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This instruction implements Department of Defense Instruction (DoDI) 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures* and Air Force Policy Directive (AFPD) 36-30, *Military Entitlements*. This publication applies to the United States Space Force, Regular Air Force, the Air Force Reserve, and the Air National Guard. It describes procedures for the Casualty Services Program for all levels of command and all Air Force and Space Force organizations. In collaboration with the Chief of the Air Force Reserve (AF/RE) and the Director of the Air National Guard (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel, and Services (AF/A1) develops personnel policy for Casualty Services. This instruction requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (USC) Section 9013, *Secretary of the Air Force*; Title 44 USC § 3101, *Records Management by Federal Agencies*; and Executive Order 9397, *Numbering System for Federal Accounts Relating to Individual Person*, as amended. The applicable System of Records Notice A0600-8-1c AHRC DoD, *Defense Casualty Information Processing System (DCIPS)*, is available at: **https://dpcld.defense.gov/privacy/SORNS.aspx**.

Ensure all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with the Air Force Records Disposition Schedule, which is located in the Air Force Records Information Management System. The instruction is subject to the requirements of DoDD 5400.11, *DoD Privacy and Civil Liberties Programs*. Refer recommended changes and questions about this publication to AFPC/DPFCS, 550 C Street West, Room-A054, Joint Base San Antonio-Randolph AFB, Texas 78150-4716 using Air Force Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command. This publication may be supplemented at any level, but all direct Supplements must be routed to the Air Force Personnel Center, Casualty Services Branch (AFPC/DPFCS) for coordination prior to certification and approval. Other organizations send one copy of each published and/or posted supplement to the next higher headquarters. The publication is subject to Title 44 USC Section 3501 et seq. (commonly known as the *Paperwork Reduction Act of 1995*). The authorities to waive wing/unit-level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See Department of the Air Force Instructions (DAFI) 33-360, *Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the to the requestor's commander for non-tiered compliance items. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Department of the Air Force.

(8FW) Department of the Air Force Instruction (DAFI) 36-3002, *Casualty Services,* is supplemented as follows: This supplement establishes procedures for the effective execution of the Air Force Casualty Services Program at Kunsan Air Base (AB). This supplement is consistent with guidance provided in DAFI 36-3002, *Casualty Services*. It applies to all personnel assigned to the 8th Fighter Wing and subordinate units, geographically separated units, and personnel assigned or attached to, or supported by the 8th Fighter Wing, Kunsan AB, providing casualty assistance. 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 the AF Forms 847 from the field through the appropriate functional chain of command. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFI 33-322 *Records Management and Information Governance Program*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

(8FW) This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.) Sections 1418 through 1480, 2771, and 8013 and Title 37 U.S.C. Sections 551 through 556. System of Records Notice F036 AF PC C, *Casualty Files*, applies.

SUMMARY OF CHANGES

This document was substantially revised and must be completely reviewed. It expands services to applicable members of the United States Space Force, establishes guidance and procedures on collecting a Privacy Act Release from the Primary Next of Kin (PNOK) utilizing the new Department of the Air Force (DAF) Form 4456, *Privacy Act Release (PAR)*. It updates casualty assistance support and death gratuity eligibility for Reserve Officer Training Corps (ROTC) cadets who die prior to arrival at their first duty assignment and expands guidance on DAF senior leader extending condolences to the family of Airmen and Guardians who die on active duty. Finally, this document expands Gold Star Lapel Pin authorization to stepsiblings in accordance with current legislation.

(8FW) This supplement has been substantially revised for the 8th Fighter Wing (8 FW) and Kunsan Air Base and should be reviewed in its entirety. This supplement defines and clarifies unit commanders' roles and responsibilities.

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Chapter 1

THE AIR FORCE CASUALTY SERVICES PROGRAM

1.1. Overview.

1.1.1. The program's primary goals are prompt and accurate reporting, compassionate notification, and thorough assistance to the Next of Kin (NOK) and others designated to receive benefits and entitlements.

1.1.2. This instruction outlines the DAF's obligations to Total Force members, Air Force and Space Force retirees, their families, and those designated to receive benefits and entitlements.

1.1.3. See AFI 36-809, *Civilian Survivor Assistance*, for casualty notification and assistance for appropriated fund civilian employees, including Air National Guard and Air Force Reserve Title 5 employees.

1.1.4. The Casualty and Survivor Benefits Program Manager provides limited casualty services to members of sister services, certain foreign nationals, and DoD civilians as indicated in **Table 1.1**.

1.1.5. Civilian personnel working the casualty services mission at the installation level and Headquarters Air Force Personnel Center are mission essential and are excepted employees from furlough and separation release. Within the Air Force Personnel Center, this excepted status applies to all civilian personnel working within the Casualty Matters Division (AFPC/DPFC) all civilian personnel at base-level, the civilian primary, and alternate Casualty Assistance Representatives (CARs).

1.1.6. Due to contingency support requirements and continuity of casualty operations in support of combat theaters of operation, military personnel working in Air Force Casualty at the Air Force's Personnel Center will be placed in DAV Code 64 status for the duration of their assignment. **(T-1).**

1.2. Program Objectives.

1.2.1. Provide prompt and accurate casualty reporting.

1.2.2. Provide dignified and humane casualty notifications to surviving families.

1.2.3. Ensure efficient, thorough, and compassionate follow-on casualty assistance to those designated to receive benefits and entitlements.

1.3. Roles and Responsibilities

1.3.1. Air Force Services (AF/A1S) Responsibilities.

1.3.1.1. Serves as primary advisor to the Chief of Staff of the Air Force for all Casualty Programs.

1.3.1.2. Provides casualty policy and program oversight.

1.3.2. Chief of Casualty Matters Division (AFPC/DPFC) Responsibilities.

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

1.3.2.2. Ensures the Air Force Casualty Services Branch provides commanders, CARs, and Service members support 24 hours a day, seven days a week, 365 days a year.

1.3.2.3. Provides CAR training using the standards outlined in DoDI 1300.18. **(T-0).**

1.3.2.4. Ensures Casualty Services Branch maintains training plan, sufficient manning and flexible augmentation support to conduct mass casualty incident operations as necessary.

1.3.2.5. Represents the Air Force Casualty Program at Department of Defense boards and working groups.

1.3.2.6. Serves as the DAF representative at the Department of Defense Casualty Advisory Board and the Casualty Information Processing System Configuration Control Board.

1.3.2.7. Attends the Department of Defense Central Joint Mortuary Affairs Board.

1.3.2.8. Appoints certifying officials for claims submitted under the Servicemembers' Group Life Insurance (SGLI), Family Servicemembers' Group Life Insurance (FSGLI), and Traumatic Servicemembers' Group Life Insurance Programs (TSGLI).

1.3.2.9. Prepares and transmits TSGLI denial letters, when required.

1.3.2.10. Provides policies on deceased, missing, duty status-whereabouts unknown/excused absence-whereabouts unknown (DUSTWUN/EAWUN), ill or injured personnel.

1.3.2.11. Administers the worldwide personal notification program.

1.3.2.12. Refers duty status Air Reserve Component cases to the nearest Regular Air Force or Space Force installation for assistance with casualty services responsibilities.

1.3.3. Casualty Services Branch (AFPC/DPFCS) Responsibilities.

1.3.3.1. The Casualty Services Branch provides Casualty Services for the Air Force and Space Force to include management and eligibility certification for SGLI, TSGLI, FSGLI, Death Gratuity, and other survivor benefits and entitlements. Additionally, AFPC/DPFCS:

1.3.3.1.1. Manages the DAF component of Defense Casualty Information Processing System.

1.3.3.1.2. Manages the DAF component of Servicemembers' Group Life Insurance Online Enrollment System (SOES).

1.3.3.2. Manages the Air Force Emergency Family Member Travel Program.

1.3.3.3. Manages the Air Force Pay and Allowances Continuation Program.

1.3.3.4. Prepares Notification of Death for the President of the United States, Secretary of Defense, and Chairman of the Joint Chiefs of Staff.

1.3.3.5. Prepares Department of the Air Force Senior Leader (DAF-SL) condolence letters for the Secretary of the Air Force, Chief of Staff of the Air Force, Chief of Space Operations, Chief Master Sergeant of the Air Force, and the Senior Enlisted Leader of the Space Force.

1.3.3.6. Manages the Air Force Casualty Training Program.

1.3.3.6.1. Provides initial training for newly assigned or alternate CARs. **(T-1)**. Alternates may be Casualty Augmentation Support Team (CAST) members, Airman and Family Readiness Center A&FRC Community Readiness Consultants/Specialists (CRC/CRS), or to meet unique circumstances or mission needs, Readiness Non-commissioned Officers.

1.3.3.6.2. Provides refresher training for all CARs annually.

1.3.3.6.3. Provides Introduction to Casualty Computer Based Training and review of Defense Casualty Information Processing System (DCIPS) Guides, which are requirements for attendance.

1.3.3.6.4. Provides updates on statute and program changes as required through use of webcast and/or mass communication mediums.

1.3.3.7. Determines each CAR's area of responsibility.

1.3.4. Missing Persons Branch (AFPC/DPFCM) Responsibilities.

1.3.4.1. The Missing Persons Branch is responsible for management, oversight, and administration of the DAF hostile and non-hostile missing persons program, as well as reintegration programs for detained or captured personnel as outlined in AFI 10-3001, *Reintegration*.

1.3.4.2. Coordinates with the Defense Prisoner of War/Missing in Action (POW/MIA) Accounting Agency (DPAA) and other Department of Defense agencies on plans, activities, and other matters relating to personnel accounting and personnel recovery.

1.3.4.3. Maintains a personnel file on all DAF missing and unaccounted-for personnel and ensures the contents of the file are available to missing person's NOK as outlined in 10 USC Section 1506, *Personnel Files,* and DoDI 2310.05, *Accounting for Missing Persons – Boards of Inquiry*.

1.3.4.4. Serves as the single point of contact between the United States government and the NOK of all missing and unaccounted-for DAF personnel.

1.3.4.4.1. Develops Outreach Programs in support of the Defense Prisoner of War/Missing in Action Accounting Agency's outreach and communications programs to include POW/family member updates and annual government briefings ensuring appropriate DAF level support.

1.3.4.4.2. Develops procedures for the timely dissemination of new information regarding missing and unaccounted-for cases to the NOK in accordance with 10 USC.

1.3.4.5. Manages the Air Force Coincidental Travel Assist program providing travel for eligible NOK to attend Department of Defense Annual Government Briefings.

1.3.4.6. Develops procedures for and manages execution of Status Review Boards for Air Force members missing under hostile and non-hostile circumstances on behalf of the Secretary of the Air Force.

1.3.4.7. Develops management procedures for requests to add Air Force members to the Vietnam Veterans Memorial Wall in accordance with established Department of Defense eligibility criteria.

1.3.5. Air Force Reserve Personnel Center (ARPC) Responsibilities.

1.3.5.1. Provides reports of deaths of Air National Guard and Air Force Reserve members in a non-duty status, retired members awaiting pay at age 60, and assists their surviving NOK.

1.3.5.2. Notifies the appropriate Air National Guard unit using contact lists provided by NGB/A1PS or Headquarters Air Reserve Personnel Center Casualty Office.

1.3.5.3. Maintains the Reserve Casualty Assistance Guide, which is accessible via MyPers, for reserve component specific casualty guidance.

1.3.5.4. Ensures each Air Force Reserve Command wing and host installation Force Support Squadron (FSS) where a CAR is not assigned, maintains an AF Form 1075, *Casualty Personnel Roster,* identifying a trained casualty assistance point of contact.

1.3.6. Major Command (MAJCOM), Field Commands, or Comparable Command-Level Responsibilities.

1.3.6.1. Provides squadron commanders casualty services information and training during the MAJCOM, or Field Command, Commander's Orientation Program.

1.3.6.2. Air Reserve Personnel Center ensures each Air National Guard wing maintains a roster of designated unit casualty assistance representatives.

1.3.7. Installation Commander or Equivalent Responsibilities. Will implement the installation's Casualty Services program by:

1.3.7.1. Ensuring base agencies support the objectives of the Air Force Casualty Services Program, and provides the CARs access to all information and documents needed to report casualties. **(T-1)**.

1.3.7.2. Ensuring host-tenant support agreements are in place between Regular Air Force, Air National Guard, and Air Force Reserve Force Support Squadrons, as required. **(T-1)**.

1.3.7.3. Ensuring the Force Support Squadron Commander develops a Mass Casualty/Fatality Incident Response Plan for inclusion in the Installation Disaster Response Plan in accordance with AFI 34-501, *Mortuary Affairs Program*. **(T-1)**.

1.3.7.4. Ensuring the medical group (MDG) develops appropriate agreements with civilian medical treatment facilities to ensure initial casualty reports and subsequent medical progress data are provided to the CAR to enable timely casualty reporting. **(T-1)**. MDG responsibilities should be outlined in the installation supplement to this instruction.

1.3.8. Unit Commander and ARC Equivalent Responsibilities. Will:

1.3.8.1. Ensures new assigned service members have a current (verified as current at least annually or as required) virtual Record of Emergency Data and SOES election on file. **(T-0)**. Customer service support personnel should only complete a hardcopy Department of Defense (DD) Form 93, *Record of Emergency Data*, if the service member has no computer access. Hardcopy SGLI elections are only permitted in accordance with Personnel Services Delivery Memorandum (PSDM) 17-38, *Servicemembers' Group Life Insurance Online Enrollment System (SOES)*.

1.3.8.2. Determines when conclusive evidence of death exists (in accordance with **paragraph 2.9)**, of DUSTWUN/EAWUN or Missing status. **(T-1).**

1.3.8.3. Informs the NOK of all releasable information regarding the circumstances surrounding the service member's death (See AFI 36-809 for civilian deaths), DUSTWUN/EAWUN, or Missing status. **(T-1).** Accomplish this either during or after official notification.

1.3.8.4. Ensures Line of Duty (LOD) determinations are initiated by a medical officer for active duty deaths to include Air National Guard and Air Force Reserve personnel in an active duty status, in accordance with AFI 36-2910, *Line of Duty (LOD) Determination, Medical Continuation (MEDCON) and Incapacitation (INCAP) Pay*. **(T-1)**.

1.3.8.5. Ensures CAR receives completed LOD determinations to facilitate the disbursement of benefits and entitlements.

1.3.9. Force Support Squadron Commander Responsibilities. The Force Support Squadron Commander will:

1.3.9.1. Select a Primary and Alternate CAR. **(T-1).**

1.3.9.1.1. Fill the primary CAR position with a full-time civil servant. **(T-1).** Remote installations without a permanent civilian CAR position may appoint a military member as the CAR to enable casualty reporting and notifications. **(T-0).**

1.3.9.1.1.1. Ensure each civilian primary CAR is assigned to the SCPD Library GS-0301-11 (9GN25) to ensure compliance with the roles/responsibilities of DoDI 1300.18 and this instruction. **(T-0).**

1.3.9.1.1.2. Ensure the CAR's primary duties and responsibilities support the Air Force Casualty Services Program and any additionally assigned duties do not interfere with their primary responsibilities. **(T-1).**

1.3.9.1.2. Appoint at least one civilian alternate CAR in the grade of GS-9 or higher, from within the Force Support Squadron, who possesses the capability and demeanor to successfully support the mission and needs of survivors. **(T-1).** Remote installations without a permanent civilian CAR position may appoint a military member as the alternate CAR to enable casualty reporting and casualty notifications.

1.3.9.2. Provide training opportunities for primary and alternate CARs. **(T-1).**

1.3.9.2.1. Ensure primary and alternate CARs attend initial training within six months of appointment. **(T-1).**

1.3.9.2.2. Ensure the primary and alternate CARs attend annual refresher training and participate in casualty training webcasts. **(T-1).** New CARs will attend in-person refresher training the year after successful completion of the initial training course and each year thereafter. **(T-1).**

1.3.9.3. Ensure availability of annual funding for CAR initial and refresher training either through submission of funding requirements to the Force Development Flight Office Training Manager as a Priority 1 civilian training requirement, or through the use of local funding. **(T-1).**

1.3.9.4. Appoint, in writing, the Casualty Augmentation Support Team, comprised primarily of Personnel in Support of Contingency Operations team members from the Force Support Military Personnel Flight. **(T-1).** Relieves team members of all additional duties that interfere with casualty services responsibilities when augmenting the casualty mission.

1.3.9.5. Ensure the CAR trains Casualty Augmentation Support Team members to enable 24-hour casualty services operations. **(T-1)**.

1.3.9.6. Implement an after-hours rotational duty roster. **(T-1).** The primary and alternate CARs and Casualty Augmentation Support Team members must share after-hours on-call duties requiring the Primary CAR to provide after-duty coverage no more than two weeks per month. **(T-3).**

1.3.9.7. Provide the CAR a private office space in order to interface with survivors and securely execute required duties. **(T-1).**

1.3.9.8. Ensure an AF Form 1075 is completed for installation and geographically separated units whenever a change occurs and annually on 1 October of each year. **(T-1).** Emails form to **afpc.casualty@us.af.mil**.

1.3.9.9. Publish an installation supplement to this instruction and conducts an annual review. **(T-1).**

1.3.9.10. Ensure a host-tenant support agreement is in place between the Regular Air Force, Air National Guard, and Air Force Reserve Force Support Squadrons. **(T-1).**

1.3.9.11. Ensure the CAR provides casualty services training to installation personnel, geographically separated units, Casualty Augmentation Support Team members, Personnel in Support of Contingency Operations (PERSCO) team members, and squadron commanders. **(T-1).**

1.3.9.12. At least twice per year, conduct exercises and evaluations on casualty services scenarios to include mass casualties. Mass casualties are defined as the number of casualties that exceed the CAR's capability.

1.3.9.13. For situations involving multiple casualties, authorize the recall of Casualty Augmentation Support Team members to augment CARs to assist with reporting, notifications, and preparation of benefit claim forms as necessary.

1.3.9.14. Ensure casualty assistance cases are monitored by the CAR's supervisor to ensure payment of all eligible benefits and entitlements to the NOK.

1.3.9.15. Ensure the CAR develops procedures to establish, maintain, and close case files as outlined in this instruction.

1.3.9.16. Ensure casualty personnel submit timely and accurate initial casualty, as well as medical and search progress reports to the Casualty Services Branch as outlined in **Chapter 2**, to include actions taken to fix untimely reporting deficiencies.

1.3.10. CAR Responsibilities. The CAR will:

1.3.10.1. Prepare written instructions to supplement this instruction according to the *Casualty Operations Guide*. **(T-1).**

1.3.10.2. Ensure all new accessions and assigned military personnel have a current virtual Record of Emergency Data (RED) on file per previously established procedures. **(T-1).**

1.3.10.3. Email an AF Form 1075 to the Casualty Services Branch listing after-hours standby contact information or Force Support Squadron personnel responsible for after-hours casualty services duties whenever a change occurs and annually on 1 October. **(T-1).**

1.3.10.4. Email an AF Form 1075 to Casualty Services Branch listing all officers (in the grade of major and above) assigned casualty services duties at serviced geographically separated units outside a 50-mile radius of a Regular Air Force base annually on 1 October and whenever a change occurs. **(T-1).**

1.3.10.5. Train all installation and geographically separated unit casualty services personnel, to include Casualty Augmentation Support Team and Personnel in Support of Contingency Operations, using this instruction, installation supplemental instructions, installation Mass Disaster/Mass Casualty Plans, and sample messages and letters for reporting casualties and notifying NOK. **(T-1).**

1.3.10.6. Establish procedures to train all identified notification officers assigned to the installation and serviced geographically separated unit to perform casualty notification. **(T-1).**

1.3.10.7. Provide the Mortuary Officer and the public affairs office the below information once notification of all NOK is complete or include them on the initial casualty message. **(T-1).**

1.3.10.7.1. Member’s name and rank.

1.3.10.7.2. Age.

1.3.10.7.3. Home of record.

1.3.10.7.4. Race.

1.3.10.7.5. Total Active Federal Military Service Date.

1.3.10.7.6. Ribbons print out from vMPF.

1.3.10.8. Advises service members of the following when a qualified family member dies:

1.3.10.8.1. Direct interested service members to the Military Personnel Section - Assignments section for humanitarian reassignments eligibility. **(T-1).**

1.3.10.8.2. Make Air Force Aid Society referral or coordination for support as needed. **(T-1).**

1.3.10.8.3. Apply for FSGLI, if applicable. **(T-1).**

1.3.10.8.4. Provide the Military Personnel Section - Customer Service section with a copy of the death certificate and dependent's identification card (if applicable). **(T-1).**

1.3.10.8.5. Review the member’s SGLI and Record of Emergency Data to make the appropriate updates. **(T-1).**

1.3.10.8.6. Notify the local finance processing office or Case Management System (CMS) and Social Security Administration of active duty fatalities. **(T-1).**

1.3.10.8.7. Provide assistance if spouse was retired military in accordance with Section D of the *Casualty Operations Guide*.

1.3.10.9. When an incident involves multiple casualties, the CAR will:

1.3.10.9.1. Recall Casualty Augmentation Support Team members by order of the FSS/CC as mission dictates needs. **(T-1).**

1.3.10.9.2. Establish immediate telephone contact with AFPC/DPFCS at Defense Switch Network (DSN) 665-0102 or 1-800-525-0102. **(T-1).**

1.3.10.9.3. Coordinate with military and civilian organizations, including hospitals and local authorities, to expedite the flow of information for casualty reporting. **(T-1).**

1.3.10.9.4. Advise unit commanders on conclusive evidence of death if recovery and positive identification of remains are delayed or impossible. **(T-1).**

1.3.10.10. Report the status of casualties to AFPC/DPFCS, intermediate levels of command, and interested agencies. For non-duty status ARC members, see **Chapter 6**. **(T-1).**

1.3.10.11. Assist commanders with notifications to the NOK and recipients of benefits/entitlements. **(T-0).**

1.3.10.12. Provide assistance to the NOK or other eligible beneficiaries of a deceased member to claim all government and civilian benefits to which they are entitled. **(T-0).**

1.3.10.13. Advise the NOK of their right to request all required documentation on the case in accordance with DODI 1300.18. **(T-0).**

1.3.10.14. Review AFI 34-1101, *Warrior and Survivor Care*, and is familiar with the roles and responsibilities of the Family Liaison Officer and Airman & Family Readiness Center CRC/CRS in providing assistance to wounded, ill or injured members and their families. **(T-1).**

1.3.10.15. Review AFI 34-501, and maintains familiarity with the roles and responsibilities of the Family Assistance Representative and long term assistance to survivors of deceased member's through the Air Force Families Forever (AFFF) program. **(T-1).**

1.3.10.16. Review AFI 36-3009, *Airman & Family Readiness Centers*, and maintains familiarity with the AFFF program goals to provide long-term bereavement resources and support. **(T-1).** Collaborate with the A&FRC CRC/CRS to enroll survivors in the AFFF program and initiates a warm connection for family members throughout the survivor continuum of care. **(T-1).**

1.3.10.17. Establish a working relationship with the installation mortuary officer or technician, each appointed Family Liaison Officer, Family Assistance Representative, unit commanders and/or first sergeants. **(T-1).** Provides an overview of the Air Force Casualty Services Program during the Family Liaison Officer, Family Assistance Representative, Summary Courts Officer, and A&FRC CRC/CRS training programs. **(T-1).**

1.3.10.18. Ensure the installation mortuary officer is aware of the CAR's role in assisting all beneficiaries in the application for benefits and entitlements. **(T-1).**

1.3.10.19. Provide a key personnel briefing to all incoming Commanders within 60 days of assuming command." **(T-1).** Briefing includes the following subjects:

1.3.10.19.1. Reporting responsibilities of the unit.

1.3.10.19.2. Identifying and training field grade officers for notification.

1.3.10.19.3. Flow of casualty operations and notification for the installation.

1.3.11. Air Reserve Component Force Support Squadron Commander will:

1.3.11.1. Assist Air Force Reserve, and geographically separated unit commanders in preparing written instructions to supplement this instruction (without duplication). **(T-1).**

1.3.11.2. Conduct an annual review of the DAFI supplement for currency and accuracy of information. **(T-1).**

1.3.11.3. Ensure the FSS/CC signs a transmittal memorandum and sends the supplemental instructions to the appropriate office. **(T-1).**

1.3.11.4. Ensure a host-tenant support agreement is in place between the Air Force Reserve and Regular Air Force, Force Support Squadron. **(T-1).**

1.3.11.5. Email an original AF Form 1075 listing Force Support Squadron personnel qualified for casualty reporting, notification, assistance, and standby duties to AFPC/DPFCS, as well as the servicing installation's 24-hour contact point (e.g., command post/security forces, etc.). **(T-1).**Forms will be updated whenever a change occurs and annually on 1 October. For those locations that have an active duty CAR, ensure an alternate CAR is identified on the AF Form 1075 and capable of performing the casualty mission in absence of the Primary CAR.

1.3.12. Designated PERSCO Trainer Responsibilities.

1.3.12.1. The PERSCO trainer at most installations will be the CAR. In locations where there is no CAR, the trainer should be someone with casualty experience.

1.3.12.2. The PERSCO trainer will:

1.3.12.2.1. Train team members on all aspects of casualty reporting and documents training on AF Form 623, *Individual Training Record Folder*. Coordinates with the base or unit training manager to gain access to the electronic training records. **(T-1).**

1.3.12.2.2. Establishes procedures for reporting casualties to include:

1.3.12.2.2.1. Communication to and from the deployed site. **(T-1).**

1.3.12.2.2.2. Transmission of casualty reports to and from the deployed site using Defense Casualty Information Processing System Casualty Reporting (DCIPS-CR) or DCIPS-PCR stand-alone (as a last resort). **(T-1).**

1.3.12.2.3. Establish liaisons with military and civilian hospitals within the deployed site. **(T-1).**

1.3.12.2.4. Brief deployed commanders of casualty duties and responsibilities. **(T-1).**

1.3.13. Individual Member's Responsibilities. All Regular Air Force, Space Force, Air National Guard, and Air Force Reserve members must support the Air Force Casualty Services Program. **(T-1).**

1.4. Releasing Casualty Information.

1.4.1. The following publications and organizations provide guidance on releasing information on Air Force and Space Force casualties:

1.4.1.1. AFI 35-101, *Public Affairs Operations*.

1.4.1.2. DoDM 5400.7-R_AFMAN 33-302, *Freedom of Information Act Program*.

1.4.1.3. AFI 33-332, *Air Force Privacy and Civil Liberties Program*.

1.4.1.4. DoDI 1300.18.

1.4.1.5. The base and/or MAJCOM or Field Command staff judge advocate office.

1.4.2. For the vast majority of ill or injured casualties, no information is releasable outside DoD channels without the written consent of the service member, except to those person(s) identified on the service member's Record of Emergency Data. Contact the local staff judge advocate for any exceptions to this policy.

1.4.3. In cases of service members unaccounted-for from past conflicts, public release will not occur until 24-hours after the PNOK is notified of the member's identification or group designation. **(T-1).**

1.4.4. Prior to release, the CAR will ensure the release of casualty information is in permissible with law and DoD policy and does not compromise operational security because of a premature release of the casualty information could negatively influence the chances of a successful recovery. **(T-0).** Check with the local Staff Judge Advocate office if there are questions regarding the release of information.

1.5. Peacetime Casualties.

1.5.1. After the CAR confirms with AFPC/DPFCS that all NOK are notified, the CAR is authorized to release casualty information to the installation public affairs office. **(T-1)**.

1.5.2. If the casualty is a foreign national, do not release information until AFPC/DPFCS confirms notification through the embassy attaché, Ministry of Defense, or equivalent.

1.6. Hostile Casualties and Terrorist Acts.

1.6.1. When the United States is involved in hostilities or if a terrorist act occurs, AFPC/DPFCS releases casualty information to AFPC/PA after completion of all NOK notifications.

1.6.2. AFPC/PA forwards the information to OSD/PA, the initial public release authority on all hostile casualties.

1.6.3. The CAR refers all requests for information on any hostile casualty (including those from friendly fire) to the installation public affairs office.

1.6.4. The installation public affairs 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

1.6.5. Legislative contact offices will track and update casualty and survivor policies and legislation with regard to members of Congress and state or local official requests for information to ensure compliance with established laws and policies.

1.7. Information shared with Public Affairs.

1.7.1. The Privacy Act determines the type of personal information that may be shared with public affairs and information varies depending on the type of casualty. While members who die have no expectation of privacy, the dependents still have a Privacy Act interest in the member's personal information. **Exception**: If a member does not want their NOK notified, do not provide any information to public affairs.

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

1.7.2.1. For ill or injured casualties, personal information that may be released without written consent from the member includes:

1.7.2.1.1. Name and sex.

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

1.7.2.1.3. Assigned home station unit and service or job specialty.

1.7.2.1.4. Pay date, military base pay, and allowances. **Exceptions**: Basic Allowance for Housing, Family Separation Allowance, or any allowances that would indicate marital and family status.

1.7.2.1.5. Date entered active duty.

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

1.7.2.1.7. Military awards and decorations the member holds.

1.7.2.1.8. Professional Military Education completed.

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

1.7.2.2.1. Social Security Number (SSN).

1.7.2.2.2. Gross pay and Basic Allowance for Housing.

1.7.2.2.3. Age or date of birth.

1.7.2.2.4. National origin and race.

1.7.2.2.5. Marital status.

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

1.7.2.2.7. Civilian awards.

1.7.2.2.8. Civilian education completed.

1.7.2.2.9. Any information on the member's NOK.

1.7.2.3. For deceased casualties, personal information that may be shared without the NOK's written permission includes:

1.7.2.3.1. Name and sex.

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

1.7.2.3.3. Assigned CONUS unit and Service or job specialty.

1.7.2.3.4. Date entered active duty.

1.7.2.3.5. Pay date, military base pay, and allowances. **Exceptions**: Basic Allowance for Housing, Family Separation Allowance, or any allowances that would indicate marital and family status.

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

1.7.2.3.7. National origin and race.

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

1.7.2.3.9. Military awards and decorations the member holds.

1.7.2.3.10. Professional Military Education completed.

1.7.2.3.11. Civilian awards the member holds.

1.7.2.3.12. Civilian education completed.

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

1.7.2.4.1. Home address and telephone number.

1.7.2.4.2. Marital status.

1.7.2.4.3. Names and addresses of the NOK.

1.7.2.4.4. Information on the NOK.

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

1.7.2.4.6. Age and date of birth.

1.7.2.5. For Duty Status Whereabouts Unknown and/or missing casualties during peacetime, the personal information that may be shared with the public without written permission is limited to:

1.7.2.5.1. Name and rank.

1.7.2.5.2. Casualty status.

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

1.7.2.6. During wartime, AFPC/DPF and AFPC/PA determines what information the DAF shares on Duty Status Whereabouts Unknown and missing members and releases information through SAF/PA.

