. In addition, the notation “See Item 14” should be included in the item pertaining to the particular next of kin or when the space for a particular item is insufficient.

A25.1.5. Items that are considered not applicable to civilians will be left blank

A25.1.6. Do not use correction fluid, paper correction tape, or typewriter lift-off correction tape on any originals; complete a new form.

A25.1.7. The DD Form 93 is used as an interim form only until the member completes a vRED. ***NOTE:*** Instructions for completing the vRED are contained within the program on the web site.

A25.2. Item-by-Item Instructions.

A25.2.1. Item 1—Member’s Name:

A25.2.1.1. Enter full last name, first name, and middle initial

A25.2.1.2. If there is no middle name, enter "NMN."

A25.2.1.3. If there is only a middle initial, enter "IO" (initial only).

A25.2.2. Item 2a—Member’s Social Security Number (SSN).

A25.2.3. Item 3a—Service. Military: Mark X in the appropriate block. Civilian: Mark two blocks as appropriate. Examples: an Air Force civilian would mark Air Force and either Civilian or Contractor; a DoD civilian, without affiliation to one of the Military Services, would mark DoD and then either Civilian or Contractor as appropriate.

A25.2.4. Item 3b—Reporting Unit Code/Duty Station. Not Applicable "N/A"

A25.2.5. Item 4a—Spouse's Name: Enter, last name (if different from item 1), first name and middle initial on the line provided. If single, divorced, or widowed, mark appropriate block.

A25.2.6. Item 4b—Spouse's Address: Address and telephone number. Enter the "actual" address and telephone number, not the mailing address. Include civilian title or military rank and service of applicable. If one of the blocks in 4a is marked, leave blank.

A25.2.7. Item 5d—Children: Enter last name (only if different from item 1) first name and middle initial, relationship, and date of birth of all children. If none, so state. Include illegitimate children if acknowledged by member or paternity/maternity has been judicially decreed. Relationship examples: son, daughter, stepson or daughter, adopted son or daughter or ward. Date of birth (e.g: 19950704). For children not living with the member's current spouse, include address and name and relationship of person with whom residing in 5d.

A25.2.8. Item 6a—Father Name. Last name, first name, and middle initial.

A25.2.9. Item 6b—Address and Telephone Number of Father. If unknown or deceased, so state. Include civilian title or military rank and service if applicable. If other than natural father is listed, indicate relationship.

A25.2.10. Item 7a—Mother Name. Last name, first name, and middle initial.

A25.2.11. Item 7b—Address and Telephone Number of Mother. If unknown or deceased, so state. Include civilian title or military rank and service if applicable. If other than natural mother is listed, indicate relationship

A25.2.12. Item 8—Persons Not to be Notified Due to Ill health.

A25.2.12.1. List relationship, e.g., "Mother," of person(s) listed in Items 4, 5, 6, or 7 who are not to be notified of a casualty due to ill health. If more than one child, specify, e.g., "Daughter Susan." Otherwise, enter "None".

A25.2.12.2. List relationship, e.g., "Father" or name and address of person(s) to be notified in lieu of person(s) listed in item 8a. If "None" is enter in item 8a, leave blank.

A25.2.13. Item 9a—This item will be used to record the name of the person or persons, if any, other than the member's primary next of kin or immediate family, to whom information on the whereabouts and status of the member shall be provided if the member is placed in a missing status. Reference 10 USC, Section 655. **NOT APPLICABLE to civilians**

A25.2.14. Item 10—Contracting Agency and Telephone Number **(Contractors only). NOT APPLICABLE to military personnel**. Civilian contractors will provide the name of their contractor agency and its telephone number. Example: KYZ Electric, (703) 555-5689. The telephone number should be to the company or corporation's personnel or human resources office.

A25.2.15. Item 11a—Beneficiary (ies) for Death Gratuity **(Military only).** Enter first name(s), middle initial, and last name(s) of the person(s) to receive death gratuity pay. A member may designate one or more persons to receive **all or a portion** of the death gratuity pay. The designation of a person to receive a portion of the amount shall indicate the percentage of the amount, to be specified, in minimum 10 percent increments, which the

person may receive, percentages must add up to 100%. If the member does not wish to designate a beneficiary for the payment of death gratuity, enter "None," or if the full amount is not designated, the payment or balance will be paid as follows:

A25.2.15.1. To the surviving spouse.