1.7.2.7. Sharing of specific personal information could jeopardize a member's chance for survival. **Note**: The NOK are advised to be aware of this possibility when considering news media interview requests.

1.8. Obtaining Forms. Air Force forms referenced in this instruction are available on the DAF Electronic Publishing Web site: **http://www.e-publishing.af.mil**. **Exception**: AFPC/DPFCS prepares DD Form 1300, *Report of Casualty*. The Air Reserve Personnel Center stocks and prepares AF Form 1613, *Statement of Service*, for Reserve and Guard personnel.

1.9. Maintenance and Disposition of Casualty Case Files.

1.9.1. For Active Duty Death/Injured cases, the CAR will ensure data is entered and documents uploaded into Defense Casualty Information Processing System-Case Management (DCIPS-CM) in accordance with the Air Force Defense Casualty Information Processing System User Guides (i.e., illness/injury, Duty Status Whereabouts Unknown, missing, and deaths). **(T-1)**. The DCIPS-CM record is the official casualty case file.

1.9.2. Case files contain:

1.9.2.1. **(Retiree Deaths)** A completed Air Force Form 58, *Casualty Assistance Summary*, chronologically recording all contacts with the NOK, other government and civilian agencies, and the CAR's actions on behalf of the NOK. Type all entries, ensure that the entries are accurate, and include an explanation for benefits denied.

1.9.2.2. Copies of all messages, memorandums, claim forms, and any other relevant documents sent to agencies and the NOK.

1.9.3. Installations reporting casualties without assistance responsibilities input data and upload appropriate documents in Defense Casualty Information Processing System-CM for military deaths and establish an interim hardcopy case file for retiree deaths.

1.10. Using DD Form 1300:

1.10.1. AFPC/DPFCS will:

1.10.1.1. Prepares DD Form 1300 for deceased or missing:

1.10.1.1.1. Officer and enlisted members in the Regular Air Force or Space Force. **(T-1)**.

1.10.1.1.2. Officer and enlisted members in the Air National Guard and Air Force Reserve in a duty status or traveling directly to or from duty. **(T-1)**.

1.10.1.1.3. United States Air Force Academy cadets. **(T-1)**.

1.10.1.1.4. Air Force Reserve Officer Training Corps and Officer Training School applicants or cadets participating in or traveling to or from military training. **(T-1)**.

1.10.1.1.5. DAF civilian employees serving overseas that may require movement of household goods, or temporary duty/permanent change of station. **(T-1)**.

1.10.1.1.6. Officer and enlisted members who die while in an absent without leave (AWOL) or deserter status. **(T-1)**.

1.10.1.1.7. Officer and enlisted members who are retired with pay or separated and die within 120 days of retirement or separation. **(T-1)**.

1.10.1.2. Upload DD Form 1300 into Defense Casualty Information Processing System-Case Management. **(T-1).** Digitally send copies of the DD Form 1300 to:

1.10.1.2.1. Air Force Personnel Center Retirements and Separations Branch.

1.10.1.2.2. Air Force Personnel Center Rated Management Branch for rated officer deaths.

1.10.1.2.3. Air Force Personnel Center Staging and Shipping Branch.

1.10.1.2.4. AF General Officer Management Office (AF/A1LG) for General Officer deaths.

1.10.1.2.5. AF Colonel Management Office (AF/DPO) for Colonel deaths.

1.10.1.2.6. Defense Finance and Accounting Service – Indianapolis Center, Special Assistance Office (DFAS-IN/JFLTBA) for members in an active duty status only.

1.10.1.2.7. Director Veterans Affairs Records Center for members in an active duty status and 120-day retiree deaths.

1.10.1.2.8. Air Force Mortality Registry (USAFSAM/PHR-AFRM) for members in an active duty status and 120-day retiree deaths.

1.10.1.2.9. Social Security Administration for members in an active duty status and 120-day retiree deaths.

1.10.1.2.10. The Office of Servicemembers' Group Life Insurance (OSGLI).

1.10.2. The CAR distributes the DD Form 1300 to:

1.10.2.1. The summary courts officer.

1.10.2.2. The Department of Veterans Affairs office providing assistance to the NOK.

1.10.2.3. The Social Security Administration office providing assistance to the NOK.

1.10.2.4. Copies to the PNOK listed on the form.

1.10.3. CARs may request certified copies of the DD Form 1300 from AFPC/DPFCS in order to facilitate NOK actions of cashing bonds, settling commercial insurance claims, or supporting any other claims requiring proof of death.

1.10.4. AFPC/DPFCM prepares DD Form 1300 for unaccounted-for service members from past conflicts when:

1.10.4.1. The Defense POW/MIA Accounting Agencies (DPAA) directs a change in the country of loss.

1.10.4.2. The service member is accounted for through individual identification or group designation by the Armed Forces Medical Examiner attached to DPAA.

1.10.5. AFPC/DPFCM uploads the DD Form 1300 into Defense Casualty Information Processing System-CM and distributes signed copies in accordance with AFPC/DPFCM Operations Guide.

1.11. Using AF Form 1613.

1.11.1. A DD Form 214, *Certificate of Release or Discharge From Active Duty*, is not prepared for deceased Service members. The AF Form 1613 verifies a member's period(s) of service.

1.11.1.1. **(Added-8FW)** Installation Command Post (8 FW/CP):

1.11.1.1.1. **(Added-8FW)** Primary point of contact for calls concerning casualty (to include VSI, SI, NSI) incidents during duty and non-duty hours.

1.11.1.1.1.1. **(Added-8FW)** Immediately notifies the Casualty Assistance Representative (CAR), or the on-call stand-by casualty representative, when an active duty casualty occurs. If unable to reach the on-call casualty representative, contact the Chief, Airman and Family Readiness Center.

1.11.1.2. **(Added-8FW)** Unit Commanders:

1.11.1.2.1. **(Added-8FW)** Ensures assigned personnel understand the importance of keeping their Virtual Record of Emergency Data (vRED) up-to-date at all times (i.e., local address changes, dependent data updates, etc.).

1.11.1.2.2. **(Added-8FW)** Prepares circumstance/condolence letter(s) IAW DAFI 36-3002, paragraph 5.11. Ensure letter(s) is provided to the CAR with sufficient time for review, processing, and dispatch within 5 days after the casualty occurs.

1.11.1.2.3. **(Added-8FW)** Advises the CAR of any derogatory information (marital discord, misconduct, pending punitive action, mental problems) which may be required for circumstance letters.

1.11.1.2.4. **(Added-8FW)** Notifies the CAR of any awards, decorations, or promotions the casualty will be recommended for within 24-hours after the casualty occurs. Requires all assigned personnel to have a current vRED on file in the vMPF and stresses the importance of keeping the vRED current for prompt notification of NOK and accuracy of beneficiaries. Additionally, commanders will stress the importance of ensuring the member's Servicemembers' Group Life Insurance Election and Certification (SGLV) Form 8286 (SGLI beneficiary form) is current.

1.11.1.2.5. **(Added-8FW)** Complete an AF Form 348, Line of Duty (LOD) Determination, on all active duty deaths, injury cases that may qualify for the TSGLI, and any other casualty case that requires an LOD.

1.11.1.2.6. **(Added-8FW)** There is no requirement to have a list of notification officers, since Kunsan AB is a remote location and operates as a family restricted base. In the event a notification officer is required, the officer will hold the grade of Major or above assigned by the base commander. The CAR will provide instruction to the notification officer prior to performing any casualty notification.

1.11.1.3. **(Added-8FW)** Security Forces (8 SFS):

1.11.1.3.1. **(Added-8FW)** Notify 8 FW/CP immediately with any information pertaining to an active- duty casualty.

1.11.1.3.2. **(Added-8FW)** Assist the CAR in obtaining a copy of incident and investigation reports from the 8 SFS Reports and Analysis (8 SFS/S5 office, sister services, and local civilian police authorities in traffic accidents or incidents under their investigative jurisdiction.)

1.11.1.4. **(Added-8FW)** Installation Chaplain (8 FW/HC):

1.11.1.4.1. **(Added-8FW)** Ensures a current chaplain duty roster is provided to the 8 FW/CP and Customer Support/Military Personnel Section (8 FSS/FSMPS).

1.11.1.5. **(Added-8FW)** Mortuary Affairs Officer (8 FSS/FSOX):

1.11.1.5.1. **(Added-8FW)** Ensures a current Mortuary Affairs Officer appointment letter is provided to the CAR and the 8 FW/CP.

1.11.1.6. **(Added-8FW)** Civilian Personnel Section (8 FSS/FSMC):

1.11.1.6.1. **(Added-8FW)** Advises the CAR of any DoD civilian casualty and, if necessary, requests assistance from the CAR to notify the NOK through the Air Force Personnel Center Casualty Service Branch (HQ AFPC/DPFCS).

1.11.1.7. **(Added-8FW)** Airman & Family Readiness Center (8 FSS/FSFR):

1.11.1.7.1. **(Added-8FW)** Provides financial assistance to an active-duty member if the death of a family member occurs.

1.11.1.8. **(Added-8FW)** Logistics Readiness Squadron (8 LRS)/Personal Property Shipping Office (8 LRS/LGRDF):

1.11.1.8.1. **(Added-8FW)** Assists with the shipment of personal property of the deceased member.

1.11.1.9. **(Added-8FW)** Public Affairs Office (8 FW/PA):

1.11.1.9.1. **(Added-8FW)** Serves as the focal point for all calls from the general public and the news media concerning a casualty.

1.11.1.10. **(Added-8FW)** Disaster Preparedness Office (8 CES/CEX):

1.11.1.10.1. **(Added-8FW)** Establishes and maintains appropriate operational plans for major accident response procedures occurring on, or related to, Kunsan AB.

1.11.1.10.2. **(Added-8FW)** Immediately notifies the 8 FW/CP in the event of a mass casualty.

1.11.1.10.3. **(Added-8FW)** Provides assistance as needed in support of mass casualty training and major accident exercises.

1.11.1.10.4. **(Added-8FW)** Advises the on-scene commander of their responsibility to obtain the number, identity, nature of illness or injury, and the location of casualties involved in the accident.

1.11.2. AFPC/DP2LT, Military Accessions Branch, prepares an Air Force Form 1613 for Regular Air Force and Space Force members. **(T-1)**.

1.11.3. ARPC/DPTTR (Service Document Branch) prepares an AF Form1613 on all Air Reserve Component members regardless of duty status at the time of death. **(T-1)**.

1.11.4. AFPC/DPFCS uploads the AF Form 1613 to Defense Casualty Information Processing System-CM. **(T-1)**.

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

1.11.5.1. Two copies to the PNOK upon request.

1.11.5.2. The Veterans Affairs office providing assistance to the NOK.

1.11.5.3. The Social Security Administration office providing assistance to the NOK.

1.11.5.4. The applicable agency (Veterans Affairs or Social Security Administration) requests an AF Form 1613 for deceased retirees from the National Personnel Records Center, Military Personnel Records, 9700 Page Ave, St. Louis MO 63132-5100, to process claims.

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

	Casualty Status	**Notes 1, 2, 13 & 16 (X= Mandatory)**					
Rule	**Casualty is**	**Provide**	**Deceased**	**DUSTWUN EAWUN (Note 3)**	**Missing (Notes 4 & 5)**	**VSI/SI**	**NSI**
1	Member of the Regular Air Force and Space Force, ANG/Reserve serving on active duty status, active duty for training (ADT), inactive duty for training (IDT), or performing authorized travel directly to and from such duty	Casualty Report	X	X	X	Note 2	Note 2
		Notification	Note 2	Note 2	Note 2	Note 2	Note 2
		Assistance	X	X	X	Notes 6, 7, 9, 19 & 20	Notes 6, 7, 9 & 11
2	DoD, DAF, or NAF civilian employee who dies accompanying the force in the field, at work, TDY, while PCSing	Casualty Report	X	X	X	Notes 6, 7 & 23	Notes 6, 7 & 23
		Notification	X	X	X	Notes 9, 10 & 12	Notes 9, 10, 11 & 12
		Assistance	Notes 20 & 21	Notes 20 & 21	Notes 20 & 21	Notes 20 & 21	Notes 20 & 21
3	Employee of a contractor for the Department of the Air Force	Casualty Report	X	Note 16	Note 14	Note 6	Note 6
		Notification	Notes 17	Note 17	Notes 3 & 17	Notes 3 & 17	Notes 3 & 17
		Assistance	Note 17	Note 17	Note 17	Note 17	Note 17
4	United States Air Force Academy cadet	Casualty Report	X	X	X	X	
		Notification	X	X	X	Notes 7, 9, & 12	
		Assistance	X	X	X	Note 7	Note 20
5	Air Force Reserve Officer Training Corps (AFROTC) applicant or cadet participating in professional military training, performing authorized travel directly to or from such	Casualty Report	X	X	X	X	Note 20
		Notification	X	X	X	Notes 9 & 12	

	training with Regular Air Force or Space Force or has graduated but dies before reporting for accession into the Air Force or Space Force	Assistance	X	X	X	X	Note 20
6	Member of another US Military Service attached or assigned to an Air Force or Space Force installation, or whenever an Air Force or Space Force commander has knowledge of a casualty	Casualty Report	Note 1	Note 1	Note 1	Note 1	Note 1
		Notification	Note 1	Note 1	Note 1	Note 1	Note 1
		Assistance	Notes 1 & 13	Notes 1 & 13	Notes 1 & 13	Notes 1 & 13	Notes 1 & 13
7	Active Duty Member of RegAF, or ANG/AFR member who were serving on AD, active duty for training (ADT), inactive duty for training (IDT) at the time of desertion	Casualty Report	X				
		Notification	X				
		Assistance	Note 15				
8	Retired member of RegAF, Space Force, ANG or AFR when death occurs within 120 days after retiring	Casualty Report	X				
		Notification	X				
		Assistance	X				
9	Retired member of RegAF, Space Force ANG or AFR when death occurs more than 120 days after retiring	Casualty Report	X				
		Notification	X				
		Assistance	Note 22				
10	Member of the ANG or AFR in a non-duty status or retired Reserve awaiting pay age 60 (refer to ARPC Personnel Services Delivery Guide (PSDG))	Casualty Report	X (To ARPC only)				
		Notification	N/A				
		Assistance	Note 22				
11	Dependent (spouse & children) of a Department of the Air Force military member	Casualty Report	Note 18				
		Notification	Notes 1 & 12				
		Assistance	X				
12	Foreign national in the United States (US) under the auspice of the Department of the Air Force	Casualty Report	X				
		Notification	Note 1				
		Assistance	Note 21				

13	Very Important Person (VIP) under the auspice of the Department of the Air Force	Casualty Report	X				
		Notification	Notes 1 & 17				
		Assistance	Note 17				
14	Entertainers under an Armed Forces Entertainment contract	Casualty Report	X				
		Notification	Notes 1 & 17				
		Assistance	Note 17				

Notes: Table 1.1. (X=Mandatory)

1. Required when directed by AF Casualty (AFPC/DPFC).
2. Casualty reports will be processed via DCIPS-CR. See AFI 36-809 for instructions on casualty notification and assistance for DoD civilians. If the DAF civilian is also an AF retiree, the CAR will provide AF Retiree casualty assistance support. **(T-1).**
3. DUSTWUN is applicable to military members only. EAWUN is the DoD civilian and contractor equivalent and only reportable if occurred in a theater of combat operations or a hostile casualty.
4. Subcategories of Missing include Beleaguered, Besieged, Captured, Detained, Interned, Missing, and Missing in Action. DoD civilians and contractors are only reported if they are declared missing in the theater of combat operations.
5. Ensure the requirements of **paragraph 2.17**, Declaring a Person Missing (Hostile), are met.
6. Casualty reports are required for personnel medically evacuated out of designated hostile fire or imminent danger pay areas for further treatment or evaluation, or as a result of a hostile fire event regardless of location.
7. Casualty reports are required when Emergency Family Member Travel (EFMT) authority is requested and approved. DAF civilian employees serving in an unaccompanied duty station in accordance with Joint Travel Regulation (JTR), par. 033203, may be eligible for EFMT. **Note**: JTR, paragraph 033201, provides authority for EFMT for Service Academy cadets based on listed eligibility criteria.
8. Casualty services will be provided for all Air Force and Space Force inmates who are incarcerated in a military or civilian institution and who are still members of the Air Force or Space Force. **(T-1).** Limited casualty services may be provided for inmates who have been released from the Air Force or Space Force only when the CAR is requesting AFPC/DPFCS assistance to make notification to the NOK.
9. 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.
10. Whenever a casualty occurs as the result of either hostile action or terrorist activity, initial notification(s) shall also be made to the NOK listed on the DD Form 93/RED for military members or emergency contact for DoD, DAF or NAF civilians, unless the member expressly requested otherwise (See Rule 9). **(T-0)**.
11. 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.

12. 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 listed on the DD Form 93/RED for military members or emergency contact for DoD, DAF or NAF civilians. **(T-0)**.
13. Contact AFPC/DPFCS by phone or e-mail when assistance is required to resolve claims, benefits, dependency, or other issues.
14. Casualty reports are required for personnel who are injured, unaccounted for, or killed while working Overseas (hostile or non-hostile), hired in the U.S. and sent abroad, in the theater of combat operations (hostile or non-hostile) or hostile CONUS.
15. Casualty assistance is not provided to NOK of deserters.
16. Submit a casualty report for members who are medically evaluated following a military aircraft or Air Mobility Command (AMC) contract or chartered aircraft accident or incident (regardless of location, mission, or circumstances). **(T-1)**.
17. Notification and benefits and entitlement assistance counseling provided by the employer.
18. Dependent deaths will be reported via the SGLV 8700, *Report of Death of Family Member*, if dependent is insured under the FSGLI program.
19. Casualty reporting and assistance is required for all traumatic injuries that may entitle a service member participating in SGLI for Traumatic Injury Protection (i.e., TSGLI).
20. Benefits and entitlement assistance counseling provided by the Office of Personnel Management (OPM), AFPC/DP2BB (BEST), and the Air Force Non-Appropriated Human Resources Office.
21. Benefits and entitlement assistance counseling provided by Foreign Military, if any.
22. Benefits and entitlement assistance counseling provided by ARPC.
23. Casualty reports are required whenever personnel have experienced a blast or concussive incident in a combat theater or in a terrorist incident and failed a Military Acute Concussion Evaluation (MACE)

Chapter 2

CASUALTY REPORTING

Section 2A—General Information.

2.1. Casualty Reports. All active duty and reserve component members in an active status reports (IDT/ADT/Title 10/Title 32) must be submitted using DCIPS. **(T-1)**.

2.1.1. Overview:

2.1.1.1. See **Table 1.1**, **Table 2.1**, **Table 2.2**, and **Table 2.3**, for specific reporting requirements.

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/EAWUN.

2.1.1.3.3. Missing.

2.1.1.3.4. Very seriously ill or injured, seriously ill or injured, or not seriously ill or injured.

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/DPFCS and AFPC/DPFCM in further categorizing the casualty.

2.1.2. The CAR or Personnel in Support of Contingency Operations (PERSCO):

2.1.2.1. Immediately telephones AFPC/DPFCS upon learning of a casualty and provides updates until information is confirmed and a report is submitted through Defense Casualty Information Processing System.

2.1.2.2. Utilizes vMPF, SOES or Personnel Record Display Application, to retrieve the following documents and then emails them to AFPC/DFFCS or attaches them to the Initial Casualty Message:

2.1.2.2.1. DD Form 93.

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. For officers, provide a copy of the member's extended active duty order.

2.1.2.2.4. Any other Veterans Affairs forms related to Servicemembers' Group Life Insurance.

2.1.2.2.5. For Air National Guard or Air Force Reserve casualties only, a copy of the order or other document placing the member in a duty status.

2.1.2.2.6. Prepares casualty report(s) in Defense Casualty Information Processing System-CR application and sends them at once to AFPC/DPFCS for review.

2.1.2.3. Transmits the appropriate casualty message, as determined by AFPC/DPFCS, within four hours of learning of a casualty. If circumstances delay or prevent the transmission within four hours, immediately contact AFPC/DPFCS for guidance.

2.1.3. Defense Casualty Information Processing System is an unclassified casualty reporting system. It is the primary method for transmitting all casualty reports.

2.1.4. When Defense Casualty Information Processing System-CR is not available, transmit the casualty report using Defense Casualty Information Processing System-CF as appropriate.

2.1.5. Format for casualty reports. The most current Air Force Defense Casualty Information Processing System User Guides are located on the AF Casualty SharePoint site at: **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**.

2.2. Confirming Report Delivery.

2.2.1. The reporting unit must confirm delivery to AFPC/DPFCS of all:

2.2.2. Initial Casualty Reports. **(T-1)**.

2.2.3. Search Progress Reports. **(T-1)**.

2.2.4. Medical Progress Reports. **(T-1)**.

2.3. Reporting Casualties During Exercises.

2.3.1. Use the Defense Casualty Information Processing System Training Server to create 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/DPFCS.

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.

2.3.3.2. Do not use real names or Social Security Numbers on the DCIPS Training Server.

2.4. Reporting Casualties by Geographically Separated Units (GSU) and Personnel in Support of Contingency Operations Teams.

2.4.1. Immediately report information by telephone to AFPC/DPFCS and submit casualty report through Defense Casualty Information Processing System-CR as outlined in the Air Force Defense Casualty Information Processing System User Guides.

2.4.2. If a geographically separated unit or Personnel in Support of Contingency Operations team does not have Defense Casualty Information Processing System reporting capability, report the information by telephone to the servicing Force Support Squadron, who then submits the required casualty report using Defense Casualty Information Processing System. **(T-1).**

2.4.3. AFPC Casualty will telephonically call the member's servicing Force Support Squadron CAR of the casualty being reported by the GSU or PERSCO team. The CAR then will complete a supplemental report completing all unknown or unconfirmed information, or items to be supplemented from the member's records within four (4) hours of receiving the initial casualty report.

2.4.4. PERSCO responsibilities for reporting ill/injured casualties. Personnel in Support of Contingency Operations will report casualties to AFPC/DPFCS on the following:

2.4.4.1. All casualties as outlined in **Table 1.1**. **(T-1)**.

2.4.4.2. All individuals involved in military aircraft incidents or government vehicle (GOV) incidents will be reported if the member requires medical evaluation. **(T-1)**.

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. (See **Table 1.1**, **Table 2.2**, and **Table 2.3**)

2.6.1. The reporting installation provides AFPC/DPFCS with the orders-issuing headquarters of the appropriate nation's military as an action addressee. If the foreign casualty is assigned as part of the Military Personnel Exchange Program, AFPC/DPFCS 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 order-issuing headquarters is unknown, AFPC/DPFCS will send the report to a Military Assistance Advisory Group or Defense Attaché Office (DAO) in the foreign national's home country.

2.6.3. If the CAR is unaware of the order-issuing headquarters, a military assistance advisory group, or defense attaché office 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 (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 order-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 Air Mobility Command Commercially Contracted Aircraft.

2.7.1. Reporting Requirements:

2.7.1.1. The Department of the Air Force will report on all casualties resulting from a military or commercially managed aircraft incident or disappearance.

2.7.1.2. The CAR or PERSCO team must account for all personnel aboard the aircraft. **(T-1)**.

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/DPFCS by telephone to determine which method(s) to use.

2.7.1.3.1. Report casualties immediately by telephone followed by a casualty report.

2.7.1.3.2. If there are multiple casualties, make an initial report by telephone and follow it with the casualty report using the Multiple Casualty Incident option as outlined in the Air Force Defense Casualty Information Processing System User Guides.

2.7.2. The following documents and sources of information can assist in determining onboard crew and passengers.

2.7.2.1. DD Form 175, *Military Flight Plan.*

2.7.2.2. Passengers:

2.7.2.2.1. Review available passenger manifests and other documentation from flight origination and stops enroute. These contain information such as passenger 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 Air Mobility Command Aerial Port Operations offices for information on passengers aboard military aircraft.

2.7.2.3. If difficulties are encountered in obtaining the information, immediately contact AFPC/DPFCS by telephone and they will request assistance from Headquarters Air Mobility Command Tanker Airlift Control Center, Aerial Port Control Center (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 or PERSCO team. **(T-1).** Unit commanders must be able to determine casualty status of their personnel using the information. See the local staff judge advocate if there are any questions. See Public Affairs release **paragraph 1.7.2**.

2.8. Reporting Casualties on Department of Defense and DAF Civilian Employees. (See **Table 1.1**, **Table 2.2**, and **Table 2.3**)

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

2.8.2. Upon notification of the death from the Civilian Personnel Section, submit an initial report using Defense Casualty Information Processing System-CR as outlined in the Air Force Defense Casualty Information Processing System User Guides.

2.9. Obtaining Conclusive Evidence of Death.

2.9.1. Unit commander(s) must obtain conclusive evidence of death before reporting the death of an individual in accordance with **paragraph 1.10**. **(T-1)**. If an incident involves members of more than one unit or service, commanders must coordinate and agree in death determination. If commanders cannot reach an agreement, consult AFPC/DPFCS. **(T-1)**.

2.9.2. Recovery of remains is not required 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 commander determines that survival is possible.

2.9.2.1. The following situations may be used for conclusive evidence of death:

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

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

2.9.2.1.2.1. Statements of witnesses to the incident.

2.9.2.1.2.2. Circumstances of the incident.

2.9.2.1.2.3. Search results.

2.9.2.1.2.4. Local conditions of terrain, climate, water temperature, currents, etc.

2.9.2.2. The total number of individuals' remains recovered from an incident equals the total number of persons known to be involved in the incident, unless there is reasonable doubt as to whether the remains are from the incident in question.

2.10. Local Laws Governing Brain Death. The CAR must be aware of local laws governing brain death. **(T-0)**.

2.11. Declaring a Member Duty Status Whereabouts Unknown.

2.11.1. Duty Status Whereabouts Unknown is a transitory casualty status applicable only to military personnel.

2.11.2. The responsible unit or temporary duty commander declares a member Duty Status Whereabouts Unknown 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 or hostile) or deceased. Duty Status Whereabouts Unknown 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 Duty Status Whereabouts Unknown, the CAR will submit an initial Duty Status Whereabouts Unknown Report to the addressees in **Table 2.1** or **Table 2.2**. **(T-1).**

2.11.4. Generally, commanders may not keep a member in Duty Status Whereabouts Unknown status for more than 10 days unless extended by AFPC/DPFCS. 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.

2.12.4. Under investigation for violation of Uniform Code of Military Justice, or by civilian law enforcement activities, or has any actions pending on a previous voluntary absence (i.e., Absent Without Leave or Deserter).

2.13. Examples of When it May be Appropriate to Declare a Member Duty Status Whereabouts Unknown.

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, swimming, hiking, or camping:

2.13.2.1. The member's commander will initiate a search for the absent member and investigates the circumstances surrounding the member's disappearance. **(T-1).** The search must be sufficiently extensive for the commander to determine whether the member could freely return.

2.13.2.2. The search may include security forces, local police, Air Force Office of Special Investigations (AFOSI), Federal Bureau of Investigation, and other investigative agencies.

2.13.3. Initial attempts to find the member failed and the commander determines the member is not Absent Without Leave.

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 the following circumstances exist:

2.13.5.1. Personal belongings such as military identification 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 coworkers believe voluntary absence would be out of character for the member.

2.14. CAR Responsibilities for Filing Duty Status Whereabouts Unknown and Subsequent Reports.

2.14.1. Once a commander declares a military member Duty Status Whereabouts unknown, CAR will:

2.14.1.1. Immediately telephone AFPC/DPFCS and advise them of the commander's decision. **(T-1)**.

2.14.1.2. If not current in Automated Records Management System, scan or email the documents in paragraphs **2.1.2.2.1** through **2.1.2.2.5** to AFPC/DPFCS. **(T-1)**. The CAR submits a statement from the Air National Guard unit finance officer, Reserve Pay Unit, or the Defense Finance and Accounting Service (DFAS) – Indianapolis 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 Duty Status Whereabouts Unknown Report (DD Form 1300) for military persons indicated in **Table 1.1** **(T-1)**.

2.14.1.4. Submit daily Search Progress Reports unless waived by AFPC/DPFCS (see **paragraph 2.15** and *Defense Casualty Information Processing System Users Guide*).

2.14.2. Within 10 days of filing the initial Duty Status Whereabouts Unknown Report, unless extended by AFPC/DPFCS, the CAR must submit one of the following reports: Death Report; Missing Report; Absent Without Leave Message; or Returned to Military Control Report. **(T-1).** In the report, reference the initial Duty Status Whereabouts Unknown Report. Requirements for each report are discussed below.

2.14.2.1. Death Report (DD Form 1300). The CAR will:

2.14.2.1.1. Immediately submit an initial Death Report if the commander determines a member is deceased at any time during the 10-day period. **(T-1)**.

2.14.2.1.2. Use the date and time when the member was declared Duty Status Whereabouts Unknown as the date and time of death, unless there is conclusive evidence of a different date or time by a competent medical authority. **(T-1)**.

2.14.2.1.3. If it is impossible to recover remains, state in the initial Death Report that the Air Force has investigated the circumstances surrounding the death and has determined that there is conclusive evidence of death. **(T-1)**.

2.14.2.2. Missing Report. The CAR will:

2.14.2.2.1. **(Non-hostile)** Submit an initial Missing Report if the commander declares the member missing. **(T-1)**.

2.14.2.2.2. **(Hostile)** Submit an initial Missing Report and DD Form 2812, *Commander's Preliminary Assessment and Recommendation Regarding Missing Person*, if the commander recommends the member be placed in a missing status. **(T-1)**.

2.14.2.2.3. Use the date and time when the member was declared Duty Status Whereabouts Unknown as the date and time of loss, unless there is evidence of a different date or time. **(T-1)**.

2.14.2.2.4. Include a detailed account of the facts and circumstances surrounding the member's disappearance. **(T-1)**.

2.14.2.3. Absent Without Leave Message. The CAR will:

2.14.2.3.1. If the commander determines the member's absence was voluntary, revoke the Duty Status Whereabouts Unknown status with a message to all addressees on the initial Duty Status Whereabouts Unknown Report. **(T-1).**

2.14.2.3.2. State "CHANGE OF STATUS TO Absent Without Leave FROM Duty Status Whereabouts Unknown" in the subject line. **(T-1).**

2.14.2.3.3. Reference the initial Duty Status Whereabouts Unknown Report. **(T-1).**

2.14.2.3.4. Include name of the casualty, grade, SSN, and circumstances from the initial Duty Status Whereabouts Unknown Report. **(T-1).**

2.14.2.3.5. Explain, in detail, in the circumstances field, the rationale for the revocation. **(T-1).**

2.14.2.3.6. State that the member's official status is Absent Without Leave and give the effective date. **(T-1).**

2.14.2.3.7. Notify the Force Support Squadron Duty Status Program Manager of the commander's decision to place the member in an Unauthorized Absence status. See AFI 36-3802, *Force Support Readiness Programs*, for further guidance. **(T-1).**

2.14.2.4. Returned to Military Control Report (DD Form 1300), Designated Reporting of Combat Area Casualties). The CAR will:

2.14.2.4.1. If the member returns, immediately notify AFPC/DPFCS by telephone. **(T-1).**

2.14.2.4.2. Following the telephone notification to AFPC/DPFCS, submit a Returned to Military Control (RMC) Report to all addressees on the initial Duty Status Whereabouts Unknown Report. **(T-1).**

2.15. Search Progress Reports on Duty Status Whereabouts Unknown Members (DD Form 1300).

2.15.1. The responsible commander will order a search and investigation for all Duty Status Whereabouts Unknown situations. **(T-1)**.

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 outside of search and rescue missions is not an acceptable search method.

2.15.2. The CAR or PERSCO team operations will submit 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. **(T-1)**.

2.15.2.2. Any pertinent information on the investigation. **(T-1)**.

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

2.15.3.1. Evaluates all available evidence.

2.15.3.2. Ensures the CAR or PERSCO team submits the appropriate casualty report in accordance with **paragraph 2.14**.

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

2.16.1. Applies to both military members and Department of Defense civilian personnel, as applicable.

2.16.2. When a commander determines that a person's absence is involuntary and there is insufficient evidence to declare the person deceased or there is a clear indication the incident is survivable and presumption is the member is alive, the commander will:

2.16.2.1. Consult with AFPC/DPFCM by telephone prior to declaring a person missing or submitting a Missing Report. **(T-1)**.

2.16.2.2. After consulting with AFPC/DPFCM, the commander will declare the person missing (see **Attachment 1**). **(T-1).** The CAR will submit an initial Missing Report. **(T-1)**.

2.16.3. Declaring a member missing (non-hostile) automatically invokes the statutory provisions of 37 United States Code, Chapter 10, *Payments to Missing Persons*, for military, or 5 United States Code, Section 5565, *Agency Review,* and Section 5566, *Agency Determinations* for civilians.

2.16.3.1. Once the commander declares a person missing and NOK are notified, further official correspondence to the NOK, including notifications of a change in casualty status to deceased, are completed as outlined in **paragraph 3.4**. **(T-1).**

2.16.3.2. The Air Force Personnel Center Commander (AFPC/CC) is responsible for any further status determinations of the missing person. AFPC/DPFCM will notify the convening authority. AFPC/CC will appoint a Status Review Board in accordance with Air Force Personnel Center Instruction 36-104, *AFPC Status Review of Missing Personnel*.

2.16.4. The commander must submit an Air Force Form 484, *Missing Person(s) Supplementary Report*, directly to AFPC/DPFCM, and the CAR within five (5) calendar days from the date the commander:

2.16.4.1. Declared the person missing. **(T-1)**.

2.16.4.2. Terminated the search for the person. **(T-1)**.

2.17. Declaring a Person Missing (Hostile).

2.17.1. Applies to military members, Department of Defense civilian employees, or Department of Defense contractor employees. Commanders may only make a recommendation for missing when the member's absence is believed to have possibly occurred under hostile circumstances or in a combat theater of operations.

2.17.2. In 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 as DUSTWUN/EAWUN.

2.17.2.1. The commander of the unit, facility, or area to or in which the person is assigned will make a preliminary assessment of the circumstances to determine whether the involuntary absence is a result of hostile action or under circumstances suggesting that the involuntary absence is a result of hostile action. **(T-1)**.

2.17.2.2. If, as a result of that assessment, the commander concludes that the person is missing, the commander must a preliminary assessment and recommendation. **(T-1).**

2.17.2.2.1. Recommend the person be placed in a missing status using DD Form 2812, (see DoDI 2310.05, Enclosure 3).

2.17.2.2.2. No later than 10 days after receiving such information, transmit a Missing Report containing that recommendation to AFPC/DPFCM with an advisory copy to the theater component commander having jurisdiction over the missing person.

2.17.3. In accordance with 10 USC § 1503, *Actions of Secretary Concerned; Initial Board Inquiry*, upon receipt of the commander's recommendation to place a person in missing status, AFPC/DPRCM will notify the convening authority (AFPCC/CC) to initiate board proceedings. **(T-0).** AFPC/CC will appoint a Board of Inquiry in accordance with DoDI 2310.05 and Air Force Personnel Center Instruction (AFPCI) 36-106, *Board of Inquiry for Personnel Missing Under Hostile Conditions*. **(T-0)**.

2.18. CAR or PERSCO Responsibilities for Filing Missing and Subsequent Reports (Non-Hostile).

2.18.1. When the commander declares a person missing, the CAR will:

2.18.1.1. Immediately telephone AFPC/DPFCS and advise them of the commander's decision. **(T-1)**.

2.18.1.2. Submit an initial Missing Report (DD Form 1300) on those persons indicated in **Table 1.1**. **(T-1)**.

2.18.1.3. If a military member is reported missing, scan or email the following documents to AFPC/DPFCS if the most current copy is not available in Automated Records Management System. **(T-1)**. Applicable documents include documents found in paragraphs **2.1.2.2.1** through **2.1.2.2.5**.

2.18.1.4. Obtain a statement from the Air National Guard unit finance officer, Reserve Pay Unit, or Defense Finance Accounting Service indicating the amount of Servicemembers' Group Life Insurance deductions and the date of the first and last deduction. **(T-1).**

2.18.2. Submit daily Search Progress Reports (see **paragraph 2.15**).

2.18.3. Immediately notify AFPC/DPFCM by telephone if any of these situations develop after submission of an initial Missing Report:

2.18.3.1. New information.

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

2.18.3.1.1.1. Submit a supplemental Missing Report.

2.18.3.1.1.2. Reference the initial Missing Report.

2.18.3.1.1.3. Describe the circumstances and factors that justify a supplemental report. For example, if the reporting unit learns that a member is categorized as missing and has been detained in a foreign country for alleged violation of international law, it submits a supplemental Missing Report so AFPC/DPFCM can change the casualty category from missing to missing - detained.

2.18.3.1.2. AFPC/DPFCM coordinates with the commander to notify the NOK.

2.18.3.2. Returned to Military Control (RMC):

2.18.3.2.1. If the commander learns of a missing person being Returned to Military Control, submit a Returned to Military Control Report to all addressees on the initial Missing Report.

2.18.3.2.2. AFPC/DPFCM notifies the NOK.

2.18.3.3. Absent Without Leave or Deserter:

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

2.18.3.3.2. State "CHANGE OF STATUS TO Absent Without Leave (Deserter) FROM Missing" in the subject line.

2.18.3.3.3. Reference the initial Missing Report.

2.18.3.3.4. Include a detailed rationale for the revocation in the circumstances of the report.

2.18.3.3.5. State that the person's official status is Absent Without Leave (or Deserter) and give the effective date.

2.18.3.3.6. The commander notifies the NOK and ensures further reporting in accordance with AFI 36-3802, Chapter 8. For civilians, see Title 5 United States Code Part 360, *Absence and Leave*" to "Title 5 Code Federal Regulations (CFR) Part 360, *Absence and Leave,* for further guidance in filing reports.

2.19. AF Form 484.

2.19.1. The commander prepares AF Form 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 *Casualty Operations Guide* for sample).

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 aircraft 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 AF Form 484 to the installation staff judge advocate 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, or

2.19.4.2. Detailed reasons why the member(s) should remain in a missing status. **(T-1)**.

2.20. Submitting AF Form 484.

2.20.1. The responsible commander will submit the Air Force Form 484 directly to AFPC/DPFCM, via email, and one copy to the CAR or PERSCO team within five (5) calendar days from the date they recommended placement of a person into missing status (hostile) or placed the person into a missing status (non-hostile). **(T-1)**.

2.20.2. The commander submits an additional copy of the report through channels to the parent MAJCOM or field command for informational purposes only.

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

2.20.4. The responsible commander will send a copy to each missing person's parent MAJCOM, field command, wing (or equivalent), and group commander (or equivalent) for information purposes only. **(T-1).**

2.20.5. If the commander cannot submit the AF Form 484 within the specified time period, immediately notify AFPC/DPFCM by message with the reason for the delay and the expected date the report will be submitted.

2.21. Nine (9) Month Investigation Report on Missing Personnel (Non-Hostile and Hostile).

2.21.1. If there is no change to a missing person's casualty status within eight months, the commander concludes the investigation and will submit a 9-Month Investigation Report on a Missing Person (**Attachment 2**). **(T-1)**.

2.21.2. The Commander will:

2.21.2.1. Submit the report to AFPC/DPFCM as outlined in the *Casualty Operations Guide*. **(T-1).**

2.21.2.2. Ensure the report is received by AFPC/DPFCM before the end of the ninth month. **(T-1).**

2.21.2.3. Recommend, effective one (1) year and one (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.

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

2.22.1. The responsible commander will order a search and investigation. **(T-1)**.

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

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

2.22.2. The CAR or PERSCO team must submit daily Search Progress Reports using Defense Casualty Information Processing System to the addressees in **Table 2.1** or **Table 2.2**. **(T-1)**.

2.22.3. Ensures the CAR or PERSCO team submits the appropriate casualty report in accordance with paragraphs **2.16** or **2.17**.

Section 2B—Reports on Members Who Are Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Not Seriously Ill or Injured (NSI), Emergency Family Member Travel Program (EFMT), and Pay and Allowances Continuation (PAC) Program.

2.23. CAR and /or PERSCO Responsibilities for Reporting Very Seriously Ill or Injured, Seriously Ill or Injured, or Not Seriously Ill or Injured Casualties. The CAR or the PERSCO team will:

2.23.1. Contact AFPC/DPFCS by telephone to report member's status and possible notifications. **(T-1)**. **Exception**: Calls are not required for non-hostile not seriously ill or injured.

2.23.2. Gather information for the casualty report from the military Medical Treatment Facility (MTF) or civilian hospital. **(T-1)**. Disclosure and release is authorized for specialized government functions such as casualty reporting in accordance with Department of Defense Memorandum 6025.18, *Implementation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule in DoD Health Care Programs*, para 4.4(k)1(c)5, paragraph C7.11.1.3.4. Use the remarks section to indicate if the attending physician requests and the Medical Treatment Facility Commander (MTF/CC) endorses Emergency Family Member Travel (EFMT) (**paragraph 2.25**).

2.23.3. Submit a casualty report in accordance with **Table 1.1**. **(T-1)**.

2.23.4. Submit a report identifying the NOK of Air Force or Space Force military members and Department of Defense or DAF civilian employees when requesting AFPC/DPFCS to notify the NOK. **(T-1)**.

2.24. Very Seriously Ill or Injured, Seriously Ill or Injured, and Not Seriously Ill or Injured Medical Progress Reports.

2.24.1. For **Table 1.1**, Rules 1 and 2, the CAR submits Medical Progress Reports to AFPC/DPFCS within 24 hours of the initial casualty report. For Seriously Ill or Injured and Very Seriously Ill or Injured submit Medical Progress Reports every 14 days thereafter or immediately when:

2.24.1.1. There is a change in diagnosis, prognosis, or status. **(T-1)**.

2.24.1.2. The Air Force medically evacuates the patient from one Medical Treatment Facility to another. **(T-1)**.

2.24.1.2.1. Report the complete itinerary, including the flight and mission number, and the name of the civilian hospital or Medical Treatment Facility destination.

2.24.1.2.2. Include the Medical Treatment Facilities and servicing Force Support Squadrons at the gaining and final destination as addressees. Include the Medical Treatment Facilities and Force Support Squadrons at the losing and intermediate stops as information addressees.

2.24.1.3. The patient is removed from very seriously ill or injured or seriously ill or injured list. **(T-1)**.

2.24.1.4. The patient who was previously reported very seriously/seriously ill or injured and later removed, is placed back on the very seriously/seriously ill or injured list. **(T-1)**. Enter at the end of the subject line: "Patient previously removed from very seriously ill or injured or seriously ill or injured status" and the date removed.

2.24.2. Not Seriously Ill or Injured Medical Progress Reports:

2.24.2.1. The CAR, PERSCO team, or geographically separated unit will submit Medical Progress Reports, using Defense Casualty Information Processing System to AFPC/DPFCS, every 30 days or immediately when:

2.24.2.1.1. There is a change in diagnosis, prognosis, or status. **(T-1).**

2.24.2.1.2. The Air Force medically evacuates the patient from one Medical Treatment Facility to another outside of the combat theater of operations. **(T-1).**

2.24.2.1.2.1. Report the complete itinerary, including the flight and mission number, and the name of the Combat Support Hospital or Medical Treatment Facility destination.

2.24.2.1.2.2. Include the gaining Combat Support Hospital or Medical Treatment Facility and servicing Personnel in Support of Contingency Operations at the final destination as addressees. Include the losing and intermediate stop(s), Combat Support Hospitals, Medical Treatment Facilities, and Personnel in Support of Contingency Operations as information addressees on the message.

2.24.2.1.3. Member is returned to duty, retires, separates, or dies. **(T-1).**

2.24.2.2. Missing Person Reports will be submitted for Pay and Allowances Continuation eligible members in accordance with **paragraph 2.26.4** and reporting ceases when **paragraph 2.26.4.1** requirements have been met.

2.24.2.3. Missing Person Reports are not required for members ineligible for Pay and Allowances Continuation.

2.25. Emergency Family Member Travel (EFMT) Program.

2.25.1. The DAF provides round-trip transportation and Per Diem ordinarily for up to three (3) designated individuals to the medical facility where the member is hospitalized, placed in a very serious or serious casualty status, and the attending physician/surgeon and the commander exercising military control over the member determines in writing that the presence of a "Designated Individual", at the member's bedside, is necessary for the service member's health and welfare.

2.25.1.1. JTR, par. 033201-B provides through the JTR's Secretarial Process that AFPC's designee (see **paragraph 2.25.5.5**) may authorize or approve transportation and per diem for more than three designated individuals in extenuating circumstances.

2.25.1.2. Emergency Family Member Travel also applies to members who are deployed in a designated combat theater of operations; who are hospitalized within the United States for treatment of a combat wound or injury; have been placed in a Hostile not seriously ill or injured casualty status for a period not to exceed 30 days unless an extension is authorized or approved in accordance with **paragraph 2.25.5**.

2.25.1.3. The Emergency Family Member Travel program applies to designated individuals of a military member serving on active duty, to include Air National Guard and Air Force Reserve members in a duty status, and Air Force Academy cadets. It also covers civilian employees serving in an unaccompanied duty station in accordance with JTR, par. 033203.

2.25.1.4. The commander or head of the Medical Treatment Facility (MTF/CC) must concur and endorse the attending physician's request prior to submission to AFPC/DPFCS. **(T-1)**. All designated travelers requiring travel must be included on the Air Force Form 4455, *Emergency Family Member Travel (EFMT) Worksheet*. **(T-1)**.

2.25.2. Designated individuals eligible for Emergency Family Member Travel:

2.25.2.1. Persons designated by the member whose bedside presence may contribute to the member's or family's health and welfare during the member's inpatient treatment. Emergency Family Member Travel requesting officials (i.e., attending physician, surgeon, and MTF or MDG/CC) should use **paragraph 2.25.4** when requesting Emergency Family Member Travel. **Note**: Whenever possible, due to JRT limitations (see **paragraph 2.25.3.1**), physicians should advise members to select individuals identified in **paragraph 2.25.2.3**.

2.25.2.2. Per JTR, par. 033201-A3, if the member is unable to select a Designated Individual, then the attending physician, surgeon, commander, or head of the military treatment facility selects the Designated Individual. When a member who has not made a designation under **paragraph 2.25.2.1** and, as determined by the attending physician or surgeon, is not able to make such a designation; an individual who, as designated by the attending physician, surgeon, or MTF/CC, is the PNOK, can make end of life decisions. In situations not requiring end of life decision-making, designated travelers should be someone with a personal relationship to the member whose bedside presence may aid and support the health and welfare of the member during the duration of the member's inpatient treatment. In addition to this instruction, the Record of Emergency Data, and/or Standard Form 86 (SF 86), *Questionnaire for National Security Positions*, should be used to aid in this determination.

2.25.2.3. The term "health and welfare," with respect to a member, includes a situation in which a decision must be made by family members regarding the ending of artificial life support being provided to the member. The following family members have priority when Emergency Family Member Travel is requested based upon ending of artificial life support decision making:

2.25.2.3.1. The member's spouse.

2.25.2.3.2. Children of the member (including stepchildren, adopted children, and non-marital children).

2.25.2.3.3. Parents of the member or persons in loco parentis to the member, including fathers and mothers through adoption and persons who stood in loco parentis to the member for a period no less than one year immediately before the member entered the uniformed service. **Exception**: only one father and one mother or their counterparts in loco parentis may be recognized in any one case.

2.25.2.3.4. Siblings of the member.

2.25.3. Transportation:

2.25.3.1. Consistent with the JTR, paragraph 033201, travel for up to three designated individuals (consisting of transportation and Per Diem) to visit a wounded or ill member may be provided. Authorization or approval for transportation and Per Diem for more than three designated individuals in extenuating circumstances will be in accordance with **paragraph 2.25.5.5**.

2.25.3.2. One, or a combination, of the following round-trip transportation services between the designated individual's home and the medical facility location in which the member is hospitalized may be provided transportation-in-kind, reimbursement for the cost of personally procured commercial transportation (use is still mandatory), or automobile mileage rate (in accordance with JTR para. 020210) for the official distance traveled by privately owned vehicles.

2.25.3.3. Per Diem. When a designated individual is authorized a round-trip to a medical facility at government expense, Per Diem may be paid for travel to the medical facility, while at the site during visits with a seriously wounded, ill or injured member, and for return travel to the designated individual's home. Emergency family member travel ends when the designated traveler returns home or when the member is no longer hospitalized or rendered deceased by a medical authority. Designated travelers are not eligible to receive reimbursement for Per Diem or lodging expenses beyond the date the member was place in an outpatient status or date of death.

2.25.4. Responsibilities and procedures:

2.25.4.1. Attending physician or surgeon will initiate the Emergency Family Member Travel request for a period not to exceed 30 days. **(T-1).**

2.25.4.2. Medical Treatment Facility Commander or head of the military medical facility will:

2.25.4.2.1. Ensures Medical Treatment Facility personnel are familiar with the Emergency Family Member Travel Program and eligibility criteria. **(T-1).**

2.25.4.2.2. Endorses the attending physician's or surgeon's Emergency Family Member Travel request. **(T-1)**. For members in a civilian hospital, the commander of the nearest military Medical Treatment Facility or Medical Group Commander or the military Medical Treatment Facility having administrative responsibility for the member must endorse the attending physician's or surgeon's request. **(T-1).**

2.25.4.2.3. Immediately notifies the CAR once the Emergency Family Member Travel request is endorsed. **(T-1)**.

2.25.4.2.4. Provides the CAR necessary information to request transportation arrangements from AFPC/DPFCS. **(T-1)**.

2.25.4.2.5. Coordinates with the member's unit commander to ensure the NOK are promptly notified of the member's condition, regardless of Emergency Family Member Travel request. **(T-1)**.

2.25.4.3. Member's Unit Commander:

2.25.4.3.1. Coordinates with the Medical Treatment Facility or civilian hospital to notify the NOK of the member's condition.

2.25.4.3.2. In accordance with AFI 34-1101, the unit commander assigns a Family Liaison Officer (FLO) to act as personal escort to receive the designated traveler(s), arranges for quarters and meals, and provides assistance when notified by the CAR that Emergency Family Member Travel has been approved. Just in time training to the FLO will be provided by the Wounded Warrior Cell. Travel costs incurred by the Family Liaison Officer will be funded with unit funds.

2.25.4.3.3. Ensures the Family Liaison Officer remains in contact with the designated traveler(s) during their stay and informs the CAR when they desire to return home. Contact the AFPC/DPFW Wounded, Ill and Injured Cell during normal duty hours or AFPC/DPFCS after hours to arrange transportation.

2.25.4.4. The CAR:

2.25.4.4.1. It is the office of primary responsibility (OPR) for ensuring the policy, responsibilities and requirements of the Emergency Family Member Travel Program are administered correctly.

2.25.4.4.2. Will establish local procedures to inform responsible agencies and individuals (i.e., medical personnel, commanders, first sergeants, and command post personnel) of all very seriously/seriously ill or injured cases involving military members hospitalized in the Medical Treatment Facility or civilian hospitals within their area of the Emergency Family Member Travel Program and their responsibilities. **(T-1)**.

2.25.4.4.3. Will immediately contact AFPC/DPFCS by telephone when the Medical Treatment Facility Commander endorses an Emergency Family Member Travel request. **(T-1)**.

2.25.4.4.4. Submits appropriate casualty report to AFPC/DPFCS to confirm the Emergency Family Member Travel request. **(T-1)**. Annotates Emergency Family Member Travel requests in the remarks section of the initial casualty report, or the Medical Progress Report. **(T-1)**.

2.25.4.4.5. On receipt of the designated travelers' itinerary(s) from AFPC/DPFW Wounded, Ill and Injured Cell, the CAR forwards the information to the Family Liaison Officer. **(T-1)**.

2.25.4.4.6. Stays in contact with the Family Liaison Officer and determines when the designated traveler(s) wants to return home and ensures the AFPC/DPFW Wounded, Ill and Injured Cell is advised by telephone or email. **(T-1)**. The most current contact information is located in the *Casualty Operations Guide* on the Casualty SharePoint.

2.25.5. Emergency Family Member Travel extension and additional travelers (more than 3):

2.25.5.1. Use the most current version of the Air Force Form 4455 located on the DAF E-Publishing website.

2.25.5.2. Requests are submitted in writing by the attending physician and endorsed by the Medical Treatment Facility Commander or Medical Group Commander on an Emergency Family Member Travel extension request form, in 30-day increments only.

2.25.5.3. AFPC/DPFCS will approve all Emergency Family Member Travel extension requests up to 180 days (i.e., authorizing a total of 210 days of Emergency Family Member Travel reimbursement). **(T-1)**.

2.25.5.4. AFPC/DPFC will approve all Emergency Family Member Travel extension requests beyond 180 days (i.e., authorizing more than 210 days of Emergency Family Member Travel reimbursement). **(T-1)**.

2.25.5.5. The Air Force Personnel Center Commander (AFPC/CC), Executive Director (AFPC/CA), or Director or Deputy Director, Directorate of Airman and Family Care (AFPC/DPF) will approve all travelers beyond the three authorized travelers in statute and travel policy. **(T-1)**.

2.25.6. To initiate reimbursement for "after-the-fact" Emergency Family Member Travel, the CAR follows the same procedures for requesting and obtaining Emergency Family Member Travel approval described in **paragraph 2.25.4**.

2.25.7. The DAF does not reimburse the designated travelers until they return home and file a travel voucher. All required documentation is submitted to the AFPC/DPFW Wounded, Ill and Injured Cell for processing, approval, and payment.

2.26. Pay and Allowances Continuation (PAC) Program.

2.26.1. The PAC policy is implemented in accordance with DoD 7000.14-R, *DoD Financial Management Regulation*, Volume 7A, *Military Pay Policy Active Duty and Reserve Pay*, Chapter 13. This program allows Service members to continue to receive the same pay and allowances they were receiving at the time of hospitalization (with the exception of Family Separation Allowance) to include any special pay, incentive pay, bonus or similar benefits that the service member qualified for due to their deployment, at the time of hospitalization, and the incidental expense portion of the temporary duty allowance for members deployed in a combat operation or combat zone. All normal pays and allowances will be continued based on established guidance and will be adjusted as normal for Congressionally approved pay increases, promotions, bonuses not tied to deployments, etc.

2.26.2. PAC applies to both active and reserve component service members who, in the line of duty, incur wounds, illnesses, or injuries while serving in a combat operation or a combat zone.

2.26.3. Responsibilities and procedures.

2.26.3.1. Air Force Warrior and Survivor Care (AF/A1SAZ). Responsible for the creation, revision, and interpretation of policy for this program and for monitoring changes in law, Department of Defense guidance, and other applicable Air Force policy impacting this program. AF/A1SAZ will:

2.26.3.1.1. Review and adjudicate after-the-fact PAC packages in accordance with **paragraph 2.26.5**.

2.26.3.1.2. Review and adjudicate extension requests in accordance with **paragraph 2.26.4.2**.

2.26.3.2. Deputy Assistant Secretary for Financial Operations (SAF/FMF): SAF/FMFC will provide any required liaison between the Defense Finance Accounting Service offices providing payment of PAC and AF/A1SAZ and Air Force Casualty Offices and develop processes with Defense Finance Accounting Service to ensure PAC is paid to entitled service members. Any problems or policy changes will be coordinated with SAF/FMFC prior to implementation.

2.26.3.3. Air Force Surgeon General (AF/SG), MTF, Reserve Medical Unit, or Guard Medical Unit: Chief Medical Staff is responsible for completing the initial AF Form 469, *Duty Limiting Condition Report*, to help commanders determine a service member's eligibility for pay and allowances continuation and estimate return to duty. **(T-1)**.

2.26.3.4. Air Force Casualty Services Branch (AFPC/DPFCS): Administers, manages, and executes PAC program policies. **(T-1)**.

2.26.3.4.1. Coordinates PAC program policy concerns with AF/A1SAZ, as required. AF/A1SAZ has the final decision authority for PAC applications. If condition is determined not to qualify for PAC (i.e., those not requiring inpatient treatment immediately upon evacuation), the determination will remain in effect for all future reports of the same condition and Air Force Casualty will have authorization to cease or deny PAC based on the initial determination.

2.26.3.4.2. Produces the monthly Pay and Allowances Continuation Roster Report and provides it to CARs for verification of installation service members on Pay and Allowances Continuation, via the Air Force Casualty Information SharePoint site.

2.26.3.5. The Unit Commander will assist and counsel PAC eligible service members to ensure they do not incur a debt resulting from the overpayment of PAC. **(T-1)**. **Note**: See **paragraph 2.26.3.9**.

2.26.3.5.1. Counsels unit members on changes or ending of PAC eligibility.

2.26.3.5.2. Notifies the base CAR when an Air Force Form 469 or other authoritative documentation is received with a returned to duty recommendation or makes a determination of "Not In the Line of Duty."

2.26.3.6. Force Support Squadron Commander will ensure unit commanders are aware of the PAC program and verify their awareness of any service member that is receiving PAC in their unit. Force Support Squadron Commander will assist the CAR in obtaining returned to duty information, as required to ensure members are not overpaid. **(T-1)**.

2.26.3.7. CAR: Provides training, guidance and assistance to commanders and Chief Medical Staff regarding the PAC program. **(T-1)**.

2.26.3.7.1. Maintains awareness of PAC cases on their installations and utilizes the monthly Pay and Allowances Continuation Roster Report to inform unit commanders and Chief Medical Staff of Service members receiving PAC.

2.26.3.7.2. Submits the final casualty report when a member has been returned to duty.

2.26.3.7.3. Submits a copy of the Line of Duty Determination when a unit commander makes a determination of "Not In the Line of Duty." See AFI 36-2910 for further information.

2.26.3.8. Personnel in Support of Contingency Operations Team: Submits a casualty report and a copy of the deployment order for each service member medically evacuated from a combat theater of operation to AFPC/DPFCS. **(T-1)**. Ensures arrival casualty reports include in or outpatient hospitalization information upon arrival to Medical Treatment Facility.

2.26.3.9. Member: Immediately notify unit commanders when returned to duty in order to prevent Pay and Allowances Continuation overpayment. **(T-1)**.

2.26.4. Pay and Allowances Continuation Eligibility:

2.26.4.1. To qualify, Service members must be hospitalized as an inpatient after being medically evacuated from the theater of operations (or other location) and may continue PAC when outpatient treatment is provided for the same medical condition. Although medical evacuation is not a precondition for PAC eligibility, it sets the PAC start date for those who qualify.

2.26.4.2. PAC eligibility is for a consecutive period of up to 12 months. PAC entitlement continues as long as the treatment is for the initial diagnose(s) requiring inpatient hospitalization. Additional diagnoses will neither entitle a service member to continued PAC eligibility beyond 12 months nor restart or extend a member's PAC eligibility period. Extension requests exceeding 12 months of PAC eligibility will be submitted to AF/A1S for review and approval.

2.26.5. PAC.

2.26.5.1. Upon learning of a Pay and Allowances Continuation eligible service member through the casualty reporting process, AFPC/DPFCS creates a Pay and Allowances Continuation case, using the Case Management System (CMS), and refers it to Defense Finance Accounting Service, continuing the member's eligible pay and allowances. **(T-1)**.

2.26.5.2. If a casualty report is not generated, and the individual is identified after-the-fact, the service member, physician, or other care provider must provide appropriate documentation to confirm eligibility. This documentation must include medical evacuation orders and/or a signed statement from a medical provider that details the date of evacuation or hospitalization, the reason for evacuation or hospitalization, significant events in the care of the service member, and either the date returned to duty or the current status of the service member on the date the statement is signed.

2.26.5.2.1. Service member or unit commander submits the documents to Air Force Casualty for review. Air Force Casualty forwards package to AF/A1SAZ for adjudication.

2.26.5.2.2. If AF/A1SAZ determines the individual qualifies for Pay and Allowances Continuation, AF/A1SAZ notifies AF Casualty in writing. AFPC/DPFCS, in turn, provides the member with the written determination.

Table 2.1. Addresses for Reports on Deceased, Missing, and Duty Status Whereabouts Unknown (including Air National Guard and Air Force Reserve) Members.