A25.2.15.2. If no surviving spouse, then DG will go to surviving child(ren) in equal amounts.

A25.2.15.3. Then the descendents of any deceased children in equal amounts.

A25.2.15.4. Then to surviving parent(s) of the service member in equal amounts.

A25.2.15.5. If no surviving parents, the DG goes to the person appointed executor or administrator of the service member's estate.

A25.2.15.6. If the service member has not appointed an executor or administrator, DG would go to the Airman's other next of kin entitled under the law(s) of domicile at the time of death. ***NOTE:*** The member should make specific designations, as it expedites payment. Seek legal advice if naming a minor child as a beneficiary. If a member has a spouse but designates a person other than the spouse to receive all or a portion of the death gratuity pay, the Air Force is required to provide notice of the designation to the spouse. **NOT APPLICABLE to civilians**.

A25.2.16. Item 11b—Relationship. **NOT APPLICABLE to civilians**

A25.2.17. Item 11c—Enter beneficiary(ies) full mailing address and telephone number to include the Zip Code. **NOT APPLICABLE to civilians**.

A25.2.18. Item 11d—Show the percentage to be paid to each person. Enter 10%, 20%, or 30%, up to 100% as appropriate. The sum shares must equal 100%. If no percent is indicated and more than one person is named, the money is paid in equal shares to the person named. **NOT APPLICABLE to civilians**.

A25.2.19. Item 12a—Beneficiary(ies) for Unpaid Pay and Allowance **(Military only).** Enter first name(s), middle initial, last name(s) and relationship of person to receive unpaid pay and allowances at the time of death. The member may indicate anyone to receive this payment. If the member designated two or more beneficiaries, state the percentage to be paid each in item 10c. If the member does not wish to designate a beneficiary, enter "By Law." The member is urged to designate a beneficiary for unpaid pay and allowances as payment will be made to the person in order of precedence by law (10 USC 2271) in the absence of a designation. Seek legal advice if naming a minor child as beneficiary. **NOT APPLICABLE to civilians**.

A25.2.20. Item 12b—Enter beneficiary(ies) full mailing address and telephone number to include the ZIP Code**. NOT APPLICABLE to civilians**.

A25.2.21. Item 12c—If the member designated two or more beneficiaries, state the percentage to be paid each in this section. The sum shares must equal 100 percent. **NOT APPLICABLE to civilians**.

A25.2.22. Item 13a—Enter the name and relationship of the Person Authorized to Direct Disposition (PADD) of your remains should you become a casualty. Only the following persons may be names as a PADD: surviving spouse, blood relative or legal age, or adoptive

relatives of the decedent. If neither of these three can be found, a person standing in loco parentis may be named. **NOT APPLICABLE to civilians.**

A25.2.23. Item 13b—Address and telephone number of PADD. **NOT APPLICABLE TO civilians**.

A25.2.24. Item 14—Continuation /Remarks. Use this item for remarks or continuation of other items, if necessary. Prefix entry with the number of the item being continued; for example 5/John J./son/19851220/321 Pecan Drive, Schertz TX 78151. Also use this item to list name, address, and relationship of other persons the member desires to be notified. Other dependents may also be listed. This block offers the greatest amount of flexibility for the member to record other important information not otherwise requested but considered extremely useful in the casualty notification and assistance process. Besides continuing information from other blocks on this form, the member may desire to include additional information such as: NOK language barriers, location or existence of a Will, additional private insurance information, other family member contact numbers, etc. If additional space is required, attach a supplemental sheet of standard bond paper with the information.

A25.2.25. Item 15—Signature of Service member/Civilian. Check and verify all entries and sign all copies in ink as follows: First name, middle initial, last name. Include rank, rate, or grade, as applicable. May be electronically signed (See DoD instruction 1300.18 for guidelines)

A25.2.26. Item 16—Signature of Witness. Have a witness (disinterested person) sign all copies in ink as follows: First name, middle initial, last name. Include rank, rate, or grade as appropriate. A witness signature is not required for electronic versions of the DD Form 93 (See DoD Instruction 1300.18).

A25.2.27. Item 17—Date the member or civilian signs the form. This item is an ink entry and must be completed on all copies.