Casualty Is	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to:
A Regular Member An active status AFR member An active status ANG member An AFROTC applicant or cadet A DoD, DAF or NAF civilian employee, or Contractor	The home installation, the installation where assigned, or attached for duty, or an Air Force or Space Force installation having knowledge of the casualty	AFPC/DPFCS in accordance with the DCIPS-CR Guide and **Notes: 1-11**
A retired Regular AF, Space Force, ANG or AFR member, when death occurs within 120 days of retirement A retired Air Force or Space Force General	Any Air Force or Space Force installation having knowledge of the casualty	AFPC/DPFCS in accordance with the DCIPS-CR Guide
A retired Regular Air Force, Space Force, ANG, or AFR member receiving or eligible to receive retirement pay when death occurs more than 120 days after retiring		DFAS Cleveland **Note: 2**
ANG, or AFR member receiving or eligible to receive retirement pay when death occurs more than 120 days after retiring An inactive status ARC member	Any Air Reserve Component having knowledge of the casualty	DFAS Cleveland ARPC (See **Chapter 6**) **Note: 10 & 11**

Notes:

1. Refer to **Table 1.1** for reporting requirements.
2. Initial and supplemental reports are distributed to the reporting base and Airman or Guardian's homes station CAR who should distribute to installation leadership. Installation leadership will determine higher level distribution (NAF, MAJCOM or Field Command (USSF).
3. DUSTWUN applies to military personnel. EAWUN applies to reportable DoD civilians or contractors.
4. If member is in a permanent change of station (PCS) status, notify both the losing commander and gaining commander.
5. All messages will be transmitted by encrypted email using DCIPS-CR.
6. An AFR officer serving on active duty orders.
7. The FSS will supplement all unknown or unconfirmed items on the initial report within four hours after receiving the initial casualty report.
8. 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.
9. 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.
10. Assisting CARs notify the primary CAR of the dates the NOK or other beneficiaries applied for and received benefits.
11. AFPC/DPFCS resolves any difficulties in coordinating casualty assistance services between the primary and assisting CARs.

Table 2.2. Report on Non-DAF (Notes 1-3).

Casualty Is	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to:
Member of another US Military Service attached or assigned to an Air Force or Space Force installation	Any Air Force or Space Force installation having knowledge of the casualty when the appropriate Service commander is unable or unable to report	AFPC/DPFCS in accordance with the DCIPS-CR Guide
Notes: 1. Refer to **Table 1.1** for reporting requirements. 2. Initial and supplemental reports are sent to AFPC/DPFCS, appropriate MAJCOMs or field commands, the intermediate command and the casualty's home installation commander. 3. DUSTWUN applies to military personnel. EAWUN applies to reportable DoD civilians or contractors.		

Table 2.3. Reports of Very Seriously. Seriously and Not Seriously Ill or Injured.

<table>
<tr><th>Casualty is</th><th>Preparation of the appropriate report is with the commander of:</th><th>Submit the appropriate report to:</th></tr>
<tr><td>A Regular Air Force or Space Force member, DoD or DAF qualified civilian employee, or a member of their family</td><td rowspan="13">The member’s home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the MTF, or any Air Force or Space Force installation having knowledge of the casualty</td><td rowspan="9">AFPC/DPFCS
Notes: 1-5</td></tr>
<tr><td>An ANG or AFR member in a duty status</td></tr>
<tr><td>An AFROTC applicant or cadet</td></tr>
<tr><td>Moved from one overseas hospital to another (see Note 4)</td></tr>
<tr><td>Evacuated from the overseas MTF to a CONUS MTF (see Note 4)</td></tr>
<tr><td>Medically evacuated from an overseas area and remains at any hospital other than the destination hospital more than 24 hours (see Note 4)</td></tr>
<tr><td>Moved or medically evacuated from an overseas hospital and arrived at another hospital overseas, or in the CONUS (see Note 4)</td></tr>
<tr><td>Removed from VSI, SI, NSI list (see Note 4)</td></tr>
<tr><td>A US Army, Navy, Marine Corps, or Coast Guard member</td><td rowspan="4">AFPC/DPFCS</td></tr>
<tr><td>A US Army, Navy, Marine Corps, or Coast Guard member</td></tr>
<tr><td>An American Red Cross representative, Air Force contract employee, or United Service Organization (USO) entertainer</td></tr>
<tr><td>A VIP in the CONUS</td></tr>
<tr><td>A foreign national under the auspices of the Department of the Air Force</td><td colspan="2"></td></tr>
<tr><td colspan="3">Notes:
1. Refer to Table 1.1. for reporting requirements.
2. The reporting installation CAR sends initial and supplemental reports to AFPC/DPFCS, and installation’s leadership chain as reflected in Table 2.1.
3. AFPC/DPFCS will contact assign and forward casualty reports to the CAR(s) who will provide additional reporting and/or assistance to the NOK and/or beneficiaries using the Zip Code listing on the AFPC Casualty Share Point Site. The CARs are responsible for forwarding casualty reports to their leadership chain as appropriate and reflected in Table 2.1.
4. If member is in a permanent change of station (PCS) status, notify both the losing commander and gaining commander.
5. All messages will be transmitted by encrypted email using or DCIPS-CR.</td></tr>
</table>

Chapter 3

CASUALTY NOTIFICATIONS

Section 3A—General Information.

3.1. Overview.

3.1.1. The DAF 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.

3.1.1.1. Notification will be completed as soon as possible, but no later than 12 hours after receipt of the initial Defense Casualty Information Processing System casualty message.

3.1.1.2. If delays prevent the notification within 12 hours (i.e., incorrect address on service member's Record of Emergency Data, unable to locate NOK) immediately contact AFPC/DPFCS for guidance and instructions.

3.1.2. Casualty notifications are provided to the NOK in accordance with **Table 1.1** and **paragraph 3.2**.

3.1.3. All disclosable facts and circumstances on the casualty incident, known at the time of the initial notification, shall be provided to the PNOK. **(T-1)**.

3.2. Persons to Notify.

3.2.1. All NOK and other persons listed on the Service member's Record of Emergency Data or DD Form 93 and the *Servicemembers' Group Life Insurance On-line Enrollment System Election Certificate* or SGLV 8286, will be officially notified by an Air Force Notification Team in accordance with **paragraph 3.3**. **(T-1)**. Persons to be notified include:

3.2.1.1. Spouse.

3.2.1.2. Children not residing with the spouse.

3.2.1.3. Parents.

3.2.1.4. Beneficiaries, person authorized to direct disposition of human remains, and other persons listed on the Service member's Record of Emergency Data or DD Form 93 or the SGLV 8286 and the *SGLI Online Enrollment System (SOES) Certificate* who will receive monetary benefits as a result of the military member being declared deceased.

3.2.2. Notifying NOK of Non-Department of Defense Civilians.

3.2.2.1. If the DAF officials notify the NOK, follow the same procedures as for military members.

3.2.2.2. 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.

3.2.2.3. The reporting agency (installation command post, security forces, etc.) promptly notifies the FSS, the CAR, and PA office and works closely with the installation commander to ensure that the appropriate official makes proper notifications. **Note**: *AFI 35-105, Public Affairs,* requires that PA office sponsoring an orientation flight, or a civic leader tour airlift for non-DoD civilians, ensures participants provide the name, address, and telephone number of a person to contact in case of emergency.

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

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

3.2.3.2. AFPC/DPFCS assigns responsibility for notification of NOK in the United States who are not in the vicinity of the home installation.

3.2.3.3. The order-issuing headquarters (Military Assistance Advisory Group, DAO, etc.) notifies NOK in the foreign national's home country in accordance with AFI 16-105 (IP), *Joint Security Cooperation Education and Training*.

3.3. Method of Notification.

3.3.1. Casualty notifications are accomplished between the hours of 0500-0000 local time, except under unusual circumstances as authorized by AFPC/DPFCS, ARPC or NGB as applicable. **(T-1)**.

3.3.2. For personnel declared deceased, Duty Status Whereabouts Unknown, or missing, initial notification(s), as quickly as possible, are made in person by a DAF representative to the PNOK, children not residing with the spouse, and to the parents, who are the Secondary Next of Kin (SNOK), unless unusual circumstances prevent such procedure. **(T-1)**.

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

3.4.1. AFPC/DPFCS will:

3.4.1.1. Support commanders in the notification process.

3.4.1.2. Assist in the notification process, at the request of the reporting installation CAR, when the NOK does not reside on, or in the vicinity of, the reporting installation by:

3.4.1.2.1. Identify and directs CARs at other installations to facilitate notification or assign officers to make personal notifications. **(T-1)**.

3.4.1.2.2. Provide support and guidance to the notification officer when a CAR is not available. **(T-1)**.

3.4.2. Installation or GSU commanders, or designated representatives will:

3.4.2.1. Designate base notification officers (field grade officers and above), publish the roster of notification officers in base supplements, and ensure they are trained by the installation CAR. **(T-1)**. For example, designate notification officers at wing, group or squadron level via memorandum or AF Form 1075. In extremely rare circumstances, company grade officers are used when field grade officers are not available. **Note**: Only AFPC/DPFCS can approve use of a CGO for notification.

3.4.2.2. Determine the length of time officers are assigned notification responsibilities as applicable. **(T-3)**.

3.4.2.3. Ensure the installation CAR is aware of base notification officer(s) and/or receives a list of selected notification officers. **(T-1)**. Ensure an AF Form 1075 is completed for installation and geographically separated units to include Reserve Officer Training Corps (ROTC) whenever a change occurs and annually on 1 October of each year. Email form to **afpc.casualty@us.af.mil**. **(T-1)**.

3.4.2.4. Ensure all notification team stand-ups are coordinated through the installation CAR and AFPC/DPFCS is kept informed. **(T-1)**.

3.4.2.5. Ensure the member's unit commander or an appropriate officer notifies the NOK of casualties. **(T-1)**.

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

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

3.4.2.6. Determine whether to notify NOK of non-DoD civilians (see **paragraph 3.2.2**) killed on their installation or during:

3.4.2.6.1. An orientation flight. **(T-3)**.

3.4.2.6.2. A civic leader tour airlift. **(T-3)**.

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

3.4.4. If a NOK dies at a military MTF, the attending physician, MTF/CC, or member's commander or designated representative notifies the sponsor.

3.4.5. MTF/CC, attending physician, or member's commander or designated representative notifies NOK present at bedside when a member dies or death is imminent at an Air Force MTF. **(T-1)**.

3.4.6. AFPC/DPFCM makes all notifications of status changes to NOK of members who are missing. Notifications will be completed in accordance with AFPCI 36-106 or AFPCI 36-104.

3.4.7. The CAR will:

3.4.7.1. Be responsible for training notification officers. Potential notification officers will view the Casualty Notification Video, PIN #612640. **(T-1)**. To order this video or obtain additional copies contact the Defense Imagery Management Operations Center and order it from their archives at **https://www.dimoc.mil**.

3.4.7.2. Provide support and guidance to the notification officer. **(T-1)**. If a CAR is not readily available, AFPC/DPFCS will provide guidance. **(T-1)**.

3.4.7.3. Give notification officers a copy of the Casualty Notification Officer Checklist in the *Casualty Operations Guide*. **(T-1)**.

3.4.8. Other military services notify the NOK of their own members.

3.5. Organ and Tissue Donation.

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

3.5.2. Under no circumstances will the CAR or the notification officer discuss organ or tissue donation with the NOK. **(T-1)**.

3.6. Deoxyribonucleic Acid (DNA) Specimen Sample. All questions concerning requests for DNA are referred to the Armed Forces Medical Examiner System (AFMES), 115 Purple Heart Drive, Dover Air Force Base DE, 19902.

3.7. Casualty Notification Responsibility.

3.7.1. If the person(s) to be notified lives on or near the member's home installation:

3.7.1.1. The member's wing/delta/garrison, group, squadron commander, or designated officer, as determined by the installation commander, will effect personal notification to the NOK, provide all releasable circumstances surrounding the incident, and express condolences. **(T-1)**. Commanders will check with judge advocate and public affairs prior to releasing information. **(T-1)**. Work all notification team stand-ups through the CAR so AFPC/DPFCS is kept informed. **(T-1)**.

3.7.1.2. If someone other than the member's unit commander makes notification, 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/DPFCS prior to making the decision NOT to visit the NOK.

3.7.2. If the person(s) to be notified do not live on or near the member's home station:

3.7.2.1. AFPC/DPFCS assigns the Air Force activity (i.e., Regular Air Force, Air Force Reserve Officer Training Corps, Air National Guard, or Air Force Reserve) nearest to residence(s) of the person(s) to be notified to accomplish the casualty notification. **(T-1)**.

3.7.2.2. Once the AFPC/DPFCS assigned notification team has completed the in-person casualty notification, the member's commander will make an official notification confirmation by phone to the NOK as soon as possible. **(T-1)**. **Exception:** When telephonic contact cannot be made to the NOK, the commander communicates through the most expedient means available.

3.7.2.3. AFPC/DPFCS provides the home station CAR the name and contact number of the notification officer. **(T-1)**. The CAR provides this information to the member's commander or designee, to facilitate a direct line of communication between the Notification Officer and the deceased member's commander.

3.7.3. The casualty notification duty:

3.7.3.1. Is performed on behalf of the Chief of Staff of the Air Force or Chief of Space Operations. **(T-1)**.

3.7.3.2. Has priority over all duties, except in emergencies. **(T-1)**.

3.7.3.3. Is accomplished in service dress uniform (unless AFPC/DPFCS waives this requirement) with the exception of the medical technician who may wear the uniform of the day; the medical technician remains in the vehicle unless required. **(T-1)**.

3.8. Notification Team Composition.

3.8.1. 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/DPFCS. **(T-1)**. **Exception**: AFPC/DPFCS may assign other officers to notification duty. **Note**: Under no circumstances shall a notification officer make a notification alone. **(T-1)**.

3.8.2. 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. **(T-1)**.

3.8.3. Notification should not be delayed due to the inability to obtain a medical officer or chaplain.

3.8.3.1. The commander or notification officer may invite another person to accompany the notification team such as a friend, coworker, or 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.

3.8.3.2. Public affairs officers should be requested to accompany the team when there are indications of a high level of media interest and the presence of media is likely.

3.8.4. When possible, the public affairs officer travels with the notification team, but waits in the vehicle until notification is made to the NOK and the notification officer requests public affairs assistance.

3.8.4.1. The notification officer will provide the NOK a copy of the public affairs Information Fact Sheet and provide the NOK with public affairs contact information. Public affairs officers will assist families in how to deal with the civilian media, offer assistance with any public statements, and the NOK's desires on how and when to answer media questions. **(T-1)**. The public affairs fact sheets are located in the *Casualty Operations Guide* on the Air Force Casualty SharePoint site.

3.8.4.2. When media is already at the NOK residence prior to or during the notification, the Public Affairs officer should act as the liaison between the media and the NOK, in keeping with the NOK's desires.

3.8.4.3. Casualty notification officers in remote areas who have no local public affairs officer will provide families with the name and contact information for AFPC/PA.

3.8.5. Survival, Evasion, Resistance and Escape (SERE) Psychologist or member may be requested to accompany a notification team in circumstances when there are indications the member is missing--captured or detained.

3.8.6. The SERE Psychologist or member assists families in understanding the conditions their loved one may be dealing with in captivity or detention and works with the Public Affairs officer in providing assistance to families dealing with the media.

3.8.7. On Regular Air Force and Space Force installations, notification team members assemble in the CAR's office within one-hour after receiving notification from the CAR.

3.8.8. The CAR immediately contacts AFPC/DPFCS to advise if there is a delay or issue in assembling the notification team and obtaining support.

3.9. Arranging Transportation for the Notification Officer or Team.

3.9.1. The CAR, with help from the Logistics Readiness Squadron vehicle dispatcher, provides a military vehicle, sedan, mini-van, or other appropriate vehicle for the notification officer. **(T-3)**.

3.9.1.1. Geographically separated unit commanders should establish arrangements for use of a government vehicle if available.

3.9.1.2. AFI 24-301, *Ground Transportation*, provides for use of base vehicles for official government use.

3.9.1.3. Notification officers must use military vehicles when available; otherwise, use of a privately owned vehicle is authorized. **(T-3)**.

3.9.2. When travel must be performed using a privately owned vehicle, the notification officer submits Optional Form (OF) 1164, *Claim for Reimbursement for Expenditures on Official Business*, to their servicing Financial Services Office for reimbursement of expenses.

3.9.3. Reimbursement of expenses is chargeable to unit operation and maintenance funds.

3.10. Communication Support for Notification Officer and Team.

3.10.1. The Force Support Squadron or geographically separated unit commander, with the help of support agencies, if required, ensures the notification officer or team has the means to immediately communicate with their installation casualty office and AFPC/DPFCS should they encounter obstacles which prevent effecting and confirming notifications in a timely manner.

3.10.2. The immediate availability of means to communicate for notification officers and teams with their installation casualty office and AFPC/DPFCS is essential should the notification officer or team encounter obstacles which prevent effecting and confirming notifications in a timely manner.

3.11. Location of the NOK.

3.11.1. If the reporting installation is not making notification, the CAR assigned notification responsibility or AFPC/DPFCS will provide the notification officer the last known address(es).

3.11.2. 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 the NOK with rural route or post office box addresses.

3.12. Inability to Locate the NOK.

3.12.1. If individuals to be notified are not at home, the notification officer should contact neighbors, law enforcement agencies, or the local postmaster for information regarding the person's whereabouts.

3.12.2. If the notification officer or team cannot locate the persons to be notified, or they have moved from the area, the notification officer should immediately telephone AFPC/DPFCS for further guidance and provide the information concerning attempts to contact them. AFPC/DPFCS can be reached at DSN 665-0102 or 1-800-525-0102.

3.13. Preparing the Notification Letter.

3.13.1. When the member's commander or designated representative personally notifies the NOK, a notification letter is not required.

3.13.2. When AFPC/DPFCS directs an installation or officer at a geographically separated unit to make a casualty notification, AFPC/DPFCS completes the appropriate notification letter and emails it to the installation CAR or officer at the geographically separated unit (See *Casualty Operations Guide*).

3.13.3. The installation CAR or officer at the geographically separated unit signs the notification letter and scans or emails it to AFPC/DPFCS. **(T-1)**. (**Note**: For ANG units, the CAR will complete the appropriate notification letter.)

3.13.4. When circumstances prevent AFPC/DPFCS from providing the letter, the notification officer or CAR completes the letter using the instructions in the *Casualty Operations Guide*. **(T-1)**.

3.13.5. Telephonic notification does not preclude the requirement for a circumstance or condolence letter, as appropriate.

3.14. Making the Notification.

3.14.1. As a minimum, the notification officer must:

3.14.1.1. Be as compassionate as possible. **(T-1)**.

3.14.1.2. If telephonic notification, advise the caller of the DAF's progress in notifying other NOK (i.e., tell them if a notification team is on the road). **(T-1)**.

3.14.1.3. Be alert to the needs of the NOK and represent the DAF in a professional manner. **(T-1)**.

3.14.1.4. Avoid using acronyms, slang, or military terminology. **(T-1)**.

3.14.1.5. Introduce themselves and any other members of the team to the NOK. **(T-1)**.

3.14.1.6. Verify the identity of the individual being notified by confirming their full first, middle, and last name. **(T-1)**.

3.14.1.7. If at least one person to be notified is home, the notification officer states they have an important message to deliver and asks permission to enter the residence. **(T-1)**.

3.14.1.8. Without reading from the notification letter, verbally relay to the NOK the information contained in the letter, if applicable. **(T-1)**. Paraphrase any additional circumstances described in the notification letter (see *Casualty Operations Guide*).

3.14.1.8.1. Be articulate and speak as naturally as possible. **(T-1)**.

3.14.1.8.2. Do not extend overly sympathetic gestures that may be taken the wrong way. **(T-1)**.

3.14.1.8.3. Do not physically touch the NOK in any manner other than to assist in an emergency. **(T-1)**. If necessary, summon the medical representative on the team or local emergency personnel.

3.14.1.8.4. Avoid making detailed statements about the incident. **(T-1)**.

3.14.1.8.5. Inform the NOK, if stated in the notification letter, that the deceased or missing member's commander will send a letter explaining and confirming the circumstances surrounding the incident, if applicable. If the notification officer is the member's commander or a designated representative and has first-hand knowledge of the circumstances, he or she may give the NOK additional releasable information after discussion with JA and PA.

3.14.1.8.6. Inform the NOK and those 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. **(T-1)**.

3.14.1.8.7. Inform the NOK, if stated in the notification letter, that a mortuary affairs representative will contact them regarding mortuary affairs within two hours of notification. **(T-1)**.

3.14.1.9. Give the notification letter to the NOK, if applicable. **(T-1)**.

3.14.1.10. If the NOK has questions or needs additional assistance, refer them to AFPC/DPFCS. **(T-1)**. A technician will put the NOK in touch with the member's commander.

3.15. Information Not Discussed With NOK. The notification officer should limit the discussion to the information contained in the notification letter and not discuss matters they are not qualified to discuss. Notification officer should not disclose:

3.15.1. Questions about survivor benefits, burial, or similar matters.

3.15.2. Compensation-related questions dealing with insurance, gratuities, unpaid pay and allowances. The CAR providing assistance will address these subjects.

3.15.3. Questions relating to mortuary affairs. The mortuary affairs representative will address these issues.

3.15.4. Questions relating to line of duty, negligence, errors in judgment, or the responsibility of other personnel concerned with the incident.

3.15.5. Questions related to changes in status, benefits, entitlements, or similar matters associated with missing members. AFPC/DPFCM and the CAR provide guidance and assistance on these issues.

3.15.6. The notification officer's prior experiences or personal conjectures.

3.16. After the Notification. The notification officer will:

3.16.1. Confirm the NOK's address is correct and obtains their telephone number for future contact. **(T-1).**

3.16.2. If at all possible, does not leave the NOK alone. **(T-1)**. Encourages the NOK to contact a relative, neighbor or friend to stay with them, and remain with them until someone arrives to support them after they depart.

3.16.3. Summon emergency medical assistance if warranted. **(T-1).**

3.17. Verifying the Notification.

3.17.1. Immediately after departing the location, but before the notification officer returns to their base, home, or unit, contact AFPC/DPFCS to report the following information:

3.17.1.1. Time notification was completed. **(T-1)**.

3.17.1.2. Confirmed name, address, and telephone number. **(T-1)**.

3.17.1.3. Any unusual events or comments. **(T-1)**.

3.17.1.4. Name(s), relationship to the member, address(es), and telephone number(s) for others to be notified by the PNOK, the Air Force, or the Space Force. **(T-1)**.

3.17.2. The notification officer should return to the CAR's office to provide the above information.

3.18. Additional Contacts Between the Notification Officer and the NOK. 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 Duty Status Whereabouts Unknown. 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.

3.19. Updating the PNOK on Search Progress.

3.19.1. The unit commander provides the PNOK with daily search progress updates. **(T-1)**. The unit commander with search responsibility uses the most expedient method of communication when updating the PNOK.

3.19.2. For members who are Duty Status Whereabouts Unknown or missing under hostile circumstances, AFPC/DPFCM provides updates to the PNOK. AFPC/DPFCM may coordinate updates through the CAR and/or unit commander.

3.20. Follow-on Notification of the NOK for Duty Status Whereabouts Unknown and Missing Personnel Returned to Military Control (RMC).

3.20.1. Notification(s) are made by the fastest method possible, to include telephonic notification.

3.20.2. The commander at the reporting installation notifies the NOK.

3.20.3. For members who are missing under hostile circumstances, notification of members Returned to Military Control are managed through AFPC/DPFCM and in accordance with DAFI 10-3001, if applicable.

Section 3B—Notifications For Very Seriously, Seriously, or Not Seriously Ill or Injured Personnel.

3.21. Casualty Responsibility and Method of Notification. (Refer to Table 1.1).

3.21.1. The member (if capable), member's commander, designated representative, or physician notifies the NOK of these casualties by telephone:

3.21.1.1. Very Seriously Ill or Injured (VSI).

3.21.1.2. Seriously Ill or Injured (SI).

3.21.1.3. Not Seriously Ill or Injured (NSI).

3.21.2. The member's commander may delegate notification duties to the member's first sergeant or the attending physician.

3.21.3. The commander should consider making a personal notification when it is known the NOK is in ill health.

3.21.3.1. Notification is made by the member's commander, any commissioned officer, or senior non-commissioned officer (i.e., master sergeant through chief master sergeant).

3.21.3.2. The individual notifying the NOK should be of equal or higher grade than the ill or injured member, unless it is the attending physician.

3.21.3.3. The member's commander must maintain close communication with the Medical Treatment Facility or civilian hospital to ensure that an appropriate official notifies the NOK.

3.21.4. If the member is able to communicate, the member's desires regarding which NOK to notify, if any, should be honored. The commander will notify NOK against the member's wishes if the commander decides it is necessary, and will contact AFPC/DPFCS for guidance prior to notification. **(T-1)**.

3.21.5. If the member is unable to communicate, the NOK and individuals listed on the member's Record of Emergency Data or DD Form 93, as applicable, are notified by the member's commander, PNOK, or AFPC/DPFCS.

3.21.6. The member's commander or designated representative notifies the PNOK and keeps them informed of the member's medical progress when the member is hospitalized:

3.21.6.1. Within 24 hours of the initial notification and at least every day thereafter. **(T-1)**.

3.21.6.2. Immediately when the member's condition changes. **(T-1)**.

3.21.7. Refer to **paragraph 2.25** for guidance on Emergency Family Member Travel Program.

Chapter 4

CASUALTY ASSISTANCE

Section 4A—General Information for Regular Air Force, Air National Guard, Air Force Reserve Members, Air Force Reserve Officer Training Corps (AFROTC) graduates, 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.

4.1.2. Casualty assistance includes:

4.1.2.1. Counseling regarding rights and benefits and entitlements claims.

4.1.2.2. Filling out claim applications for monetary benefits and privileges.

4.1.2.3. Resolving issues, problems, or concerns and providing referrals for non-medical grief counseling if needed or requested.

4.1.3. See Section B of the *Casualty Operations Guide* for active duty deaths for instructions and information.

4.1.4. See Section C of the *Casualty Operations Guide* for retiree deaths that occur within 120 days of retirement or separation for instructions and information.

4.1.5. See Section D of the *Casualty Operations Guide* for retiree deaths that occur greater than 120 days of retirement for instructions and information.

4.2. Responsibilities.

4.2.1. AFPC/DPFCS is the authority regarding benefits and entitlements claims.

4.2.2. The CAR provides casualty assistance to the beneficiaries and NOK of Air Force military members and retirees. **(T-1)**.

4.2.2.1. If the beneficiary or NOK lives on or in the vicinity of the base reporting the casualty, that base assumes casualty assistance responsibility.

4.2.2.2. If the beneficiary or NOK does not live on or in the vicinity of the reporting base, AFPC/DPFCS assigns a CAR to provide assistance.

4.2.3. When there is more than one NOK (e.g., a single member with divorced parents), AFPC/DPFCS assigns lead casualty assistance responsibility based on which NOK receives the majority of benefits.

4.2.4. AFPC/DPFCS 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. **(T-1)**.

4.2.5. AFPC/DPFCS is the approval authority for the transfer of casualty assistance for the convenience of the beneficiary. **(T-1)**.

4.2.6. AFPC/DPFCS resolves any difficulties in coordinating casualty assistance services between the primary and assisting CARs and ultimately holds authority to determine which CAR will provide assistance.

4.2.7. For Air National Guard and Air Force Reserve casualties in an active duty status, AFPC/DPFCS assigns a CAR to assist from the nearest Regular Air Force installation.

4.2.8. Representatives from the member's unit should be afforded the opportunity to be present during casualty assistance visits with the concurrence of the PNOK.

4.2.9. AFPC/DPFCM is the authority regarding benefits and entitlements for missing persons.

4.2.9.1. CAR assignment and responsibilities for assistance are determined by AFPC/DPFCM and are consistent with paragraphs **4.2.2** through **4.2.8**.

4.2.9.2. AFPC/DPFCM coordinates with the Air Force Personnel Center Benefits and Entitlements Service Team (AFPC/DP2SB) on issues related to pay, benefits, and entitlements of civilians in a missing status.

4.3. Establishing Initial Contact With PNOK, Other NOK, and Persons Designated as Beneficiaries.

4.3.1. The CAR must contact the PNOK within 24 hours of notification. **(T-0)**. 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 of notification.

4.3.2. The CAR makes contact with the Family Assistance Representative (FAR) as soon as one is appointed and keeps them apprised of the proposed plan for assisting the PNOK. **(T-1)**.

4.3.2.1. The CAR and FAR work jointly for the benefit and welfare of the surviving NOK.

4.3.2.2. Initial contact by the CAR may be made either by telephone or in person.

4.3.3. The CAR must make in person casualty assistance visit with the NOK when:

4.3.3.1. A Regular Air For or Space Force, ANG, or AFR member in a duty status, dies or is declared missing. **(T-1)**.

4.3.3.2. A retiree dies within the first 120 days of retirement. **(T-1)**.

4.3.4. During the initial contact, the CAR:

4.3.4.1. Determines if there are any immediate concerns such as financial, legal, spiritual, or personal needs.

4.3.4.2. Confirms addresses.

4.3.4.3. Offers to arrange a casualty assistance visit at the earliest possible date and at a location most convenient to the individual being assisted.

4.3.4.3.1. Coordinates the visit with the base mortuary officer for the same day.

4.3.4.3.2. For members in a missing status or DUSTWUN/EAWUN under hostile conditions, contact AFPC/DPFCM for guidance on the initial contact with the PNOK, SNOK, and other designated persons.

4.3.5. 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.

4.4.1. If a CAR receives relevant new information from any NOK, they must immediately notify AFPC/DPFCS or AFPC/DPFCM for missing persons. **(T-1).**

4.4.2. The CAR will confirm the information with a supplemental message to AFPC/DPFCS by close of business or within 24-hours of receiving the information and update Defense Casualty Information Processing System-CM. **(T-1).**

4.5. Casualty Assistance Visits or Contacts with NOK.

4.5.1. The CAR makes an in person visit to the PNOK or beneficiary at least once. **(T-1)**.

4.5.2. Additional contact may be made by email, mail or telephone if the NOK desires.

4.5.3. The CAR will ensure that each contact, personal visit, telephone call, or correspondence is annotated as outlined in DCIPS-CM user guide. **(T-1)**.

4.5.4. For deceased members:

4.5.4.1. The CAR will brief the PNOK and provide a copy of DoD Publication - *A Survivor's Guide to Benefits - Taking Care of Our Own*, *The Days Ahead Essential Papers for Families of Fallen Service Members*, and the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors* (see **https://www.va.gov/opa/publications/benefits_book.asp** or the *Casualty Operations Guide*). **(T-1)**.

4.5.4.2. Explain and complete the necessary claim applications for applicable benefits as outlined in the *Casualty Operations Guide*.

4.5.4.3. The CAR should contact the Casualty Assistance Coordinator (CACO) at the Veterans Affairs Regional Office (VARO) and request their attendance at a visit with the NOK when they require VA benefit counseling and completion of VA claim applications. If the VA-CACO is unable to be present at any visits with the NOK, the CAR:

4.5.4.3.1. Completes 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 within one year of the death. **(T-1)**.

4.5.4.3.2. Mails, emails, or, uploads the claim applications, with supporting documentation to the appropriate agency, as listed in *Casualty Operations Guide*, as soon as possible. **(T-1)**.

4.5.4.4. The CAR obtains a copy of the civilian death certificate from the mortuary officer (Regular Air Force or Space Force) and NOK (retiree), if applicable, and mails, emails, or faxes a copy and subsequent amendments to AFPC/DPFCS and USAFSAM/PHR 2510 5th St Building 840, Room W318.24, Wright Patterson AFB OH 45433-7913, FAX: (937) 904-8941. **(T-1)**.

4.5.4.4.1. If NOK requests copy of an autopsy report refer the NOK to the Mortuary Officer.

4.5.4.4.2. If the manner of death stated on the death certificate reads "pending investigation," obtain a copy of the amended death certificate, and mail, email, or fax it to AFPC/DPFCS and USAFSAM/PHR.

4.5.4.5. Contact the PNOK of a deceased member**:**

4.5.4.5.1. Frequently or at least once a month until all monetary benefits and entitlements are paid or adjudicated. **(T-1)**.

4.5.4.5.2. Within 30-days of the Regular Air Force or Space Force, ANG or AFR member in duty status' death, facilitate the introduction to the Air Force Families Forever (AFFF), CRC/CRS who will be assigned to provide long term assistance and support. **(T-1)**.

4.5.4.5.3. If the NOK has or anticipates any legal problems. **(T-1)**.

4.5.4.5.4. If the NOK needs assistance in arranging for increased or special allotments through DFAS-IN. **(T-1)**.

4.5.4.5.5. When requested by AFPC/DPFCS. **(T-1)**.

4.5.5. For members in a missing status, AFPC will:

4.5.5.1. Contacts the NOK at least once every 30-days for the first year.

4.5.5.2. Contacts the NOK every three (3) months starting with the 13th month for as long as the member remains in a missing status.

4.5.5.3. Makes additional contacts as directed by AFPC/DPFCM or if requested by the NOK.

4.5.5.4. Provides the NOK additional advice regarding benefits and entitlements, and ensures beneficiaries complete applications and file claims, if necessary.

4.5.5.4.1. Confirms the status of benefit claims or applications already processed and offers to help expedite settlement, if applicable.

4.5.5.4.2. If the missing member is further classified as captured or detained, provide the PNOK a copy of the Joint Personnel Recovery Agency (JPRA) publication, *Family Handbook – What you need to know when your loved one is isolated, missing or captured*.

4.5.5.4.2.1. If resources are available, request a SERE Psychologist attend the first assistance visit with the PNOK to explain their role while their loved one is missing and during the reintegration process.

4.5.5.4.2.2. Additionally, the SERE Psychologist assists the CAR in obtaining any necessary information from the PNOK about the missing member that may assist in the search and recovery process.

4.5.5.5. Advises eligible PNOK that installation government family housing may be available prior to relocating.

4.5.5.6. Determines if the NOK have a valid power of attorney and, if so, the type and expiration date.

4.5.5.7. Determines if the NOK have or anticipate any legal problems.

4.5.5.8. Confirms if the NOK were assisted in arranging for increased or special allotments through DFAS-IN.

4.5.5.9. The CAR relays all information received from the NOK to AFPC/DPFCM.

4.6. Benefit Assistance to Parents of a Deceased Member.

4.6.1. The CAR will advise the parents of a deceased member of their possible entitlement to VA and Social Security benefits and how to apply. **(T-1)**.

4.6.2. The CAR sends a letter (see *Casualty Operations Guide*) to the parents no later than five days after the first contact with the PNOK. **(T-1)**. **Exception**: If the parents, as PNOK, are receiving an initial casualty assistance visit, advise them in person during the initial visit.

4.7. Helping NOK Obtain Information. The CAR:

4.7.1. Informs the NOK of their right under DODI 1300.18, to request a copy of the casualty case file and documentation obtained relating to the casualty, and provide it when requested.

4.7.2. Assists the NOK to request or 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. Informs 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.

4.7.4. When appropriate, 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.

4.7.5. If an Air Force Office of Investigations (AFOSI) investigation is in progress regarding a death (e.g., suicides, homicides, suspicious deaths, when 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 Freedom of Information Act (FOIA).

4.7.5.1. Assists the NOK follow the appropriate procedures in DoD 5400.7R_AFMAN 33-302.

4.7.5.2. Ensures that the NOK includes the member's full name, date and place of birth, SSN, and Military Service affiliation in requests for AFOSI reports.

4.7.5.3. Sends requests for AFOSI reports in writing to AFOSI/SCR, P.O. Box 2218, 3235 Old Washington Road, Waldorf, MD 20604-2218 (see the *Casualty Operations Guide* for an AFOSI Freedom of Information Act Request Template).

4.7.5.4. The PNOK, and parents, who are considered SNOK, shall be kept informed on matters relating to DoD investigations. **(T-1)**. At a minimum, they are 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 are 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 are informed of releasable investigative results prior to any public release. Upon request, the service concerned provides 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 Regular Air Force or Space Force, ANG, and AFR Members in a Duty Status.

4.8. General Procedures. The CAR will:

4.8.1. Provide the PNOK a copy of the DoD publication - *A Survivor's Guide to Benefits-Taking Care of Our Families*, and explains all applicable benefits. **(T-1)**.

4.8.2. Provide the PNOK the DoD *The Days Ahead Binder*. **(T-1)**.

4.8.3. Complete the necessary claim applications for applicable benefits. **(T-1)**.

4.8.4. Scan and upload all claim applications, forms, and supporting documentation into DCIPS-CM as outlined in the DCIPS-CM User Guide. **(T-1)**.

4.8.5. Obtain a signed DAF Form 4456, *Privacy Act Release (PAR),* from the PNOK, parents, and all minor children living with a member's spouse, former spouse or a guardian. **(T-1)**. This may also include other SNOK when directed by AFPC/DPFCS.

4.8.5.1. Each CAR will scan and upload the signed PAR into DCIPS-CM as soon as possible, but not later than 10 days after the date of death.

4.8.5.1.1. The CAR providing assistance to parents will obtain a signed PAR. When parents are not eligible or designated to receive benefits and entitlements, the reporting CAR will obtain a signed PAR.

4.8.5.1.2. When the NOK consents to release of their information, CARs will forward the completed PAR to Tragedy Assistance Program for Survivors (TAPS).

4.8.5.2. If circumstance or non-response from the assigned NOK prevent the CAR from obtaining the signed PAR, the CAR will make an entry into the DCIPS-CM bound journal reflecting the efforts made and immediately notify AFPC/DPFCS.

4.9. Death Gratuity. A lump sum gratuitous payment made by the Air Force to the designated beneficiaries of a member who dies on active duty, while active duty for training, inactive duty training or full-time National Guard duty, or Reserve Officer Training Corps (ROTC) graduates (who have received a commission but have not received a first duty assignment).

4.9.1. Refer to DoD 7000.14-R, Volume 7A, Chapter 36, *Payment on Behalf of Deceased Members,* Table 36-5, *Responsibility for Payment of Death Gratuity – Air Force*.

4.9.2. In the absence of a designation, the death gratuity payment is made to survivors of the deceased in the following order:

4.9.2.1. The member's lawful surviving spouse.

4.9.2.2. Child or children of the member, regardless of age or marital status, in equal shares. **Note**: Defense Finance Accounting Service-IN/JFLTBA (Special Accounts Branch) makes payment to minor children within 30 days after receipt of DD Form 397, *Claim Certification and Voucher for Death Gratuity Payment*, and supporting documentation (court appointment of conservatorship or legal guardian of the child(ren)'s estate) not the local Financial Services Office (see **paragraph 4.9.3**).

4.9.2.3. Parents of the member in equal shares or to the surviving parent.

4.9.2.4. The duly appointed legal representative of the member's estate.

4.9.2.5. If none of the above, death gratuity 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. The CAR provides the base Financial Services Office a copy of the service member's Record of Emergency Data or DD Form 93 and the Initial Death Report. The Financial Services Office completes DD Form 397 and provides it to the CAR. The CAR then presents the DD Form 397 to the beneficiary(ies) for signature and returns the signed form(s) to the Financial Services Office.

4.9.4. Defense Finance Accounting Service-IN initiates a Case Management System case for all deaths of members who are in an active duty status. The CAR provides the claim form and supporting documentation to the local Financial Services Office. The Financial Services Office scans and uploads the documents into the Case Management System case. **(T-1)**.

4.9.5. When the death gratuity is divided, the base with primary assistance responsibility, as designated by AFPC/DPFCS, ensures all claim forms are submitted. **(T-1)**.

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, the CAR will ensure they are referred to a CRC/CRS in the Airman & Family Readiness Center. **(T-1)**. If the CAR is not at an installation with an Airman & Family Readiness Center, contact the nearest Regular Air Force A&FRC.

4.10.3. Provide contact information on other Air Force Assistance Fund (AFAF) entities that can provide financial assistance to widows and widowers.

4.11. Unpaid Pay and Allowances for Active Duty. Upon death of a member in an active duty status, any pay and allowances due but not paid to the member, are paid to the designated beneficiary named on the service member's Record of Emergency Data or DD Form 93. Unpaid pay and allowances may include unpaid basic pay, payment for accrued leave (if applicable), 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. Defense Finance Accounting Service-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 via Electronic Funds Transfer (EFT) to the first eligible recipient in the following order:

4.11.1.1. The member's lawful surviving spouse.

4.11.1.2. Child(ren) of the member in equal shares, with the share of any deceased child to be distributed among the children of that child (see **paragraph 4.9.2.2** for payment to minor children). **Note**: Payments less than $10,000.00 may be paid to the guardian of the minor child(ren) if a letter of attestment is completed and submitted through Case Management System. An example can be found in the *Casualty Operations Guide* on the Air Force Casualty SharePoint site. Defense Finance Accounting Service-IN requires minor children to have or be on the bank account for disbursement of payment. If the child(ren) are adult age and die but have child(ren), their portion will be divided among the child(ren).

4.11.1.3. Parents of the member in equal shares or to the surviving parent.

4.11.1.4. 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 had permanent residence—not the state in which they lived (if different).

4.11.2. To apply for the unpaid pay and allowances, the Financial Services Office completes a SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*, and provides it to the CAR. The CAR presents the form to the beneficiary(ies) for signature(s). **(T-1)**.

4.11.3. When the unpaid pay and allowances are divided, the base with primary assistance responsibility submits all claim forms. **(T-1)**.

4.12. Basic Allowance for Housing. Eligible dependents of deceased active duty status members (who are receiving Basic Allowance for Housing) are entitled to 365-days of housing allowance or to remain in government quarters up to 365-days. If dependent(s) occupying government housing choose to vacate government housing prior to the 365th day following the member's death, Basic Allowance for Housing will be paid for the remaining unused days. Basic Allowance for Housing may be paid in quarterly installments and the rate is based on the location (residence) of the eligible recipient.

4.12.1. When unpaid pay and allowances are paid to a person other than the member's spouse, the CAR completes a separate SF 1174 to apply for the Basic Allowance for Housing on behalf of the spouse.

4.12.2. The Financial Services Office is responsible for briefing and providing the Summary Court Officer the Casualty Checklist within the Case Management System case.

4.12.2.1. The Summary Court Officer completes and returns the Casualty Checklist to the Financial Services Office.

4.12.2.2. The Financial Services Office scans and attaches the completed Casualty Checklist into the Case Management System case and forwards it to Defense Finance Accounting Service-IN. **Note**: Defense Finance Accounting Service-IN will not release Arrears of Pay or Basic Allowance for Housing without the completed Casualty Checklist.

4.13. Survivor Benefit Plan (SBP). Survivor Benefit Plan is a monthly annuity paid by the DAF via electronic funds transfer to the surviving spouse or, in some cases, eligible children of a member who dies on active duty status in the line of duty. 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 Veterans Affairs. The annuity is paid until the spouse dies, but is suspended upon remarriage before age 55. See AFI 36-3006, *Survivor Benefit Plan (SBP) (Active, Guard, Reserve, and Retired)*, for additional information.

4.13.1. The CAR faxes the claim forms and any supporting documentation as listed in the *Casualty Operations Guide* to Defense Finance Accounting Service-CL at 1-800-982-8459. **(T-1)**.

4.13.2. For active duty status deaths, when the member is survived by both a spouse and child(ren), refer to MyPers for processing details or contact AFPC/DPFFF (Survivor Benefit Plan Branch) at DSN 665-2273 for guidance to establish appropriate annuity.

4.13.2.1. AFPC/DPFFF processes the active duty status claim when the surviving spouse requests the Secretary of the Air Force waive spouse's Survivor Benefit Plan in favor of the member's children.

4.13.2.2. Once all forms are uploaded to DCIPS-CM and emailed to AFPC/DP1SS, the claim package is available on DCIPS-CM. **(T-1)**.

4.13.3. The CAR will upload all required Survivor Benefit Plan documentation/forms in DCIPS-CM and email them to AFPC/DP1SS if it is available. **(T-2)**. The CAR ensures the surviving spouse is properly counseled on his or her options regarding the receipt of Survivor Benefit Plan annuity for both spouse and child only coverage to include tax rates base on the kiddie tax. **(T-1)**.

4.13.4. The CAR ensures the claim is processed and the annuity established prior to closing out the case. **(T-1)**. Previously, the Veteran Affairs Dependency and Indemnity Compensation entitlement offset the Survivor Benefit Plan annuity but that was repealed in the FY20 NDAA. There is a six-year statute of limitations on filing a Survivor Benefit Plan claim. If a claim is not established within six years, there is no legal basis for establishing the claim. This is particularly important in cases when the Veterans Affairs Dependency and Indemnity Compensation completely offsets the SBP annuity and the surviving spouse remarries after age 55 but before age 57. That is when the surviving spouse loses the Dependency and Indemnity Compensation entitlement, but the SBP annuity may still be reinstated.

4.14. Reserve Component Survivor Benefit Plan (RCSBP). Reserve Component Survivor Benefit Plan is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children of an Air Force Reserve member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. 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 to 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 the *Casualty Operations Guide*, to Defense Finance Accounting Service-CL. **(T-1)**.

4.14.2. If the CAR does not have access to DFAS Annuity Pay System to check on the payment status of the Reserve Component Survivor Benefit Plan annuity, contact Defense Finance Accounting Service. **(T-1)**.

4.15. Montgomery GI Bill Death Benefit. Veterans Affairs 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 status. Service connection is determined by the Veterans Affairs using an AF Form 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. 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 SGLV 8286, and a copy of the DD Form 1300, and AF 348 to the Veterans Affairs Regional Office, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. Any changes in benefits due to the start of the Post 9/11 GI Bill will be posted on the Casualty Share Point Site.

4.16. Dependency and Indemnity Compensation (DIC). DIC is payable via electronic funds transfer by the Department of Veterans Affairs to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a Veterans Affairs-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 Training, an injury incurred or aggravated in the line of duty while on Inactive Duty Training, or a disability otherwise compensable under laws administered by the Veterans Affairs. DIC is not paid if Veterans Affairs 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.

4.16.1. 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 **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.16.2. To apply for DIC, the CAR will complete the appropriate claim application as listed in the *Casualty Operations Guide*. **(T-1)**.

4.16.3. Fax the original claim application and copies of any supporting documentation to (215) 381-3084, the Veterans Affairs Regional Office, P. O. Box 7208, Philadelphia, PA 19101. **(T-1)**.

4.17. Non-Service-Connected Death Pension.

4.17.1. If the Veterans Affairs Regional Office 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. Veterans Affairs will determine their eligibility. See *Casualty Operations Guide* or **https://www.va.gov/opa/publications/benefits_book.asp**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.17.2. Eligible survivors should visit their local Veterans Affairs office to complete the appropriate claim application with the supporting documentation as listed in the *Casualty Operations Guide*.

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 are automatically deducted from the member's pay. 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 Veterans Affairs Form SGLV 8283, *Claim for Death Benefits*. 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 the member's estate, individually or as a trustee. If the member designated a trust, the member indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, the member 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. The child(ren) of the member in equal shares, with the shares of any deceased child to be distributed among the children of that child.

4.18.1.3. The parents of the member in equal shares or to the surviving parent.

4.18.1.4. 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 a permanent resident.

4.18.2. See **paragraph 8.6** and U.S. Department of Veterans Affairs, H-29-98-01, *Servicemembers' and Veterans' Group Life Insurance Handbook*, for additional information.

4.18.3. To apply for the SGLI benefit, the CAR must assist in completing the required claim form listed in the *Casualty Operations Guide*. **(T-1)**.

4.18.4. Fax the claim form and a copy of the initial DD Form 1300 to the Office of Servicemembers' Group Life Insurance at 1-877-832-4943. **(T-1)**.

4.18.5. Upload the form and copies of any supporting documentation, as listed in in the *Casualty Operations Guide* into Defense Casualty Information Processing System-CM. **(T-1)**.

4.18.6. To check on the payment status of the SGLI, review the monthly report on the Casualty SharePoint site.

4.19. Social Security Payments. Social Security monthly benefits are paid via electronic funds transfer 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 service member 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 service member 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 child(ren) 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). TSP is a retirement savings and investment plan for Federal employees. Participation can be confirmed through the base Financial Services Office or by calling Thrift Savings Plan 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 a designated beneficiary. To apply for the death benefit, the CAR should fax the Form Thrift Savings Plan-17, *Information Relating to Deceased Participant*, available at **http://www.tsp.gov**, DD Form 1300, and civilian death certificate to (703) 592-0170. TSP will in turn mail the claim/transfer form to the applicable beneficiary.

4.22. Other Assistance. The CAR should address the following matters:

4.22.1. If the NOK plans to establish residence outside the CONUS, the CAR should:

4.22.1.1. Provide the NOK with a POC at the overseas installation nearest the NOK's planned residence to obtain current information about military privileges and import duties in accordance with AFI 24-602V1, *Passenger Movement*.

4.22.1.1.1. Advise them that military privileges may or may not be available to them.

4.22.1.1.2. Refer any questions regarding household goods and automobiles to the SCO and Transportation Management Office (TMO).

4.22.1.2. Provide the NOK with contact information for the U.S. State Department regarding U.S. citizens residing overseas.

4.22.2. Advise the NOK that due to host country restrictions in Status of Forces Agreements (SOFA) they may have to live independently of the overseas installation. Refer questions to the installation legal office.

4.22.3. Counsel the NOK about possible fraudulent claims against the deceased member's estate. Advise the NOK to refer any suspicious requests for money to the SCO or the executor of the deceased member's estate.

4.22.4. Escort the NOK and assist them with obtaining a new ID card(s).

4.22.5. Refer questions on the following matters to the Mortuary Officer:

4.22.5.1. The recovery, identification, preparation, or shipment of remains.

4.22.5.2. Escorts, military honors, and personal property.

4.22.5.3. Obtaining copies of death certificates.

4.22.6. Refer all questions regarding awards and decorations to the unit commander.

4.22.7. Advise the NOK that special tax rules may apply if:

4.22.7.1. A member on active duty status dies in a combat zone or from wounds, disease, or injuries received in a combat zone.

4.22.7.2. 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.

4.22.7.3. A member on active duty status or DoD civilian employee dies from wounds or injuries received in a terrorist or military action outside the United States. Refer questions regarding DoD civilians to the Civilian Personnel Office.

4.22.7.4. 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 AFR members called to active duty.

4.22.7.5. AFPC/DPFCS 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 USC, Section 692, applies."

4.22.8. Presentation of Lapel Buttons.

4.22.8.1. Upon notification of a Casualty due to hostile or non-hostile action, the AF Casualty Affairs office (AFPC/DPFCS) will cross check with the Recognitions Branch (AFPC/DP3SP) to ensure surviving family members are provided the appropriate lapel button. The CAR presents/delivers the pins (Gold Star or NOK Lapel Button), as appropriate, in one of three ways:

4.22.8.1.1. Installation Memorial Service

4.22.8.1.2. During the first visit or benefits and entitlements briefing

4.22.8.1.3. Mailed

4.22.8.1.4. The installation memorial service is the preferred method and provides a more personal means of delivery. However, not all eligible pin recipients receive benefits or entitlements and there are cases where an installation memorial service is not held, so they are mailed.

4.22.8.2. NOK Lapel Button. The CAR provides this lapel button (Stock number NSN 8455-00-265-4894, DSA number 100-80-C-2997) to the NOK (widow or widower; each child, stepchild, and child through adoption; each sibling, half-sibling, stepsibling; and each of the parents (this includes mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents in loco parentis) of any member who died while serving on active duty or while assigned to an ANG or AFR unit in any duty status, whose death does not fall under the criteria for the Gold Star Lapel Pin as outlined in **paragraph 4.22.8.3**. **(T-3)**.

4.22.8.3. The Gold Star Lapel Button. In accordance with 10 USC, Section 1126, *Gold Star Lapel Button: Eligibility and Distribution*, the CAR provides the Gold Star Lapel Button (Stock number NSN 8455-00-265-4891, DSA number 100-69-C-2619) which may be worn by the NOK widow (remarried or not); widower (remarried or not); each parent (mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents who stood in loco parentis); each child; each half-brother; each half-sister; each stepchild; and each adopted child of a service member who lost his or her life.

4.22.8.3.1. During World War I *(April 6, 2017 to March 3, 1921)*, World War II *(September 8, 1939 to July 27, 1947)*, or any subsequent period of armed hostilities in which the United States was engaged before July 1, 1958.

4.22.8.3.2. After 30 June 1958, while engaged in action against an enemy of the U.S.; while engaged in military operations involving conflict with an opposing foreign force; or while serving with friendly forces engaged in an armed conflict in which the U.S. is not a belligerent party against an opposing armed force.

4.22.8.3.3. After 28 March 1973, as a result of an international terrorist attack against the U.S. or a foreign nation friendly to the U.S., recognized as such an attack by the Secretary of Defense; or military operations while serving outside the U.S. (including the commonwealths, territories, and possessions of the U.S.) as part of a peacekeeping force.

4.22.8.4. NOK who previously received the NOK Lapel Button and meet the criteria for the Gold Star Lapel Button may submit a written request for the Gold Star Lapel Button to AFPC/DPFCS.

4.22.8.5. Service members issued the Gold Star Lapel Button or the NOK Lapel Button are authorized to wear the button on certain uniforms. Refer to AFI 36-2903, *Dress and Personal Appearance of Air Force Personnel* for uniform wear policy.

4.22.8.6. The Gold Star Lapel Button can be ordered through FEDMALL with a Government Purchase Card.

4.22.9. Survivors who lost service members prior to the establishment of the NOK Lapel Pin are eligible to receive a pin in accordance with **paragraph 4.22.8.2**.

4.23. Transferring Casualty Assistance Responsibilities.

4.23.1. AFPC/DPFCS directs the transfer of all casualty assistance responsibilities. Transfer a case only when the NOK leaves the area permanently and provides a firm address or location, contact information (e.g., phone number, email address), projected departure date, and date of arrival.

4.23.2. The losing CAR must ensure all new addresses and contact information that are available are updated in Defense Casualty Information Processing System-CM. **(T-2)**.

4.23.3. The CAR will:

4.23.3.1. 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. **(T-1)**.

4.23.3.2. Immediately notify AFPC/DPFCS, who will reassign assistance support. **(T-1)**.

4.23.3.3. Review the data in Defense Casualty Information Processing System-CM to ensure all items are up to date, to include new contact information. **(T-1)**.

4.24. Gaining CAR's Initial Contact with NOK. 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 paragraphs **4.5** and **4.6** **(T-1)**.

4.24.1. Make initial contact by telephone and determine if the NOK has any immediate concerns or problems.

4.24.2. Verify contact information and address and update in Defense Casualty Information Processing System-CM.

4.24.3. Offer a casualty assistance visit.

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.

4.25.2. Cases on deceased members will be closed no later than 36 months from the date of death, but not before the CAR confirms all monetary benefits have been received. **(T-1)**. If benefits applied for are denied or delayed beyond three years, contact AFPC/DPFCS for assistance.

4.25.3. The CAR ensures all actions in Defense Casualty Information Processing System-CM are completed in accordance with the Defense Casualty Information Processing System-CM User's Guide. For cases involving more than one CAR, the lead CAR will ensure all actions are completed.

4.25.4. AFPC/DPFCS will administratively close Defense Casualty Information Processing System-CM cases.

Section 4C—Benefit Information and Casualty Assistance Procedures for Retiree and Separatee Deaths within 120 Days After Retirement.

4.26. Survivor Benefit Plan (SBP). Survivor Benefit Plan is a monthly annuity paid by the DAF. 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.

4.26.1. Survivor Benefit Plan 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.

4.26.2. If the retiree participated in Survivor Benefit Plan the CAR will mail, email, or fax the required claim forms and copies of any supporting documentation as listed in the *Casualty Operations Guide,* to Defense Finance Accounting Service-CL at 1-800- 982-8459. **(T-1)**.

4.27. Reserve Component Survivor Benefit Plan. Reference **paragraph 4.14** for program details.

4.27.1. If the retiree participated in Reserve Component Survivor Benefit Plan, fax the claim forms and supporting documentation as listed in the *Casualty Operations Guide*.

4.27.2. The CAR will fax the claim forms and copies of supporting documentation to Defense Finance Accounting Service-CL at 1-800-982-8459. **(T-1)**.

4.28. Dependency and Indemnity Compensation. See **paragraph 4.16** for reference. When assisting the survivor of a member who dies within 120 days following retirement or placement on the Permanent Disability Retired List or Temporary Disability Retired List follow the procedures for death gratuity as outlined in the *Casualty Operations Guide*.

4.29. Non-Service-Connected Death Pension. If the Pension Management Center determines that the NOK is not eligible for Dependency and Indemnity Compensation, 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 Veterans Affairs 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.

4.29.1. 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 Veterans Affairs will determine their eligibility. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.29.2. To apply for a non-service-connected death pension, eligible survivors should visit their local Veterans Affairs office to complete the appropriate claim application and provide supporting documentation as listed in the *Casualty Operations Guide*.

4.30. Servicemembers' Group Life Insurance (SGLI). Retirees and separatees 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 two years. Determination and payment of proceeds are made by the Office of Service Group Life Insurance under the jurisdiction of Veterans Affairs. 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 the member's estate, individually or as a trustee. If the member designated a trust, the member indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, the member 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. See paragraphs **4.18.1** through **4.18.2**.

4.30.1. To apply for the SGLI benefit, the CAR will complete the claim form as listed in the *Casualty Operations Guide*. **(T-1)**.

4.30.2. Fax the form and a copy of the Initial DD Form 1300 to OSGLI at 1-877-832-4943.

4.30.3. Upload the form and copies of any supporting documentation into Defense Casualty Information Processing System-CM.

4.30.4. To check on the payment status of the Service Member's Group Life Insurance review the monthly report on the Air Force Casualty SharePoint site.

4.30.5. Service Disabled Veterans Insurance (SDVI) or National Service Life Insurance (NSLI). See paragraphs **4.45** and **4.46** for program details.

4.31. Gaining CAR's Initial Contact with NOK. See **paragraph 4.24** for details.

4.31.1. A casualty assistance visit to the NOK is mandatory whenever a retiree or separatee 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.

4.31.2. Offer casualty assistance visits to other beneficiaries, or assist them by mail and telephone if they agree.

4.32. Maintenance and Administrative Closing of Casualty Assistance Case Files. See paragraphs **1.21** and **4.25** for details.

Section 4D—Benefit Information and Casualty Assistance Procedures for Retiree Deaths More Than 120 Days After Retirement.

4.33. General Procedures.

4.33.1. If assistance with the NOK is by personal visit, the CAR will:

4.33.1.1. **(Retiree Death)** Explain to the NOK all benefits listed on the AF Form 58 and in the *Retiree Survivor's Guide Benefits – Keeping the Promise*. **(T-1)**.

4.33.1.2. Give the NOK a copy of the *Retiree Survivor's Guide Benefits – Keeping the Promise*. **(T-1)**.

4.33.1.3. Explain to the NOK that the AF Form 58 is used to track and document benefits and entitlements applied for and received. **(T-1)**. Use the AF Form 58 as a checklist and guide during the counseling session.

4.33.1.4. Complete the necessary claim applications for applicable benefits. **(T-1)**. See the *Casualty Operations Guide* for required claim forms, applications, and supporting documentation needed to submit with all claims.

4.33.1.5. Complete all items on the AF Form 58 using the instructions in the *Casualty Operations Guide*, and briefly summarize relevant information discussed with the NOK in Item 11, and any problems in Item 12, Additional Comments. **(T-1)**.

4.33.1.6. Submit the claim applications and supporting documentation to the appropriate agencies as soon as possible. **(T-1)**.

4.33.1.7. Keep a copy of all claim applications, forms, and supporting documentation in the case file. **(T-1)**.

4.33.2. If assistance with the NOK is by mail and/or telephone, send the NOK:

4.33.2.1. A copy of the *Retiree Survivor's Guide Benefits – Keeping the Promise*. **(T-1)**.

4.33.2.2. All necessary claim forms (partially completed before mailing). **(T-1)**.

4.33.2.3. A signed a cover letter tailored to their needs (see the *Casualty Operations Guide*). **(T-1)**.

4.34. Establishing Initial Contact With NOK.

4.34.1. Initial contact may be made by telephone or in person.

4.34.2. Determine if a casualty assistance visit is necessary or if you can assist the NOK through mail or telephone contact.

4.34.3. Contact other NOK or the estate executor according to their needs, as determined during the initial contact with the NOK.

4.34.4. Obtain from the NOK, a copy of the civilian death certificate, and mail it to USAF-SAM/PHR-AFMR, FACILITY 20840, ROOM W3182510 5th Street Building 840, Room W318.24, Wright Patterson AFB OH 45433-7913, FAX (937) 904-8961.

4.34.5. If the cause of death on the death certificate reads "unknown, undetermined, pending investigation," obtain a copy of the amended death certificate and email or fax it to USAF-SAM/PHR-AFMR.

4.34.6. Each contact, by personal visit, telephone, or mail, must be annotated on AF Form 58. **(T-1)**.

4.35. Benefit Assistance to Parents of a Deceased Member.

4.35.1. The CAR must advise the parents of a deceased member of their possible entitlement to Veterans Affairs and Social Security benefits and how to apply. **(T-1)**.

4.35.2. Send a letter (see *Casualty Operations Guide*) to the parents no later than five (5) days after the first contact with the PNOK. **(T-1)**. **Exception**: If the parent(s) are the PNOK and are receiving an initial casualty assistance visit, advise them in person during the initial visit.

4.36. 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 retiree are paid to the designated beneficiary named by the retiree 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 Defense Finance Accounting Service-CL and reissued to the beneficiary for the correct amount.

4.37. Retired Serviceman's Family Protection Plan (RSFPP). The Retired Serviceman's Family Protection Plan 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. If the retiree elected to participate in Retired Serviceman's Family Protection Plan, follow the applicable instructions listed in the *Casualty Operations Guide*.

4.38. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by the DAF. 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.

4.39. 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 Force Reserve 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 Survivor Benefit Plan. Participation in the program is voluntary. See AFI 36-3006 for additional benefit information.

4.39.1. The three options that are available to the member at time of election are:

4.39.1.1. Option A. Member declines to make an election until age 60. If death occurs prior to age 60, no annuity is payable.

4.39.1.2. 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.

4.39.1.3. Option C. Coverage provides for an annuity to begin immediately, whether death occurs before or after age 60.

4.39.2. If the retiree participated in Reserve Component Survivor Benefit Plan, follow the applicable instructions listed in the *Casualty Operations Guide*.

4.39.3. Upload the claim forms and copies of any supporting documentation, as listed in the *Casualty Operations Guide*, to ask DFAS.

4.40. Processing Retired Serviceman's Family Protection Plan, Survivor Benefit Plan, or Reserve Component Survivor Benefit Plan Annuities.

4.40.1. See the *Casualty Operations Guide* for instructions. **Note**: All Air Force CARs must have access to DFAS Retired and Annuity Pay Systems. **(T-2)**.

4.40.2. The CAR completes and obtains from the NOK the required claim forms and supporting documentation as listed in the *Casualty Operations Guide*, and uploads them to AskDFAS. **(T-1)**.

4.40.2.1. When Retired Serviceman's Family Protection Plan, Survivor Benefit Plan or Reserve Component Survivor Benefit Plan is divided between more than one child and they do not reside together, the assisting CARs send all documentation by mail or email to the CAR with primary assistance responsibility, who then submits all claim applications in one package to AskDFAS.

4.40.2.2. Upload all claim forms and supporting documentation directly to Defense Finance Accounting Service-CL through AskDFAS.

4.41. Dependency and Indemnity Compensation. See **paragraph 4.16** and **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. CARs should see the *Casualty Operations Guide* for instructions on applying for this benefit or refer the survivor to the applicable Veteran Service Officer in the local area.

4.42. Non-Service-Connected Death Pension. If the Pension Management Center 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 Veterans Affairs will determine their eligibility. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.43. SGLI Disability Extension. 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 two (2) years. Determination and payment of proceeds are made by the OSGLI under the jurisdiction of the Veterans Affairs. Payment of proceeds to a beneficiary is exempt from taxation.

4.43.1. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation, or legal entity, including the member's estate, individually or as a trustee. If the member designated a trust, the member indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, the member 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. See paragraphs **4.18.1** through **4.18.1.5**.

4.43.2. If the retiree was covered under SGLI, complete and fax the claim form and any supporting documentation to OSGLI, at 1-877-832-4943.

4.44. Veterans' Group Life Insurance (VGLI). This program allows retirees, upon retirement, to convert their Servicemembers' Group Life Insurance coverage during the first 120 days following retirement, or one (1) year following retirement for totally disabled retirees. Veterans' Group Life Insurance is a five (5) year renewable term policy, administered by OSGLI under the jurisdiction of the Veterans Affairs.

4.44.1. VGLI is issued up to the maximum allowed by law for SGLI, but not for more than the amount of Servicemembers' Group Life Insurance the retiree had in force at the time of retirement.

4.44.2. See the *Servicemembers' and Veterans' Group Life Insurance Handbook*, for additional information.

4.45. Service Disabled Veterans Insurance (SDVI). Service Disabled Veterans Insurance 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 Veterans Affairs for up to $10,000 in Service Disabled Veterans Insurance life insurance coverage at standard rates. Members rated totally disabled by the Veterans Affairs could apply for a waiver of premiums. For those members eligible for this waiver, additional coverage of up to $30,000 is available, but the premiums cannot be waived.

4.45.1. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.45.2. See the *Casualty Operations Guide* for Instructions on Applying for this benefit or refer your customer to the applicable Veteran Service Officer in your area.

4.46. National Service Life Insurance (NSLI). No retiree has enrolled in this program since 23 April 1951. If the retiree was covered under NSLI, complete and mail the original form and copies of any supporting documentation, as listed in the *Casualty Operations Guide*, to the VARO and Insurance Center, Box 7208, Philadelphia PA 19101 or fax to 215 381-3561.

4.47. Veterans' Educational Assistance Program and Montgomery GI Bill Refunds. Veterans Affairs will pay a special death benefit to a designated survivor in the event of the service-connected death of an individual within one (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. 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 Servicemembers' Group Life Insurance beneficiary. The CAR should submit a letter, along with the SGLV 8286 and a copy of

the DD Form 1300 as listed in the *Casualty Operations Guide*, to the appropriate Veterans Affairs Regional Office listed below. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. Any information on the upcoming Post 9/11 GI Bill will be posted to **www.va.gov** as it becomes available. See the *Casualty Operations Guide* for instructions on applying for this benefit or refer the customer to the applicable Veteran Service Officer in the customer's area

4.48. 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 service member 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 service member 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.

4.49. Social Security Lump Sum Death Payment. See **paragraph 4.20** for program details. Survivors will need to provide supporting documentation as listed in the *Casualty Operations Guide*.

4.50. The Thrift Savings Plan (TSP). See **paragraph 4.21** for program details.

4.51. Other Assistance. The CAR will escort the NOK to Military Personnel Section Customer Service for assistance in obtaining new ID cards noting their status as survivors and disposition of the members ID card. **(T-1)**.

4.51.1. Tell the NOK they might need copies of the civilian death certificate in the future.

4.51.2. Refer the NOK to the funeral director or mortuary officer (outside the continental United States) for assistance in obtaining copies of the death certificate.

4.52. Additional Casualty Assistance Contacts. The CAR will:

4.52.1. Apply for DIC in some cases depending on the casualty type, cause of death or income of the NOK. **(T-1)**. If local Veterans Affairs or service agencies are not available, it is the CAR's responsibility to ensure the NOK applies when appropriate.

4.52.2. Monitor the case for receipt of DIC, unpaid pay and allowances, Retired Serviceman's Family Protection Plan, Survivor Benefit Plan, Reserve Component Survivor Benefit Plan, and Social Security Administration entitlements. **(T-1)**.

4.52.2.1. Confirm status of benefit claims or applications already processed and offers to help expedite settlement, if applicable.

4.52.2.2. 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, with a return receipt requested.

4.52.2.3. For Retiree Deaths, annotate each contact with the NOK, and summarize relevant information on the AF Form 58, using the *Casualty Operations Guide*.

4.53. Administrative Closing of Casualty Assistance Cases. The CAR follows these procedures:

4.53.1. 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.

4.53.2. All benefits should be paid and cases closed within one year. If not, the case must remain open until all benefits are paid and annotated on the AF Form 58. **(T-1)**.

4.53.2.1. If benefits applied for are denied or delayed by a non-Air Force agency, continue to monitor these applications until a final determination has been made.

4.53.2.2. Email the error-free AF Form 58 to the Automated Records Management System, within five (5) workdays, as outlined in *Casualty Operations Guide* to AFPC/DP2SSM MILITARY RECORDS INCOMING at email address: **DPSOMP.incoming@us.af.mil**. Keep proof of email transmission to AFPC/DP2SSM on file with the signed AF Form 58 in the case file.

4.53.2.3. Ensure all items on the form are properly completed and dates are recorded accurately and retain a copy of the entire form in the case file.

4.53.2.4. If more than one installation provided assistance, make sure other NOK or persons designated beneficiaries applied for and received the benefits.

4.54. Maintenance of Casualty Assistance Case Files. See **paragraph 1.21** for details.

4.55. Processing Retired Serviceman's Family Protection Plan, Survivor Benefit Plan, or Reserve Component Survivor Benefit Plan Annuity Payment When a Retiree Is Missing. A Survivor Benefit Plan beneficiary may apply for an annuity if the participating member's retired pay has been suspended because the member is missing.

4.55.1. See paragraphs **4.37**and **4.38** for Retired Serviceman's Family Protection Plan and Survivor Benefit Plan information.

4.55.2. Defense Finance Accounting Service-CL suspends a missing retiree's retired pay, but the CAR may begin processing annuity claims if the retiree is a Retired Serviceman's Family Protection Plan or Survivor Benefit Plan participant. **Note**: This procedure is not officially casualty assistance because there is no legal determination of death.

4.55.3. Due to the unique circumstances of these cases, the CAR should immediately telephone AFPC/DPFFF at DSN 665-2273 for guidance on each case.

4.55.4. Because it is not officially casualty assistance, do not start a case file or track annuity payment.

4.55.5. If requested, the CAR helps the beneficiary collect and submit evidence that:

4.55.5.1. The retiree has been missing for at least 30 days.

4.55.5.2. A reasonable person would conclude that the retiree is deceased.

4.55.5.3. Such evidence must include:

4.55.5.3.1. A statement signed by the applicant describing the circumstances of the retiree's disappearance.

4.55.5.3.2. Supporting documents such as:

4.55.5.3.2.1. A police missing person report.

4.55.5.3.2.2. Signed statements from persons who last saw the retiree alive.

4.55.5.3.2.3. A detailed description of the geographical location, local weather conditions, mental and physical condition of the retiree, and any other pertinent data potentially leading to the retirees recovery.

4.55.6. DFAS/GC determines whether to start Retired Serviceman's Family Protection Plan or Survivor Benefit Plan annuity payments. A decision to begin payments does not constitute a legal determination of death.

4.55.7. The date the Air Force suspended retired pay will be considered the date of death for payment purposes.

4.55.8. If the retiree participated in Retired Serviceman's Family Protection Plan or Survivor Benefit Plan, the CAR completes and faxes the claim form with copies of any supporting documentation, as listed in the *Casualty Operations Guide*, to Defense Finance Accounting Service-CL at 1-800-982-8459. **(T-1)**.

4.55.9. If the Air Force later declares the retiree deceased, the CAR performs the appropriate casualty reporting and assistance. **(T-1)**.

Section 4E—Benefit Information And Casualty Assistance Procedures For Regular Air Force, Air National Guard, and Air Force Reserve Members In A Duty Status, and Applicable Civilians Declared Missing.

4.56. General Procedures.

4.56.1. AFPC/DPFCM is the primary point of contact with the NOK regarding information related to the member's status; however, the CAR is a local conduit to the NOK and is essential to providing casualty assistance.

4.56.2. Do not provide any documents or use verbiage in communication with the NOK that convey death or death benefits (e.g., Department of Defense Survivor's Guide to Benefits, express "condolences,") as they may suggest to the NOK that the member is not missing, but presumed to be deceased.

4.57. Financial Assistance.

4.57.1. The CAR should ask the NOK about their immediate financial needs.

4.57.2. If applicable, refer the NOK to the Airman & Family Readiness Center for financial counseling. If the CAR is not at an installation with an Airman & Family Readiness Center, contact the nearest Regular Air Force Airman & Family Readiness Center.

4.58. Pay and Allowances.

4.58.1. A member continues to receive all pay and allowances which they were receiving on the effective date of missing status. Specific guidance is located in the Department of Defense 7000.14-R.

4.58.2. All allotments in effect at the time of the missing status are continued.

4.58.2.1. The Secretary of the Air Force (SecAF) or designee, through Defense Finance Accounting Service-IN, may initiate, suspend, resume, increase, decrease, or stop allotments on behalf or interest of the missing member, dependents, or the United States Air Force.

4.58.2.2. The Secretary of the Air Force (or designee) may, in the interest of the missing member or dependents, initiate, increase, decrease, or stop allotments to a Uniformed Services Savings Deposit Program, as well as authorize withdrawal of deposits.

4.59. Servicemembers' Group Life Insurance (SGLI). If the member was paying premiums at the time they became missing, they will continue to be covered by SGLI.

4.60. Social Security Administration. A DD Form 1300 reflecting the member's missing status will be provided to the Social Security Administration. The purpose is two-fold:

4.60.1. Serves as a statement of intent for possible future claim of benefits.

4.60.2. Places a block on the member's SSN to protect the member's account from unauthorized usage. This does not affect the spouse or dependents in any manner.

4.61. Other Assistance. Advise the NOK, if applicable, that special tax rules may apply that provides for the entire amount of compensation of military and civilian members who are missing in action, prisoners of war, or detained to be tax deferred until they are returned to military control or determined to be deceased.

Chapter 5

CIRCUMSTANCE AND CONDOLENCE LETTERS, AND DOCUMENTATION ON CAUSE AND 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 service member's Record of Emergency Data 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. Circumstance letters are not sent to the NOK:

5.3.1. When the member is declared Duty Status Whereabouts Unknown.

5.3.2. The responsible commander personally informs NOK of all releasable information/circumstances surrounding the member's status who were:

5.3.2.1. Present at the time the casualty occurred and are aware of the circumstances.

5.3.2.2. Informed, in person, of the circumstances by the member's commander or a designated representative.

5.3.2.3. Informed of the circumstances by an official source other than the DAF. Applies to an individual or agency in a position of authority such as law enforcement agencies, physicians, or coroners.

5.3.2.4. Children residing with the NOK, unless requested by the NOK.

5.4. Responsibilities.

5.4.1. Member's commander is responsible for the circumstance letter (see *Casualty Operations Guide*), and:

5.4.1.1. Sends circumstance letters to the NOK of deceased members within five (5) calendar days from the date the DAF notified the NOK of the death. **(T-1)**.

5.4.1.2. Sends a circumstance letter to NOK within five (5) calendar days of:

5.4.1.2.1. Declaring a member missing (non-hostile) or recommending missing status (hostile).

5.4.1.2.2. Terminating a search.

5.4.1.3. Includes the following information in a circumstance letter sent after a search is terminated (see *Casualty Operations Guide* for sample):

5.4.1.3.1. The circumstances surrounding the missing status.

5.4.1.3.2. Details of the extent, duration, and results of the search.

5.4.1.3.3. A statement that the DAF is compiling a detailed report containing all releasable information concerning the incident.

5.4.2. Upon receipt and review of the commander's missing status report, AFPC/DPFCM sends the NOK any additional information and advises the NOK they will keep them informed of all releasable future developments. **(T-1)**.

5.4.3. AFPC/DPFCM handles all subsequent correspondence with the NOK of missing members. **(T-1)**.

5.4.4. Refers letters from the NOK of missing personnel, along with any information that would be helpful in answering their questions to AFPC/DPFCM.

5.4.5. If the commander feels obligated to personally reply to letters from the NOK, they must send a draft copy of their reply to AFPC/DPFCM for coordination before mailing to the NOK. **(T-1)**.

5.4.6. If the member was assigned temporary duty, the temporary duty commander may write the circumstance letter, in coordination with the home station commander.

5.5. The CAR.

5.5.1. Reviews all circumstance letters before the commander mails them to the NOK.

5.5.2. Ensures circumstance letters are in accordance with this instruction.

5.5.3. Verifies that no conflict exists between information previously furnished by message to AFPC/DPFCS and information in the letter.

5.5.4. Scans and uploads a copy of the circumstance letter into Defense Casualty Information Processing System-CM.

5.6. Aircraft Accidents.

5.6.1. The Commander of the unit losing an aircraft will draft/sign the circumstance letter for dissemination to survivors, after coordination in accordance with **paragraph 5.7**. **(T-1)**.

5.6.2. In the event of mass casualties (5 or more), the Air Force command owning the aircraft drafts/signs a single circumstance letter and provides it to the appropriate commanders for dissemination to survivors (see *Casualty Operations Guide*). **(T-1)**.

5.6.3. In all cases involving Air Mobility Command operational support airlift aircraft or other Service Aircraft AFPC/DPFCS will provide guidance as to who provides circumstance letter.

5.7. Review of Military Aircraft Accident Circumstance Letters.

5.7.1. The installation safety office must review circumstance letters concerning military aircraft accidents to ensure compliance with AFI 91-204, *Safety Investigations and Reports*. **(T-1)**.

5.7.2. Installation Legal Office reviews all aircraft accident circumstance letters. **(T-1)**.

5.8. Second or Subsequent Circumstance Letters. When an investigation, autopsy, medical examiner's, or coroner's report reveals that the cause or circumstances originally reported to the NOK were incorrect:

5.8.1. The CAR or unit commander must immediately notify AFPC/DPFCS by telephone. **(T-1)**.

5.8.2. The member's commander, after consultation with AFPC/DPFCS, will decide 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/DPF. **(T-3)**.

5.8.3. The CAR or unit commander notifies AFPC/DPFCS by telephone before sending updated circumstance letters.

5.9. Sensitive New Information. The CAR or unit commander immediately notifies AFPC/DPFCS by telephone of new sensitive information that the Air Force may need to report to the NOK after coordination with AFPC/PA, AFPC/JA, and AFPC/DPF. Example: If the DAF discovers that a casualty initially reported as killed by enemy fire actually died from friendly fire, the commander would, after coordination with AFPC/DPFCS, personally advise the NOK.

5.10. Guidance for Preparing the Circumstance Letter.

5.10.1. Commanders will include all releasable circumstances relevant to the casualty in the letter. **(T-1)**. See the *Casualty Operations Guide* for examples of commander's circumstance letters for a variety of situations.

5.10.2. Avoid a shocking narrative of the incident.

5.10.3. If the member's conduct was improper, the facts should be related truthfully and tactfully, with as much empathy as possible.

5.10.4. Include known facts about the member, and if appropriate, include complimentary remarks about character, personality and achievements.

5.10.5. Do not mention posthumous (or pending for missing persons) 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.

5.10.6. Tailor each letter to the individual case and its circumstances. **Note**: The examples in the *Casualty Operations Guide* must not be copied or paraphrased too closely.

5.10.7. The commander may write one letter to all minor children living with a member's former spouse, or a guardian.

5.10.8. Send the letter to the former spouse or guardian, and request that it is given to the child(ren) when it's appropriate (see *Casualty Operations Guide* for sample).

5.10.9. Use letterhead stationery without captions and the personalized format discussed in AFMAN 33-326, *Preparing Official Communications*, for all originals and copies.

5.10.10. Date all letters and copies.

5.10.11. Identify the casualty by full grade and name in the opening paragraph. Example: Airman First Class John J. Doe, Jr.

5.11. Guidance for Circumstance Letters Written to NOK of Foreign Nationals.

5.11.1. 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.

5.11.2. Mail all circumstance letters written to NOK of foreign nationals, with a letter of transmittal, to the Air Force International Affairs Division (AF/CVAI), 1040 Air Force Pentagon, Washington DC 20330-2006. **(T-1)**.

5.11.3. The letters will be translated into the appropriate foreign language and mailed to the foreign country.

Section 5B—Condolence Letters.

5.12. Overview. NOK and persons listed on the service member's DD Form 93 should receive a proper expression of sympathy, from the appropriate level of the chain of command, whenever a military member is declared deceased or missing.

5.12.1. Member's unit commander provides a proper expression of sympathy by letter or in person. A superior commander, or other official, in the chain of command may do so as well. As a general principle, similar casualty situations (e.g., two military members from the same unit who are declared deceased in the same incident) should result in the same Air Force handling of official sympathies.

5.12.2. AFPC/DPFCS prepares Notification of Death (NOD) for the President of the United States (POTUS), Secretary of Defense, Chairman of the Joint Chiefs of Staff (CJCS), in accordance with White House Military Office guidelines. AFPC/DPFCS also prepares DAF-SL condolence letters for deaths in accordance with the *Casualty Operations Guide* located at **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**

5.12.3. In the event of on-duty or terrorism deaths (Tier 1 Deaths), the member's commander must provide AFPC/DPFC a short narrative summary that highlights the member's self-improvement or commitment to the local community, within one duty day from confirmation of loss. **(T-1)**.

5.12.4. For off duty deaths (Tier 2 Deaths), the member's commander reviews the circumstances of the member's death, the member's Service Record (including any applicable evaluations, awards, and any unfavorable information file [UIF] information) to determine if a condolence letter (including a DAF-SL condolence letter) is appropriate. For examples of situations when it may not be appropriate to recommend a DAF-SL condolence letter, refer to the *Air Force Defense Casualty Information Processing System-CR User Guide*. Summaries should be transmitted through the CAR to AFPC/DPFC.

5.12.4.1. The Commander's recommendation for condoling is transmitted to AFPC/DPFCS, through the casualty report in accordance with *Air Force Defense Casualty Information Processing System-CR User Guide*.

5.12.4.2. In the event of off-duty death, the member's commander must provide AFPC/DPFC a brief summary that highlights the member's self-improvement or commitment to the local community, within three duty days from confirmation of loss. **(T-1)**. Summaries should be transmitted through the CAR to AFPC/DPFC.

5.13. When to Send a Condolence Letter. Note: Commanders send a condolence letter without including circumstances of death:

5.13.1. When Next of Kin is already aware of the circumstances (e.g., the spouse was a passenger in the automobile where the member died). **(T-1).**

5.13.2. Whenever a circumstance letter has not been written by the home station commander. **(T-1).**

5.13.3. Although not required, a member's commander may send a condolence letter even if the commander (or other representative) conveyed condolences in person.

5.13.4. Any commander in the member's chain of command may send a letter of condolence (see the *Casualty Operations Guide* located at **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**).

5.13.5. See AFI 36-809, paragraph 2.1.4, for commander's condolence letters to the NOK of deceased civilian employees.

5.14. When Not to Send a Condolence Letter. Commanders are not required to send a condolence letter to NOK who, through their willful actions, might have caused the member's death. Other situations in which it may not be appropriate to send a condolence letter include contentious or pending divorces or situations where the NOK was a victim of abuse from the Service member. Check with the local staff judge advocate office if there are questions regarding appropriateness of Condolence Letters.

5.15. Responsibilities.

5.15.1. Member's Commander will:

5.15.1.1. Recommend whether they believe a DAF-SL condolence letter would be appropriate. Condolence letters are normally the responsibility of the member's commander (see the *Casualty Operations Guide*).

5.15.1.2. Send condolence letters to the NOK of deceased members within five (5) calendar days from the date the NOK were personally aware or notified of the death. **(T-1)**.

5.15.2. The CAR will:

5.15.2.1. Review all locally generated condolence letters before the commander mails them to the NOK. **(T-1)**.

5.15.2.2. Ensure condolence letters are in accordance with this DAFI and are appropriate given the decedent's service and manner of death. **(T-1)**.

5.15.2.3. Verify that no conflict exists between information previously furnished by the casualty message to AFPC/DPFCS and information in the letter. **(T-1)**.

5.15.2.4. Scan and upload a copy of the condolence letter into Defense Casualty Information Processing System-CM. **(T-1)**.

5.16. Special Documentation Requirements for Suicide, Homicide, and Summary Courts Martial.

5.16.1. The CAR consults the local AFOSI or law enforcement before obtaining investigative reports pertaining to suicides or homicides (see **Table 5.2** for required documentation). If a beneficiary is under investigation for possible involvement in the death, suspend casualty assistance for that beneficiary until receipt of confirmation of clearance by investigating authority or court verdict. Keep AFPC/DPFCS advised on the status of the case. **(T-1)**.

5.16.2. The CAR will follow these guidelines for cases in which a beneficiary is under investigation for or convicted of involvement in the member's death.

5.16.2.1. Obtain a copy of the record of conviction against a beneficiary. **(T-1)**.

5.16.2.2. AFPC/DPFCS decides if the CAR must obtain a copy of the record of conviction against any other person. **(T-1)**.

5.17. Required Documentation for Air National Guard and Air Force Reserve Casualties.

5.17.1. Title 10 USC Chapter 75, *Deceased Personnel*, requires the Air Force to certify the duty status and travel arrangements of active duty, Active Duty training, and inactive duty training Air National Guard and Air Force Reserve members who die or suffer a fatal injury enroute to their assignment. Certification is provided by Air Reserve Personnel Center and Air Reserve Components.

5.17.2. The CAR uploads into Defense Casualty Information Processing System-CM a statement from the member's commander if other documentation does not verify all of these circumstances. The member's commander or Individual Reservist detachment commander certifies this information:

5.17.2.1. The Air Force authorized the member to perform the duty. Use the member's Active Duty Training or inactive duty training orders.

5.17.2.2. The member died from injuries suffered while performing such duty.

5.17.2.3. The time when the member left for or returned from duty.

5.17.2.4. Dates in which the commander authorized member travel prior to or after inactive duty or Annual Tour travel days (if applicable).

5.17.2.5. The member's scheduled reporting time or the time when the member ceased to perform the duty.

5.17.2.6. The method of travel used and whether the member was the driver or a passenger.

5.17.2.7. Where the incident occurred and whether it was on a direct route between the place of residence and the place of duty.

5.17.2.8. The immediate cause of death. **Note**: For official cause of death source documentation, see **Table 5.2**.

5.17.2.9. The travel time and distance from the member's duty station to his or her home.

5.18. Preparing Documentation for Distribution. The CAR will follow these guidelines:

5.18.1. Include a cover memorandum listing individual documents as attachments. **(T-1)**.

5.18.2. Include legible copies of all documents. **(T-1)**.

5.18.3. 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. **(T-1)**.

5.18.4. Complete and sign a statement explaining why you couldn't obtain any required documents and include it as an attachment. **(T-1)**.

5.18.5. Have documents in a foreign language translated into English prior to distribution. **(T-1)**. 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.

5.19. Distributing Documentation. When next of kin requests distribution, the CAR will:

5.19.1. Distribute documentation in accordance with *Casualty Operations Guide*. **(T-1)**.

5.19.2. Distribute documentation within 30-days from the date of death. **(T-1)**.

5.19.3. If the requested documentation cannot be distributed within the 30 calendar days, the CAR will inform AFPC/DPFCS by telephone and the primary assistance CAR by email, if applicable, of the date when the documentation will be uploaded in Defense Casualty Information Processing System-CM and reason for the delay. **(T-1)**.

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: An AF Form 348, is required for all active duty status deaths)**					
	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 AFR 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**
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 provide the DD Form 1300 to the MTF's medical and dental records section to allow the appropriate disposition of the member's records in accordance with AFMAN 41-210, *TRICARE Operations and Patient Administration*.
2. If the NOK or a beneficiary was implicated in the member's death, furnish certified true copies of the court verdict. If any other person was implicated in the member's death, AFPC/DPFCS may request copies of the court verdict.

Table 5.2. Where to Obtain Documents on Cause and Circumstances of Death.

Rule	Required Document: (see Notes 1-3)	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	AF Form 1315	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 AFR 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 Form 9, *Request for Purchase*, and process it before picking up the documents.
3. If you have already paid for the documents, bring the receipt to the Accounting Liaison section of the Financial Services Office (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 OF 1164, for reimbursement of mileage expenses.

Section 5C—DAF-SL Condolence Letters.

5.20. Overview. As noted above, unit commanders may make a request for a DAF-SL condolence letter condolence in accordance with **paragraph 5.15.1.1** above.

5.21. Transmission of Request for DAF-SL Letter. Requests will be transmitted to AFPC/DPFCS, through the casualty report in accordance with the *Air Force Defense Casualty Information Processing System-CR User Guide*.

5.22. Templates. AFPC/DPFCS letters will follow the template letters located in the Casualty SharePoint and Operations Guide located at **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**.

5.23. Legal Coordination. Condolence letters packages will be reviewed by AFPC/JA to determine if a decedent was under investigation or prosecution. This will help determine the appropriateness of a DAF-SL condolence letter where Military Funeral Honors may be denied in accordance with AFI 34-501, Chapter 7. If there are any abnormalities or legal questions, refer DAF-SL packages to AF/JA for review.

5.24. DPFCS DAF-SL Condolence Letter Submission Timelines. DPFCS will draft and transmit DAF-SL Condolence Letters to AF/A1 as follows:

5.24.1. On-duty or terrorism deaths (Tier 1 Deaths) within 5-duty-days. **(T-1)**.

5.24.2. Off-duty deaths (Tier 2 Deaths) within 10-duty-days. **(T-1)**.

Chapter 6

AIR RESERVE COMPONENT

6.1. General Information. This chapter outlines the responsibilities and procedures for reporting the deaths for members not in a duty status for Air National Guard, Air Force Reserve including Individual Reserve members, retired members awaiting pay at age 60, and assisting their surviving NOK. For guidance on casualty reporting, notification and assistance for Air Reserve Component (ARC) ARC members in a duty status, refer to Chapters **2, 3,** and **4** of this Instruction.

6.2. ARPC/DPTTB Responsibilities. The Air Reserve Personnel Center Casualty Services Team (ARPC/DPTTB) is responsible for providing Casualty Services for the Air Force to include: management, oversight, and benefit/entitlement eligibility certification for SGLI, TSGLI, FSGLI, and Reserve Component Survivor Benefit. In addition, ARPC/DPTTB:

6.2.1. Prepares condolence letters for signature by the Air Reserve Personnel Centers Commander. **Note**: When the NOK is aware of the circumstances of loss (e.g., the NOK was at the scene of the incident) the service member's commander is the appropriate condoling authority.

6.2.2. Manages the Air Reserve Component Training Program:

6.2.2.1. Provides annual casualty training to Reserve CARs to assist with casualty reporting, notification (if applicable), and assistance.

6.2.2.2. The National Guard Bureau conducts initial CAR training annually during the Casualty Mortuary Course. See ANG Casualty Mortuary PSDG for further guidance.

6.2.3. Provides updates on statute and program changes as required through use of mass communication.

6.2.4. Ensures appointed Air Reserve Component CARS understand their roles and responsibilities. If the CAR has not been to initial CAR training conducted by ARPC, please contact 847-3500 to obtain real time training.

6.2.5. Reports casualties of ANG and AFR members in non-duty status to higher headquarters.

6.2.6. Ensures each Air Force Reserve and Air National Guard to include host installation FSS maintains an AF Form 1075, identifying a primary and alternate casualty assistance points of contact, where a CAR is not assigned.

6.3. Unit Commander's Responsibilities.

6.3.1. Appoints in writing, an AFR, ANG or AD CAR to assist with reporting casualties to ARPC and assistance to NOK.

6.3.1.1. Guard unit representative immediately contacts the unit command post, which in turn, will contact the Air National Guard Readiness Center's Operations Center (ANG/A3XC) at DSN 858-6001, or by fax at DSN 858-7505. **(T-1)**.

6.3.1.2. For participating and nonparticipating Reserve members and Retired Reserve awaiting pay at age 60, the commander notified of the member's death, or the unit nearest the place of death, prepares necessary messages, forwards appropriate documents, and provides casualty assistance. **(T-1)**.

6.3.1.3. Utilize vMPF, SOES to retrieve the following documents and then scan, email, or fax them to ARPC.

6.3.2. Ensures base agencies support the objectives of the Air Force Casualty Services Program, and provides the CARs access to all information and documents needed to report the casualty.

6.3.3. Ensures host-tenant support agreements are in place between Regular Air Force, Air National Guard, and Air Force Reserve Force Support Squadrons, as required.

6.3.4. Establishes procedures for ensuring all new accessions and assigned personnel have a current DD Form 93, on file. Commander Support Staff personnel only complete a DD Form 93 if the Service Member has no computer access.

6.3.5. Non-duty status deaths must be reported to the closest base near residence. **(T-1)**. In this case, unit commanders notified of members death:

6.3.5.1. Determine member's duty status and unit of assignment. If duty status or unit of assignment is not available, contact ARPC/DPTTB at DSN 720-847-3500 or DSN 847-3500 and request ARPC Casualty Office to obtain information.

6.3.5.2. For Individual Reserve and Participating Individual Ready Reserve members, the designated commander will be the Active Duty commander of the unit the member was assigned. If not the Active Duty commander, contact ARPC/DPTTB to determine the member's assigned unit Commander.

6.3.5.2.1. In the case, the Individual Reserve or Participating Individual Ready Reserve member or the NOK does not reside near the Active Duty location, contact ARPC/DPTTB to determine the CAR closest to the home of residence to provide assistance.

6.3.5.2.2. For Individual Mobilization Augmentees (IMA) and Participating Individual Ready Reserve members, the designated commander will be the Active Duty commander of the unit the member was assigned. If not the Active Duty commander, contact Headquarters Individual Reservist Readiness and Integration Organization to determine the member's assigned unit commander.

6.3.6. If NOK is aware of the death, the assigned Unit Commander is authorized to conduct a condolence visit in-person to the NOK without approval from ARPC/DPTTB.

6.4. Force Support Squadron Responsibilities. Refer to **paragraph 1.11,** regarding FSS responsibilities.

6.5. Reserve Component CAR Responsibilities.

6.5.1. Refer to **paragraph 1.12** for CAR training and responsibilities.

6.5.1.1. Submit an AF Form 1075 to ARPC/DPTTB via MyPers Incident.

6.5.1.2. Any Reserve Component, in-status casualty will be supported by an Active Duty CAR as outlined in **Chapter 4**. All Reserve Component, non-duty status casualties will be supported by a Reserve Component CAR under the guidance and direction of ARPC/DPTTB. Refer to AFPC for all AFR and ANG members in a duty status.

6.5.1.3. In the cases where an AFR or ANG CAR is not available, an Active Duty CAR should assist. The Active Duty CAR should contact DSN 847-3500 or COMM 720-847-3500 for additional information.

6.5.2. AFR and ANG Primary CARs, after receiving initial training from ARPC or NGB, will assist with training appointed alternate CARs on AF Form 1075. Contact ARPC for any assistance or material for training alternate CAR. If geographically separated from an Active Duty base, the primary AFR CARs should obtain training from AFPC/DPFCS.

6.5.3. AFR, refer to **paragraph 4.5** for additional information regarding contact with the NOK.

6.5.4. Submits initial casualty reports to ARPC/DPTTB via MyPers. Refer to ARPC SharePoint to obtain the casualty report.

6.5.5. Obtain NOK information to assist with benefits and entitlements. If NOK is not known, the CAR should contact ARPC/DPTTB at DSN 847-3500 or COMM 720-847-3500 to assist in obtaining the information.

6.5.5.1. Makes contact with NOK on RED or DD Form 93 to initiate benefits and entitlements briefing. Persons to contact may include:

6.5.5.1.1. Spouse

6.5.5.1.2. Children not residing with the spouse

6.5.5.1.3. Parents

6.5.5.2. Complete and submit applications for monetary benefits and privileges.

6.5.5.3. Locate resources to help resolve any problems in settling the deceased's estates or concerns from the NOK.

6.5.5.4. Refers to Mortuary Office or Non-Commissioned Officer to determine eligibility for mortuary services benefits. For members in a non-duty status, questions may need to be referred to the funeral home for military honors entitlements.

6.5.5.5. For participating and nonparticipating Reserve members and Retired Reserve awaiting pay at age 60, the commander notified of the member's death, or the unit nearest the place of death, prepares necessary messages, forwards appropriate documents, and provides casualty assistance.

6.5.6. Assists commanders with casualty services and condolence visits.

6.6. Reserve Component Unit Commander Casualty Notifications.

6.6.1. In the unusual case where the NOK is not aware of the member's death, the member's commander notifies the NOK in person. For assistance, contact ARPC/DPTTB immediately at DSN 847-3500 or COMM 720-847-3500. If the casualty occurs after 1700 MT, contact TFSC at 1-800-525-0102 for assistance.

6.6.2. If the NOK has been notified of death by civilian authorities, notification is not required but may be considered.

6.7. Casualty Reporting.

6.7.1. Within 24 hours of obtaining member's information, the CAR will submit the casualty report to ARPC via MyPers. **(T-2)**. The casualty report can be found on SharePoint. Submit a request through MyPers, including a completed AF Form 1075 to obtain access to ARPC SharePoint CAR page. **Note**: Notification by phone or DCIPs reporting is not necessary for ARC members not in a duty status at the time of death.

6.7.1.1. The casualty report should provide the following information: SSN, Rank, Full Name, Date of Birth, Sex, Marital Status, Date of Death, Unit of Assignment, Component, and circumstance of death.

6.7.1.2. To complete the casualty report; once received, the final death certificate, last leave and earnings statement received and any entitlement documents e.g., appropriate SGLV forms must be submitted within the same MyPers incident initially created. **(T-2)**.

6.7.1.3. ARPC/DPTTB, Casualty Service Team, will work directly through the incident to obtain all pertinent documents necessary to submit claims to the insurance company and update member's record.

6.7.1.4. Appointed CARs may contact ARPC/DPTTB directly at DSN 847-8500 or COMM 720-847-3500.

6.7.2. Units and installations receiving requests for member's information must send it to the member's commander or CAR as soon as possible. **(T-2)**.

6.7.3. Obtains information from the NOK to assist with reporting the casualty to ARPC/DPTTB

6.7.4. To report the death of an Air National Guard or Air Force Reserve general officer, follow these steps:

6.7.4.1. Immediately telephone AFPC/DPFCS.

6.7.4.2. For Air National Guard, contact the ANG/A3XC at DSN 858-6001.

6.7.4.3. For Air Force Reserve, contact AF/RESOMO at DSN 332-3245 and Air Reserve Personnel Center/Casualty Office at DSN 847-3611.

6.7.4.4. Follow up with a supplemental death message (see Air Force Defense Civilian Intelligence Personnel System User Guides available on the Air Force Casualty SharePoint Site).

6.8. Providing Casualty Assistance. The CAR:

6.8.1. Makes contact with NOK on RED or DD Form 93 to initiate benefits and entitlements appointment.

6.8.2. Completes and submits applications for monetary benefits and privileges.

6.8.3. Locates resources to help resolve any problems in settling the deceased's estates or concerns from the NOK.

6.8.4. Refers to Mortuary Officer or Non-Commissioned Officer to determine eligibility for mortuary services benefits

6.9. Eligible Benefits for Members in a Non-Duty Status.

6.9.1. Refer to **Section 4B** for benefit information for members in a duty status and any other entitlements not provided by ARPC/DPTTB.

6.9.2. In general, ARPC/DPTTB Casualty Office determines whether the NOK of Air National Guard and Air Force Reserve members who die in a non-duty status are entitled to receive benefits such as SGLI, FSGLI, TSGLI, RCSBP, as applicable.

6.9.3. Servicemembers' Group Life Insurance (SGLI)

6.9.3.1. ARPC/DPTTB certifies a deceased member's Servicemembers' Group Life Insurance coverage.

6.9.3.2. The Office of Servicemembers' Group Life Insurance (OSGLI) determines each claimant's eligibility to be a Servicemembers' Group Life Insurance beneficiary.

6.9.3.3. Locate and verify deceased members SGLV 8286. The servicing Force Support Squadron gives each potential beneficiary a copy of the SGLV 8283 after forwarding the required casualty package to Headquarter Air Reserve Personnel Center Casualty Office.

6.9.4. Reserve Component Survivor Benefit Plan.

6.9.4.1. Refer to **paragraph 4.14**.

6.9.4.2. The member must have served at least 20 satisfactory years and made an election within 90 days of notification of eligibility. **(T-0)**.

6.9.4.3. ARPC/DPTTB will review the member's record to determine eligibility.

6.9.4.4. If the member has an election on file for RCSBP, ARPC/DPTTB will coordinate with the CAR to obtain the information required to submit the claim to DFAS. In addition, ARPC/DPTTB will submit to DFAS on the beneficiary's behalf.

6.10. Air National Guard Memorial Certificate.

6.10.1. NGB/A1PS should prepare the Air National Guard Memorial Certificate after receiving the Death Report and send it to the appropriate Force Support Squadron. **Note**: The Air Force issues this certificate only as a unique memorial for the NOK. It is not a substitute for condolence letters.

6.10.2. For retired or prior service-members, including those deceased prior to the creation of this certificate, the unit or NOK may request a memorial certificate through any Air National Guard Force Support Squadron, who should verify the service and forward the request to NGB/A1PS.

6.10.3. If the NOK requests additional copies of the certificate, the Air National Guard Force Support Squadron may request them through NGB/A1PS.

6.10.4. The Force Support Squadron arranges for the member's commander and a chaplain to present the certificate to the NOK (in person whenever possible). **(T-3)**. **Note**: See the *Casualty Operations Guide* for a sample presentation letter.

Chapter 7

RECORD OF EMERGENCY DATA (RED) AND DD FORM 93

7.1. Overview. The DD Form 93, serves as the official source document for members to identify the name(s) and address(es) of the persons to be notified in case of death, injury, or emergency, and for designating beneficiaries for death gratuity pay and unpaid pay and allowances.

7.1.1. The Record of Emergency Data (RED), available via Virtual Military Personnel Flight (vMPF), is used for all personnel who have been issued a Common Access Card (CAC).

7.1.2. The DD Form 93 is used for members who are newly accessed to any Air or Space component, but not yet gained into Military Personnel Data System and issued a Common Access Card. It is also used for all civilian contractors prior to admission to a possible theater of operations or deployment with the Armed Forces.

7.1.2.1. Units must establish procedures for ensuring that all new accessions or civilian contractors complete a Record of Emergency Data or DD Form 93 at the earliest possible date. **(T-1)**.

7.1.2.2. The DD Form 93 will only be used in locations where individuals are not able to access the virtual Military Personnel Flight either from their home or work location.

7.1.2.2.1. A copy of the completed DD Form 93 is sent to AFPC/DP1OS and is placed in the member's Automated Records Management System record.

7.1.2.2.2. For civilian contractors a copy of the DD Form 93 is provided to the personnel in support for contingency operations team.

7.2. Responsibilities.

7.2.1. AFPC/DPFCS:

7.2.1.1. Establishes procedures for the service member's Record of Emergency Data. **(T-1)**.

7.2.1.2. Conducts a continuing publicity program to ensure each member is aware of the use and effect of the Record of Emergency Data. **(T-1)**.

7.2.2. Unit Commanders will:

7.2.2.1. Ensure each member completes and updates their Record of Emergency Data at least annually or as life event changes occur (e.g., marriages, divorces, births, death). **(T-1)**.

7.2.2.2. Stress the importance of assigned service members keeping their Record of Emergency Data current to assist with prompt notification of NOK and other designated persons should the member become a casualty; as well as payment of certain benefits/entitlements and the person they wish to direct disposition of remains, should they die, is appropriately designated. **(T-1)**.

7.2.2.3. Ensure newly assigned members review and update their service member's Record of Emergency Data once gained to the base. **(T-1).**

7.2.2.4. Establish procedures to ensure members departing temporary duty/deployment in excess of 30 days have a current service member's Record of Emergency Data prior to departure. A current RED is one with a date completed no earlier than 30 days before their departure.

7.2.3. Force Support Squadron Commander will:

7.2.3.1. Ensure two (2) Force Support Squadron personnel (a primary and alternate) are appointed to retrieve Records of Emergency Data for assigned personnel. **(T-1)**. One of the appointed personnel must be the CAR. **(T-1)**.

7.2.3.2. The commander ensures a completed DD Form 2875, *System Authorization Access Request (SAAR)*, is sent to AFPC/DPFCS as requested or when a change in personnel occurs in accordance with instructions on the Air Force Casualty SharePoint site.

7.2.3.2.1. Remove an individual's access to service member's Record of Emergency Data immediately when that individual no longer requires access or the individual has completed a DD Form 2875 in accordance with instructions on the Air Force Casualty SharePoint site. **(T-1)**.

7.2.3.2.2. SSN is required to be provided in member's email request, but not on the DD Form 2875.

7.2.3.2.3. Exception to SSN Reduction Act is based on the service member's Record of Emergency Data program being a legacy system interface.

7.2.4. CAR will:

7.2.4.1. Serve as the installation office of primary responsibility for the overall management of the Record of Emergency Data program. **(T-1)**.

7.2.4.2. Provide continuing publicity on the Record of Emergency Data. **(T-1)**.

7.2.4.3. Establish local procedures to:

7.2.4.3.1. Educate Military Personnel Flight Commanders of their responsibility to ensure assigned service members complete their Record of Emergency Data immediately upon being gained to their first duty station. This can be accomplished on base or applicable in-processing checklists.

7.2.4.3.2. Ensure hard copy DD Forms 93 are kept until confirming a valid Record of Emergency Data is on file and in their personnel record. **(T-1)**.

7.2.4.4. Provide each unit commander a RED report listing from either vMPF or Casualty SharePoint on assigned personnel indicating currency of their Record of Emergency Data at least quarterly. **(T-1)**. **Note**: Listings are updated monthly.

7.2.5. Individual members will:

7.2.5.1. Ensure they have a current service member's Record of Emergency Data on file. **(T-1)**.

7.2.5.2. Ensure beneficiary designations agree with any existing wills. **(T-1)**. **Note**: Members should seek advice through the base legal assistance program, as necessary.

7.2.5.3. Update service member's Record of Emergency Data whenever a change occurs in NOK, address, or beneficiary. **(T-1)**. Members should update their Record of Emergency Data upon reporting to a new duty station, temporary duty in excess of 30 days, prior to all deployments (regardless of length), prior to departure on permanent change of station orders, prior to retirement or separation, marriage/divorce, child birth and annually.

7.2.6. Military Entrance Processing Station (MEPS):

7.2.6.1. Ensures an interim DD Form 93 is completed for each new Air Force member, using the most current version of the form.

7.2.6.2. Counsels new members on the importance of the Record of Emergency Data and advises them that they will be required to complete an electronic version of the form during technical training or at their first duty station after receiving their Common Access Card.

7.2.6.3. Advises new members of the need for current NOK information, including addresses, before entering training.

7.2.6.4. For members enlisting at a Military Entrance Processing Station or Military Personnel Flight for training at Basic Military Training, the Military Entrance Processing Station completes the DD Form 93 and sends two copies with original signature to 319 TRS/TPPER, 1561 Stewart Street, Suite 13, Lackland AFB TX 78236-5242.

7.2.6.5. For members enlisting at a Military Entrance Processing Station or Military Personnel Flight for training at Officer Training School (OTS), the Military Entrance Processing Station completes DD Form 93 and sends two copies with original signature to 24 TRS/DPM, 50 Chennault Circle, Maxwell AFB AL 36116-6417.

7.2.7. Officer Training School (OTS)/Commissioned Officer Training (COT) (trainees only):

7.2.7.1. Ensure trainees complete the Record of Emergency Data during in-processing or the earliest date possible after arrival at Officer Training School or Commissioned Officer Training. **(T-1)**.

7.2.7.2. Develop procedures to ensure officer trainees have a current Record of Emergency Data on file prior to graduation.

7.2.8. Air Force Academy Cadet Wing (for cadets only): Establish procedures to ensure cadets complete a RED during in-processing and reviewed annually. **(T-1)**.

7.2.9. Technical Training Center will:

7.2.9.1. Ensure members have access to virtual Military Personnel Flight and the opportunity to complete and/or update a Record of Emergency Data.

7.2.9.2. Ensure a copy is sent to Automated Records Management System if a DD Form 93 is completed.

7.2.10. Personnel in Support of Contingency Operations will:

7.2.10.1. Assist deployed members (to include civilian and contractors) in accessing virtual Military Personnel Flight to update the service member's Record of Emergency Data or completing a DD Form 93 for those without virtual Military Personnel Flight access. **(T-1)**.

7.2.10.2. Ensure DD Form 93 are retained until confirming the document is uploaded into Automated Records Management System (military). **(T-1)**.

7.2.10.3. Obtain and maintain a copy of Department of Defense civilian and civilian contractor orders (i.e., Contingency Exercise and Deployment and letter of authorization) and DD Form 93 for the period of deployment. **(T-1).**

7.2.11. Members accepting an appointment or enlistment in the Air National Guard or Air Force Reserve:

7.2.11.1. The member's unit or the Military Personnel Section servicing the member's gaining unit assists the member in completing a DD Form 93. Guard units send one signed original to the state or territory adjutant general and keep at least one original in the member's record in Automated Records Management System.

7.2.11.2. Unit procedures must be established to ensure each Air National Guard or Air Force Reserve member has a current Record of Emergency Data on file immediately after being gained into Military Personnel Data System. **(T-1)**.

7.2.12. Air Force Reserve Officer Training Corps (AFROTC) Detachments will:

7.2.12.1. Establish procedures to ensure cadets complete a DD Form 93 prior to departing for field training or anytime a cadet is on official travel orders. **(T-1)**.

7.2.12.2. Establish local procedures to ensure all cadets are made aware of virtual Military Personnel Flight and the Record of Emergency Data prior to commissioning. **(T-1)**.

7.2.13. Unit Deployment Manager (UDM) will establishes procedures to ensure that members have a current (certified annually at a minimum) Record of Emergency Data prior to processing through the Installation Deployment Readiness Cell (IDRC) or Installation Personnel Readiness (IPR) section. **(T-3)**. A current RED is defined as the completion date is no earlier than 30 days prior to deployment departure.

Chapter 8

SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI), FAMILY SERVICEMEMBERS' GROUP LIFE INSURANCE (FSGLI), TRAUMATIC INJURY PROTECTION (TSGLI), AND VETERANS' GROUP LIFE INSURANCE (VGLI)

8.1. General Information. This chapter outlines the responsibilities and procedures for SGLI, FSGLI, TSGLI, and VGLI. It also outlines the procedures for SOES affecting SGLI and FSGLI elections, see **paragraph 8.11**.

8.2. Functional Area Responsibilities.

8.2.1. The Office of Servicemembers' Group Life Insurance (OSGLI), 80 Livingston Ave, Roseland, NJ 07068-1733, administers the SGLI, FSGLI, TSGLI, and VGLI programs.

8.2.2. AFPC/DPFCS provides Air Force administrative guidance for 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 Military Personnel Sections or CARs and certifying the claim.

8.2.2.3. Sending the claim form to the OSGLI for processing and payment.

8.2.3. Headquarters, Air Reserve Personnel Center Entitlements Branch 18420 E. Silver Creek Ave, Bldg 390 MS 68, Buckley AFB, CO 80011, provides procedural and administrative guidance concerning SGLI, FSGLI, TSGLI, and VGLI to members of the Air National Guard and Air Force Reserve.

8.2.4. Defense Finance Accounting Service-IN, Defense Joint Military Pay System, Support Division, (SJGJ), 8899 East 56th Street Indianapolis, IN 46249-1200, provides system support for appropriate Defense Joint Military Pay System transactions.

8.2.5. The Force Support Squadron Commander ensures Military Personnel Section and CAR complies with this instruction. **(T-1)**.

8.2.6. The Military Personnel Section/Personnel in Support of Contingency Operations:

8.2.6.1. Manages this program in accordance with this instruction, and the SGLI Handbook. **(T-1)**.

8.2.6.1.1. For newly accessed or deployed personnel without MilConnect/SOES access, processes and updates transactions in accordance with AFI 36-2608, *Military Personnel Records System*, for SGLI programs and in accordance with Force Support Squadron PSDG. **(T-1)**.

8.2.6.1.2. Counsels and provides members with the appropriate monthly premium rates, as required. **(T-1)**.

8.2.6.1.3. Assists members with completing and submitting the SGLV 8286. **(T-1)**.

8.2.6.2. Manages this program in accordance with this instruction and the SOES PSDG.

8.2.6.2.1. Ensures that two (2) Force Support Squadron personnel are appointed, by completing a DD Form 2875, to be Site Security Manager (SSM) in accordance with the SOES PSDG available at the Air Force Casualty SharePoint site. Both Force Support Squadron personnel will also act as the Site Security Manager for Servicemembers' Group Life Insurance Online Enrollment System, granting system access at the installation level administrative users.

8.2.6.2.2. Directs service members with a common access card, except for those exceptional circumstances outlined in the SOES PSDG, to use Servicemembers' Group Life Insurance Online Enrollment System to make all coverage elections (i.e., beneficiary designations, increase, decrease, reinstatement, or cancellation of coverage).

8.2.7. The CAR:

8.2.7.1. Provides initial and periodic service Member's Group Life Insurance training and updates to all assigned Military Personnel Section personnel. **(T-1)**.

8.2.7.2. Provides policies and procedures and is the focal point of contact on all service Member's Group Life Insurance matters. **(T-1)**.

8.2.7.3. Assists members with completing and submitting the following Veterans Affairs forms, as required:

8.2.7.3.1. SGLV 8283. **(T-1)**.

8.2.7.3.2. SGLV 8283A, *Claim for Family Coverage Death Benefits*. **(T-1)**.

8.2.7.3.3. SGLV 8284, *Servicemember/Veteran (SGLI/VGLI) Accelerated Benefits Option Form*. **(T-1)**.

8.2.7.3.4. SGLV 8284A, *Servicemember Family Coverage (FSGLI) Accelerated Benefits Option Form*. **(T-1)**.

8.2.7.3.5. SGLV 8600, *Servicemembers' Group Life Insurance Traumatic Injury Protection Program (TSGLI) Application for TSGLI Benefits*. **(T-1)**.

8.2.7.3.6. SGLV 8700. **(T-1)**.

8.2.7.3.7. SGLV 8714, *Application for Veterans' Group Life Insurance*. **(T-1)**.

8.3. Minimum Counseling Information for Members Making Service Member's Group Life Insurance Elections.

8.3.1. Title 38 USC, Section 1967(d), *Persons insured; amount*, requires special counseling 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. As a minimum, the following information is provided:

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. 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. 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.

8.3.4. SGLI and VGLI. Another important benefit of SGLI is the ability to convert to VGLI after leaving the military. VGLI can be taken up to the amount of SGLI the member has at the time of separation. 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 complete an SGLV 8715, *Servicemembers' Group Life Insurance Disability Extension Application*, and submit it to OSGLI to find out if they qualify for an extension of their SGLI coverage for two (2) years from the date of separation or the date their disability ends, whichever comes first. VGLI can be applied for up to two (2) years following the 120 day period, but evidence of good health will be required. The cost of VGLI increases with each new five-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 Servicemembers' Group Life Insurance (FSGLI). Expands SGLI coverage to insurable spouses and children.

8.3.6.1. If a 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, *Family Coverage Election*), 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 for each child.

8.3.6.3. Military members married to other military members (Mil-to-Mil) who married prior to 2 January 2013, covered under Servicemembers' Group Life Insurance are automatically enrolled in FSGLI.

8.3.6.3.1. For Mil-to-Mil couples married on or after 2 January 2013, the military member must elect FSGLI coverage for their spouse via the SOES online application. **(T-0)**.

8.3.6.3.2. By law, the military member is the sole beneficiary for FSGLI.

8.3.6.4. For Mil–to-Mil couples:

8.3.6.4.1. Only one parent can receive insurance proceeds for a child.

8.3.6.4.2. The beneficiary of the child coverage is the member who first became eligible for SGLI.

8.3.6.4.3. In the event of a stillborn death meeting eligibility criteria, the beneficiary is the mother of the child.

8.3.6.5. The cost for spouse coverage is based on the age of the spouse. Refer to current cost charts provided by Veterans Affairs for current cost information at **www.insurance.va.gov**.

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 must verify the qualified family member information and complete the SGLV 8283A and SGLV 8700. **(T-1)**. The CAR will forward the completed forms, along with any required documentation to AFPC/DPFCS for certification prior to being sent to the Office of Servicemembers' Group Life Insurance 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 Headquarters, Air Reserve Personnel Center Casualty office for certification prior to being forwarded to OSGLI for payment. **(T-1)**.

8.3.6.9. CARs will advise service members to review and update their SGLI election upon life changing events (e.g., Marriage, Divorce, and Death). **(T-1)**.

8.4. Military Personnel Section/Force Support Squadron Customer Service Element Actions.

8.4.1. SOES will retain a transactional record of what date the advisory letter was sent to the spouse.

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.

8.5. Paper Based Reduction or Cancellation of Insurance.

8.5.1. Members who do not want to be insured or who elect less than the maximum coverage must complete a new SGLV 8286. **(T-1)**. **Note**: The spouse is sent a letter of advisory when the member reduces, declines, or elects someone other than the spouse to receive the full Servicemembers' Group Life Insurance benefit.

8.5.2. A member performing duty who is insured and who elects a lesser amount of insurance or no insurance must request a change in writing, signed, and witnessed. **(T-1)**.

8.5.2.1. If a legislated increase in coverage occurs, the member will be covered at the full increased amount unless the member completes a new SGLV 8286 reducing coverage.

8.5.2.2. A new SGLV 8286 must be completed and the original sent to Automated Records Management System for processing. **(T-1)**. A paper copy should be kept on file until the Military Personnel Section can see the document in Automated Records Management System.

8.5.2.3. Reduction or cancellation is effective at midnight of the last day of the month in which the Military Personnel Section 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 coverage, that election is effective immediately.

8.5.4. 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 Military Personnel Section Customer Service Element receives the form.

8.6. Paper Based Request for Reinstatement or Increase of SGLI.

8.6.1. If a member elects to cancel or reduce SGLI or elects not to be insured under SGLI and later elects to increase the level of coverage, or reinstate coverage, the member must complete and submit a new SGLV 8286. **(T-1)**.

8.6.2. If all medical questions on the SGLV 8286 are answered "NO," the Military Personnel Section performs the following actions:

8.6.2.1. Complete the appropriate update(s) for the new SGLI coverage to initiate withholding of monthly premium deductions effective the date the member completes and submits the SGLV 8286.

8.6.2.2. SGLI coverage is updated in Military Personnel Data System.

8.6.2.3. Send SGLV 8286 to Automated Records Management System. File a copy of the SGLV 8286 until the form appears in Automated Records Management System.

8.6.3. If any of the medical questions on the form are answered "YES," the Military Personnel Section perform the following actions:

8.6.3.1. Keep one copy of the SGLV 8286 on file until the medical underwriting decision letter is received.

8.6.3.2. Forward the completed SGLV 8286 to the OSGLI for review and decision. Do not complete the Military Personnel Data System transaction until the decision for acceptance or rejection is received from OSGLI.

8.6.3.3. Members submitting SGLV 8286 should be informed that when the OSGLI requires additional information, the member is responsible for providing the requested information directly to and within the time prescribed by OSGLI.

8.6.3.4. Both the member and the Military Personnel Section Customer Service Element will be advised of the acceptance or rejection of the application OSGLI.

8.6.3.5. If the application is accepted, the Military Personnel Section will:

8.6.3.5.1. Complete the appropriate Military Personnel Data System transaction.

8.6.3.5.2. The effective date of coverage is the date the member signed the completed SGLV 8286.

8.6.3.5.3. Send the SGLV 8286 and the medical underwriting letter to Automated Records Management System and keep a paper copy on file until the new form is reflected in Automated Records Management System.

8.6.3.6. If the application is rejected:

8.6.3.6.1. Advise the member of the rejection.

8.6.3.6.2. Send a copy of the SGLV 8286/8286A and the medical underwriting letter to Automated Records Management System and keep a paper copy on file until the new form is reflected in Automated Records Management System.

8.7. Servicemembers' Group Life Insurance Beneficiaries.

8.7.1. 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.

8.7.2. The following are guidelines to be used in the preparation of the SGLV 8286:

8.7.2.1. A member should be encouraged to name a specific beneficiary. Use of the "By Law" designation should be discouraged.

8.7.2.2. 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.

8.7.2.2.1. The insurance proceeds will automatically be paid in the following order of precedence:

8.7.2.2.1.1. Surviving spouse of member.

8.7.2.2.1.2. 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. **Note**: Payment cannot be made to minor children without the establishment of a guardian and can delay payment. The guardian will control the funds payable to a minor child.

8.7.2.2.1.3. 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.

8.7.2.2.1.4. A duly appointed executor or administrator of the member's estate.

8.7.2.2.1.5. Other qualified family members.

8.7.3. When a member is likely to be survived by a spouse, children, or parents and member designates some other person or entity as beneficiary, Military Personnel Section Customer Service Element:

8.7.3.1. Counsels the member to the fact that the Servicemembers' Group Life Insurance law was specifically designed to provide some form of security for spouse, children, or parents. **(T-3)**.

8.7.3.2. Encourages the member to designate spouse, children, or parents as beneficiaries. **(T-3)**.

8.7.3.3. Advises married members that a letter of advisory will be sent to their spouse, if they elected to decline or reduce coverage or designate someone other than their spouse to receive Servicemembers' Group Life Insurance benefits. **(T-3)**.

8.7.3.4. Under no circumstances should a member be compelled to designate any beneficiary.

8.7.4. When a member wishes to name minors as beneficiaries such as the member's 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 of the children's financial estates.

8.7.4.1. The appointment of a guardian is often time-consuming and costly, which may delay the payment of proceeds.

8.7.4.2. 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.

8.7.4.3. Advise beneficiaries to consult with their servicing legal assistance office, personal financial advisor, or civilian attorney if they should have legal or financial questions about their designations.

8.8. Accelerated Benefit Option (ABO). Anyone who is insured by SGLI or VGLI and whose life expectancy is nine months or less may be eligible for the Accelerated Benefit Option. Up to 50 percent of the face value of the SGLI or VGLI coverage may be paid as an accelerated benefit. 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 $5,000 increments only. Once an election becomes effective (by cashing or depositing the Accelerated Benefit payment), it cannot be revoked. A member is not eligible for additional Accelerated Benefits.

8.8.1. Service members with FSGLI coverage have access to up to 50 percent 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 life expectancy of nine months or less. This benefit will be paid only to the service member.

8.8.2. Personnel wanting to claim this benefit should have their provider complete page three of the SGLV 8284/8284A or provide a letter from their attending physician to OSGLI stating the member or spouse has a life expectancy of less than nine months.

8.8.3. If accelerated benefits are paid, the remaining SGLI, VGLI, or FSGLI coverage will be reduced accordingly with the amount of accelerated benefits paid and the insured must continue to pay premiums on the remaining coverage. When accelerated benefits are paid, a new Form SGLV 8286/8286A for the remaining coverage must be completed and certified in SOES. **(T-1)**.

8.9. Election for Method of Payment of Insurance Proceeds.

8.9.1. 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. An insured member may also change the method of settlement at any time without the consent of the beneficiary.

8.9.2. If the insured member elects a lump-sum payment or makes no election, the beneficiary may choose either the lump-sum settlement either through the Prudential Alliance Account check, electronic funds, or 36 monthly installments.

8.9.3. If the insured member elects 36 monthly installments, the beneficiary may not elect a lump-sum payment.

8.9.4. For additional information refer to the Veterans Affairs website: **http://www.benefits.va.gov/insurance**.

8.10. Servicemembers' Online Enrollment System (SOES).

8.10.1. SOES is a self-service application used as the primary method for service members to make changes to their SGLI and FSGLI elections, 24 hours a day, seven days a week, 365 days a year.

8.10.2. The Defense Enrollment Eligibility Reporting System (DEERS) database is the authoritative source for dependent eligibility for FSGLI and feeds SOES. Members must update dependent data in DEERS to make spousal FSGLI elections. **(T-1)**.

8.10.2.1. Pay transaction will flow to appropriate Defense Finance Accounting Service pay system for premium deductions and updates.

8.10.2.2. Premium discrepancies will be resolved in accordance with **paragraph 8.12**.

8.10.3. All Service members meeting full-time coverage eligibility will manage their insurance coverage information by accessing SOES via the Department of Defense milConnect portal (**https://www.dmdc.osd.mil/milconnect/**). **(T-1).**

8.10.3.1. Service members will access SOES at least annually to recertify their coverage and beneficiary elections. Service members will also recertify their coverage and beneficiary elections prior to deployment, PCS, or when a life changing event occurs (marriage, divorce, child birth, etc.).

8.10.3.2. Use of the Form SGLV 8286 is only permissible in emergent situations where a member is unable to access SOES as outlined in the SOES PSDG.

8.10.3.3. Members with part-time SGLI coverage will continue to use SGLV Form 8286.

8.10.3.4. Newly accessed service members will update SOES with validating desired coverage levels and beneficiary information at their first duty station when proper credentials are fully available for system access.

8.10.4. SOES provides Force Support Squadron personnel and commanders with the ability to monitor members SGLI elections and key SGLI data for an entire unit or a single individual.

8.10.5. Force Support Squadron Site Security Manager personnel will provide appropriate access to unit leaders enabling units to generate an organization status report with their members' SGLI coverage information.

8.10.6. Produces spousal notifications letters in accordance with 38 USC, Chapter 19, Subchapter III, §1967.

8.11. Processing Requests for SGLI Premium Reimbursement. When a member claims SGLI premium deductions exceed the level of intended coverage, review the member's SGLV 8286, and Defense Finance Accounting Service Military Leave and Earnings Statement (LES).

8.12. Application for Correction of Military Record. When a member requests reimbursement for overpayment of premium deductions for any reason other than the Military Personnel Section erroneously updating the wrong election, and all other administrative remedies are exhausted, the member should:

8.12.1. Complete DD Form 149, *Application for Correction of Military Record*.

8.12.2. Mail the DD Form 149 to the Secretary of the Air Force, Review Board Office (SAF/MRBC), 1500 West Perimeter Road, JB-Andrews NAF Washington, MD 20762-7002.

8.13. Traumatic Servicemembers' Group Life Insurance (TSGLI).

8.13.1. TSGLI provides automatic traumatic injury, providing short-term financial assistance to severely injured service members and veterans to assist them in their recovery. The program began on 1 December 2005. Details of the OSGLI and Veterans Affairs programs are provided in the TSGLI procedural guide (see **Attachment 1**). All definitions, regulations, and final determinations are under the authority of OSGLI.

8.13.1.1. This benefit is also provided retroactively for service members who incurred severe losses as a result of traumatic injuries incurred between 7 October 2001, and 30 November 2005, regardless of the geographic location where the injury occurred, and regardless of whether SGLI coverage was in effect at the time of injury.

8.13.1.2. The *TSGLI Insurance procedural guide* and SGLV 8600, and the *Casualty Operations Guide* provides detailed information on eligibility requirements for members applying for losses in this category.

8.13.2. TSGLI provides insurance coverage for injuries incurred on or off duty, regardless of combat status. There are five (5) requirements that must be met by the member to ensure a TSGLI payment:

8.13.2.1. The member must be insured under full-time SGLI in any amount at the time of the traumatic injury. **(T-0)**. TSGLI coverage applies to Regular, Air National Guard, and Air Force Reserve members, funeral honors duty, and one-day muster duty.

8.13.2.1.1. Part-time TSGLI covers the member only during the actual days of duty and while proceeding directly to and returning directly from their scheduled duty.

8.13.2.1.2. Members eligible for part-time coverage become eligible for full-time coverage when they perform Active Duty or Active Duty training, under calls or orders that specify 31 days or more.

8.13.2.2. The member must incur a scheduled loss and that loss must be a direct result of a traumatic injury that results from a traumatic event. **(T-0)**. The schedule of losses and applicable program definitions may be found in the TSGLI procedural guide.

8.13.2.3. The member must have suffered the traumatic injury, as defined in the TSGLI procedural guide, prior to midnight of the day that the member separates from the uniformed services or active duty orders end. **(T-0)**.

8.13.2.4. The member must suffer a scheduled loss within two years (730 days) of the traumatic event, as defined in the TSGLI procedural guide. **(T-0)**.

8.13.2.5. The member must survive for a period of not less than seven (7) full days from the date of the traumatic event. **(T-0)**. 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.

8.13.3. Exceptions to eligibility can be found in the TSGLI procedural guide. Injuries caused by the following are excluded from eligibility:

8.13.3.1. A mental disorder.

8.13.3.2. A mental or physical illness or disease, not including illness or disease caused by a pyogenic infection, biological, chemical, or radiological weapon, or accidental ingestion of a contaminated substance.

8.13.3.3. Attempted suicide.

8.13.3.4. Self-inflicted wounds.

8.13.3.5. Diagnostic procedures, preventive medical procedures such as inoculations, medical or surgical treatment for an illness or disease, or any complications arising from such procedures or treatment.

8.13.3.6. The members' willful use of an illegal or controlled substance, unless administered or consumed on the advice of a medical professional.

8.13.3.7. Injuries sustained while committing, or attempting to commit, a felony.

8.13.4. Beneficiary(ies) of TSGLI:

8.13.4.1. If the member is deemed incompetent, payment will be made to the guardian, power of attorney, or military trustee.

8.13.4.2. 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 (7) days (168 hours) from the date of the traumatic event and suffer a scheduled loss to be eligible for TSGLI. **(T-0)**.

8.13.4.3. Payment of TSGLI benefits will be in accordance with the published schedule of losses in Title 38 CFR Section 9.20, *Traumatic Injury Protection*. The OSGLI issues payments after a claim is certified for by AFPC/DPFCS.

8.13.4.4. Payment details are discussed at the time of application with the CAR. Additional details are located in the TSGLI procedural guide.

8.13.5. The CAR:

8.13.5.1. Is the focal point of contact on all TSGLI matters. Duties include, but are not limited to:

8.13.5.1.1. Establishing policies and procedures to ensure the Medical Treatment Facility notifies the CAR of all traumatic events.

8.13.5.1.2. Providing TSGLI annual training for assigned Medical Treatment Facility physicians, medical case managers, social workers, commanders, first sergeants and Air Force Recovery Care Coordinators. **(T-1)**.

8.13.5.1.3. Counseling eligible participants and/or NOK on TSGLI. Upon counseling on potential TSGLI eligibility, record date, and person who counseled the member or guardian. If counseling is not complete, estimate date counseling is projected and by whom. When completed, submit a Military Personnel Record with confirmed counseling information. **(T-1)**.

8.13.5.1.4. Providing potential qualifying members with SGLV 8600 and program material.

8.13.5.1.5. Submitting a one-time casualty report to AFPC/DPFCS on Service members who suffered injuries due to a traumatic event and were not placed in a casualty status of Seriously Injured/Very Seriously Injured (SI/VSI). In the "Remarks" section, confirm that no TSGLI disqualifying factors were involved. **(T-1)**. **Note**: A second casualty report is submitted at Air Force Personnel Center's discretion.

8.13.5.2. Reviewing completed SGLV 8600 ensuring SGLI eligibility, required signatures are obtained, and all applicable items are completed accurately and legibly. **Note**: If the service member is incompetent for pay and records, then guardianship, power of attorney, or military trustee information documentation must be submitted along with claim.

8.13.5.3. Forwarding completed SGLV 8600 and supporting medical documentation to AFPC/DPFCS.

8.13.6. AFPC/DPFCS:

8.13.6.1. Reviews all claims for accuracy and validation. **(T-1)**.

8.13.6.2. Determines if additional information is needed from the member or physician and, if needed, contacts the assisting CAR to obtain information.

8.13.6.3. Determines if the claim requires an additional medical assessment, and if needed, forwards the claim to appointed TSGLI medical representative.

8.13.6.4. Completes the TSGLI claim certification worksheet with required certification signature and forwards approved claims OSGLI for payment.

8.13.7. TSGLI Claim Denials:

8.13.7.1. AFPC/DPFCS drafts and distributes initial claim denial letter to the service member in accordance with guidance outlined in the TSGLI Policy Manual.

8.13.7.2. AFPC/DPFD drafts and distributes second level appeal denial letter to the service member.

8.13.7.3. Air Force Board of Correction for Military Records is the third level appeals authority for TSGLI and establishes procedures to adjudicate these appeals. For more information see **https://www.afpc.af.mil/Career-Management/Military-Personnel-Records/**.

JOHN A. FEDRIGO, SES
Principal Deputy Assistant Secretary
(Manpower and Reserve Affairs)

(8FW)

JOHN B. GALLEMORE, Colonel, USAF
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Title 5, CFR Chapter I, Subchapter B, Part 630, *Absence and Leave*

Title 38, CFR Chapter I, Part 9, Section 9.20., *Traumatic Injury Protection*

Title 5, USC Section 5565, *Agency review*

Title 5, USC Section 5566, *Agency determinations*

Title 10, USC Chapter 75, *Deceased Personnel*, Sections 1475-1489

Title 10, USC Chapter 76, *Missing Persons*, Sections 1501-1513

Title 10, USC, Section 1126, *Gold Star Lapel Button: Eligibility and Distribution*

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Title 26, USC Subtitle A, Chapter 1, *Estates, Trusts, Etc.*, Section 692, *Income Taxes of Members of Armed Forces, Astronauts and Victims of Certain Terrorist Attacks upon Death*

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AFI 36-3802, *Force Support Readiness Programs*, 9 January 2019

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AFPCI 36-106, *Boards of Inquiry for Personnel Missing Under Hostile Conditions*, 8 August 2014

A Survivors Guide to Benefits *"Taking Care of Our Families*", July 2019

Casualty Operations Guide located on the AF Casualty SharePoint site: **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**.

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Defense Casualty Information Processing System User Guide available at: **https://dpcld.defense.gov/Privacy/SORNs/**.

DoD Dictionary of Military and Associated Terms, located at **www.jcs.mil**.

Family Handbook – What you need to know when your loved one is isolated, missing or captured located on the AF Casualty SharePoint site: **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**.

Retiree Survivor's Guide Benefits – Keeping the Promise

PSDM 17-38, *Servicemembers' Group Life Insurance Online Enrollment System (SOES)*, 1 June 2017, located on MyPers at **https://mypers.af.mil**.

The Days Ahead: Essential Papers for Families of Fallen Service Members, Located at **https://www.militaryonesource.mil**

Traumatic Injury Protection Under Servicemembers' Group Life Insurance (TSGLI) Uniformed Code of Military Justice

U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, 1 January 2019. **https://www.va.gov/opa/publications/benefits_book.asp**

U.S. Department of Veterans Affairs, H-29-98-01, *Servicemembers' and Veterans' Group Life Insurance Handbook*, August 2019. **http://www.benefits.va.gov/warms/topic-life-insurance.asp**

Prescribed Forms

AF Form 58, *Casualty Assistance Summary*

AF Form 484, *Missing Person(s) Supplementary Report*

AF Form 1075, *Casualty Personnel Roster*

AF Form 4455, *Emergency Family Member Travel (EFMT) Worksheet*

DAF Form 4456, *Privacy Act Release (PAR)*

Adopted Forms

AF Form 9, *Request for Purchase*

AF Form 348, *Line of Duty Determination*

AF Form 469, *Duty Limiting Condition Report*

AF Form 623, *Individual Training Record Folder*

AF Form 847, *Recommendation for Change of Publication*

AF Form 1315, *Accident Report*

AF Form 1613, *Statement of Service*

DD Form 4, *Enlistment/Reenlistment Document Armed Forces of the United States*

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 397, *Claim Certification and Voucher for Death Gratuity Payment*

DD Form 1300, *Report of Casualty*

DD Form 2812, *Commander's Preliminary Assessment and Recommendation Regarding Missing Person*

OF 1164, *Claim for Reimbursement for Expenditures on Official Business*

SF 86, *Questionnaire for National Security Positions*

SF 1034, *Public Voucher for Purchases and Services Other Than Personal*

SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*

SGLV 8283, *Claim for Death Benefits*

SGLV 8283A, *Claim for Family Coverage Death Benefits*

SGLV 8284A, *Servicemember Family Coverage (FSGLI) Accelerated Benefits Option Form*

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

SGLV 8286A, *Family Coverage Election*

SGLV 8600, *Servicemembers' Group Life Insurance Traumatic Injury Protection Program (TSGLI) Application for TSGLI Benefits* SGLV 8700, *Report of Death of Family Member*

SGLV 8714, *Application for Veterans' Group Life Insurance*

SGLV 8715, *Servicemembers' Group Life Insurance Disability Extension Application*

Abbreviations and Acronyms

(Added-8FW) 8CES/CEX—8th Civil Engineer Squadron Disaster Preparedness Office

(Added-8FW) 8FSS/FSFR—8th Force Support Squadron, Airman & Family Readiness Center

(Added-8FW) 8FSS/FSMC—8th Force Support Squadron, Civilian Personnel Section

(Added-8FW) 8FSS/FSMPS—8th Force Support Squadron, Customer Support/Military Personnel Section

(Added-8FW) 8FSS/FSOX—8th Force Support Squadron, Mortuary Affairs

(Added-8FW) 8FW/CP—8th Fighter Wing Command Post

(Added-8FW) 8FW/PA—8th Fighter Wing Public Affairs Office

(Added-8FW) 8LRS—8th Logistics Readiness Squadron

(Added-8FW) 8LRS/LGRDF—8th Logistics Readiness Squadron, Personal Property Shipping Office

(Added-8FW) 8SFS—8th Security Forces Squadron

(Added-8FW) 8SFS/S58th—Security Forces Squadron, Reports and Analysis

A&FRC—Airman and Family Readiness Center

(Added-8FW) AB—Air Base

ABO—Accelerated Benefit Option

AD—Active Duty

ADT—Active Duty for Training

AF—Air Force

AF/A1SAZ—Air Force Warrior and Survivor Care

AFFF—Air Force Families Forever

AFI—Air Force Instruction

AFOSI—Air Force Office of Special Investigations

AFPC—Air Force Personnel Center

AFPD—Air Force Policy Directive

AFR—Air Force Reserve

AFROTC—Air Force Reserve Officer Training Corps

AMC—Air Mobility Command

ANG—Air National Guard

(Added-8FW) APFC/DPFCS—Air Force Personnel Center, Casualty Office

ARC—Air Reserve Component

ARPC—Air Reserve Personnel Center

AWOL—Absent Without Leave

CACO—Casualty Assistance Coordinator

CAR—Casualty Assistance Representative

(Added-8FW) CAR—Casualty Assistant Representative

CAST—Casualty Augmentation Support Team

(Added-8FW) CM—Case Management

CMS—Case Management System

CONUS—Continental United States

(Added-8FW) CP—Command Post

(Added-8FW) CPO—Civilian Personnel Office

(Added-8FW) CR—Casualty Reporting

CRC—Community Readiness Consultant

CRS—Community Readiness Specialist

DAF—Department of the Air Force

DAFI—Department of the Air Force Instruction

DAF-SL—Department of the Air Force-Senior Leader

DAO—Defense Attaché Office

DCIPS—Defense Casualty Information Processing System

(Added-8FW) DCIPS—Defense Civilian Intelligence Personnel System

DPCIPS-CM—Defense Casualty Information Processing System-Case Management

DCIPS-CR—Defense Casualty Information Processing System-Casualty Reporting

DD—Department of Defense

DEERS—Defense Enrollment Eligibility Reporting System

DFAS-IN—Defense Finance and Accounting Service-Indianapolis Center

DIC—Dependency and Indemnity Compensation

DNA—Deoxyribonucleic Acid

DoD—Department of Defense

DPAA—Defense Prisoner of War/Missing in Action (POW/MIA) Accounting Agency

DSN—Defense Switched Network

DUSTWUN—Duty Status-Whereabouts Unknown

(Added-8FW) DUSTWUN—Duty Status, Whereabouts Unknown

EAWUN—Excused Absence Whereabouts Unknown

EFMT—Emergency Family Member Travel

FAR—Family Assistance Representative

FLO—Family Liaison Officer

FOIA—Freedom of Information Act

FSGLI—Family Member Service members' Group Life Insurance

FSO—Financial Services Office

FSS—Force Support Squadron

FTNGD—Full-Time National Guard

GOV—Government Owned Vehicle

GSU—Geographically Separated Unit

(Added-8FW) HC—Wing Chaplain

IDT—Inactive Duty Training

IMA—Individual Mobilization Augmentee

IRS—Internal Revenue Service

JPRA—Joint Personnel Recovery Agency

LES—Leave and Earnings Statement

(Added-8FW) LOD—Line of Duty

MAJCOM—Major Command

(Added-8FW) MDG—Medical Group

MEDCON—Medical Continuation

MEPS—Military Entrance Processing Station

MIA—Missing in Action

MTF—Medical Treatment Facility

NAF—Non-Appropriated Funds

NCO—Noncommissioned Officer

NGB/A1PS—Air National Guard, Personnel Customer Operations

NGB/JA—National Guard Bureau, Judge Advocate

NOD—Notification of Death

NOK—Next of Kin

NSLI—National Service Life Insurance

NSI—Not Seriously Ill or Injured

OPR—Office of Primary Responsibility

OSD—Office of the Secretary of Defense

OSGLI—Office of Servicemembers' Group Life Insurance

OSI—Office of Special Investigations

OTS—Officer Training School

PA—Public Affairs

PAC—Pay and Allowance Continuation

PAR—Privacy Act Release

(Added-8FW) PCR—Personnel Casualty Report

PCS—Permanent Change of Station

PERSCO—Personnel in Support of Contingency Operations

(Added-8FW) PIF—Personnel Information File

PNOK—Primary Next of Kin

POTUS—President of the United States

POW—Prisoner of War

PSDG—Personnel Services Delivery Guide

PSDM—Personnel Services Delivery Memorandum

RCSBP—Reserve Component Survivor Benefit Plan

RED—Record of Emergency Data

RegAF—Regular Air Force

RMC—Returned to Military Control

RSFPP—Retired Servicemen's Family Protection Plan

ROTC—Reserve Officer Training Corps

SAAR—System Authorization Access Request

SBP—Survivor Benefit Plan

SCO—Summary Court Officer

(Added-8FW) SCO—Summary Court Officers

SDVI—Service Disabled Veterans Insurance

SECAF—Secretary of the Air Force

SERE—Survival, Evasion, Resistance and Escape

SF—Standard Form

SGLV—Servicemembers' Group Life Insurance Election and Certificate

SGLI—Servicemembers' Group Life Insurance

SI—Seriously Ill or Injured

SJA—Staff Judge Advocate

SNOK—Secondary Next of Kin

SOES—Servicemembers’ Group Life Insurance Online Election System

SOFA—Status of Forces Agreement

SSN—Social Security Number

TSGLI—Traumatic Servicemembers’ Group Life Insurance

TSP—Thrift Savings Plan

UDM—Unit Deployment Manager

USC—United States Code

USO—United Service Organization

VA—Department of Veterans Affairs

VARO—Veterans Affairs Regional Office

VGLI—Veterans Group Life Insurance

VIP—Very Important Person

vMPF—Virtual Military Personnel Flight Suite of Applications

(Added-8FW) vRED—Virtual Record of Emergency data

VSI—Very Seriously Ill or Injured

Terms

Note—**These definitions are for the purpose of this DAFI only.** See the *DoD Dictionary of Military and Associated Terms* for the official DoD definition of many of these terms. Throughout this DAFI, 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 Regular 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—Applies to members serving full-time duty in the active military service of the United States. It includes members of the Reserve Component serving on active duty or full-time training duty, but does not include full-time National Guard duty. The term Inactive Duty for Training (IDT) does not apply to this definition when considering healthcare eligibility. See AFI 36-2115, for more details.

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 times 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 USC 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, USC, 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 Service—Service on active duty or full-time National Guard duty.

Air Force Reserve—The Air Force Reserve is a reserve component of the Air Force to provide a reserve for active duty. It consists of the members of the officers' section of the Air Force Reserve and of the enlisted section of the Air Force Reserve. It includes all Reserves of the Air Force who are not members of the Air National Guard of the United States. The purpose of each reserve component is to provide trained units and qualified persons available for active duty in the armed forces, in time of war or national emergency, and at such other times as the national security may require, to fill the needs of the armed forces whenever more units and persons are needed than are in the regular components.

Air Force Reserve Officer Training Corps—A program by which fully qualified and selected college students can earn a commission in the United States Air Force Reserve while completing undergraduate studies.

Air National Guard—A reserve component of the Air Force. Membership in the ANGUS is acquired by enlistment in the federally recognized ANG of the State and concurrent enlistment as Reserve of the Air Force in the same grade.

Annuity—The monthly or annual payment a beneficiary receives.

Alternate CAR—person assigned by the FSS/CC to perform casualty reporting, notification and assistance in the absence of the CAR and during a Mass Casualty.

Automated Records Management System—The Air Force repository and document management system for the service members. The system is an automated tool for the storage, retrieval, and life-cycle management of service members.

Beneficiary—The individual who is entitled to receive certain benefits either by law or written designation of the service member.

Casualty Assistance Representative (CAR)—The person at the Air Force installation responsible to perform reporting and provide assistance to the families of ill, injured, DUSTWUN, missing, or deceased members.

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 Commander's discretion and depends on the size and mission of the installation it serves.

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.

Chain Of Command—For the purpose of this instruction, chain of command includes not only the succession of commanding officers from a superior to a subordinate through which command is exercised, but also the succession of officers, enlisted or civilian personnel through which administrative control is exercised including supervision and rating performance.

Civilian Employee—A civilian employee hired in the US and assigned overseas. The Air Force pays civilian employees from the Department of the Air Force or DoD appropriated or non-appropriated funds. A civilian employee must be either a U.S. citizen or a permanent resident alien not a foreign national.

Community Readiness Consultant or Specialist—A professional employee in the Airman and Family Readiness Center that provides social services related to non-medical counseling, financial assistance or counseling, employment and transition counseling, readiness and relocation information or planning assistance, and providing referrals to agencies in the local community to assist with a multitude of family needs.

Company Grade Officers—Officers in the rank of first lieutenant, second lieutenant, and captain.

Conclusive Evidence—Evidence that cannot be contradicted by other available information. In regards to death, recovery of remains is not required as conclusive evidence of death in situations where remains cannot be recovered and chance of survival is deems impossible.

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.

Contingency Operation—Title 10 USC, Section 101(a) Paragraph 13 defines a contingency operation as : a military operation that is designated by the Secretary of Defense as an operation in which members of the Armed Forces are or may become involved in military actions, operations, or hostilities against an enemy of the United States or against an opposing military force; or a military operation that results in the call or order to, or retention on, active duty of members of the uniformed services under sections 688, 12301 (a), 12302, 12304, 12304a, 12305, or 12406 of Title 10, chapter 15 of Title 10, or any other provision of law during a war or during a national emergency declared by the President or Congress.

Current Record of Emergency Data—A RED that has a competition date that is within 30 days of the required purpose it must be updated.

Date of Separation—A date established according to law or policy for termination of active service.

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-Case Management (DCIPS-CM)—An electronic system used to collect and manage benefits and entitlements of each dependent, and/or beneficiary.

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 Finance and Accounting Service-Indianapolis 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.

Deployment Order—A directive for the deployments of forces for operations or exercises.

Duty Status—Status in which a member serves, under Title 10, USC or Title 32, USC at the time the member becomes a casualty. Used to determine eligibility for survivor benefits and entitlements. As defined in USC Title 10 as: (1) The term "active duty" means full-time duty in the active military service of the United States. Such term includes full-time training duty, annual training duty, and attendance, while in the active military service, at a school designated as a service school by law or by the Secretary of the military department concerned. Such term does not include full-time National Guard duty. (2) The term "active duty for a period of more than 30 days" means active duty under a call or order that does not specify a period of 30 days or less. (3) The term "active service" means service on active duty or full-time National Guard duty. (4) The

term "active status" means the status of a member of a reserve component who is not in the inactive Army National Guard or inactive Air National Guard, on an inactive status list, or in the Retired Reserve. (5) The term "full-time National Guard duty" means training or other duty, other than inactive duty, performed by a member of the Army National Guard of the United States or the Air National Guard of the United States in the member's status as a member of the National Guard of a State or territory, the Commonwealth of Puerto Rico, or the District of Columbia under sections 316, 502, 503, 504, or 505 of title 32 for which the member is entitled to pay from the United States or for which the member has waived pay from the United States. (6) The term "active Guard and Reserve duty" means active duty performed by a member of a reserve component of the Army, Navy, Air Force, or Marine Corps, or full-time National Guard duty performed by a member of the National Guard pursuant to an order to fulltime National Guard duty, for a period of 180 consecutive days or more for the purpose of organizing, administering, recruiting, instructing, or training the reserve components.

Excused Absence–Whereabouts Unknown (EAWUN)—An administrative status, applicable only to civilian personnel, that is used when the responsible commander suspects the employee may be a casualty, whose absence is involuntary, but does not feel sufficient evidence currently exists to make a determination of missing or deceased.

Family Assistance Representative (FAR)—An individual, appointed by the commander who facilitates support between the Department of the Air Force and the family. Acts as a liaison to seek subject matter experts (SMEs) to address family needs that may include resources, services or information following the death of a member.

Family Housing—On-base and off-base government-owned, -leased and -controlled residential dwellings provided for eligible military and civilian members and their families. **Note**: Generally, in foreign areas housing is owned by the host nation and controlled by the U.S. government.

Family Liaison Officer (FLO)—An individual appointed by the commander, to assist seriously wounded, ill and injured Service members, and their families. Serves as a facilitator‖ assisting the member and their family navigate the various agencies involved in recovery, rehabilitation and reintegration.

Foreign Nation—Any geographic area (land, water, and airspace) that is under the jurisdiction of one or more foreign governments; any area under military occupation by the United States alone or jointly with any other foreign government; and any area that is the responsibility of an international organization of governments. “Foreign nation” includes contiguous zones and fisheries zones of foreign nations. “Foreign government” in this context includes governments regardless of whether recognized by the United States, political factions, and organizations that exercise governmental power outside the United States. See 32 CFR Section 187.

Foreign Nationals—Military or civilian members of a foreign nation or its territories or possessions authorized to be in the United States while visiting Department of the Air Force activities, serving with the Air Force or Space Force on an exchange basis, undergoing training under the jurisdiction of the Air Force or Space Force, or otherwise under the auspices of the Department of 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, USC Sections 316, 502, 503, 504, or 505. FTNGD does not include inactive duty training. FTNGD is always performed in Title 32, USC 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 or Reserve duty; annual training, special training, formal training, and active duty for special work performed in a Title 32, USC 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, USC Section 101[d][5].

Home Installation—The unit where the Air Force or Space Force permanently assigns a member or the member's permanent duty station if temporarily assigned to another unit (i.e., air attachés). For a member on a permanent change of station move, the Department of the Air Force considers the last assigned unit the member's home installation until the member joins the new unit.

In Loco Parentis—Any person(s) who act in place of the member’s parent(s) for a period of not less than one year at any time before the member entered on active duty.

Inpatient—An inpatient is defined as an individual who is admitted to an acute care facility such as a hospital. There are times when a patient is formally admitted to the hospital but, for whatever reason, is either discharged or transferred before the census taking hour (midnight).

Installation Commander—The individual responsible for all operations performed by an installation.

Individual Mobilization Augmentee—An individual filling a military billet identified as augmenting the active component structure of the Department of Defense or other departments or agencies of the U.S. Government, which must be filled to support mobilization (including pre- and post-mobilization) requirements, contingency operations, operations other than war, or other specialized or technical requirements for fill with individual members of the Selected Reserve.

Mass Casualty—Any large number of casualties produced in a relatively short period of time, usually as the result of a single incident such as a military aircraft accident, hurricane, flood, earthquake, or armed attack that exceeds local logistic support capabilities.

Medical Progress Report (MPR)—Provides updates or changes to a member’s diagnosis, prognosis, or status.

Next of Kin (NOK)—Generally 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 non-marital 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 (i.e., 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 AFR 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.

Notification—When a service member dies on active duty, all Next of Kin and other persons listed on the Service member's Record of Emergency Data (RED), 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.

Office Of Primary Responsibility—The headquarters, agency, or activity having the primary functional interest in and responsibility for a specific action, project, plan, program, or problem.

Overseas—All locations outside the continental United States (CONUS) including Alaska and Hawaii.

Overseas Installation—A facility or group of facilities at a fixed geographical location under the control of a DoD component, and other facilities designated by a Unified Combatant Commander, base, camp, post, station, yard, center, or other activity under the jurisdiction of the Secretary of a Military Department that is located outside the U.S. and outside any territory, commonwealth, or possession of the U.S.

Participating Individual Ready Reserve—A subset of the Individual Ready Reserve (IRR) which consists of Ready Reservists who are not in the Selected Reserve and are subject to Active Duty recall by the President or Congress in time of national emergency or war; they are also known as Category E reservists. There are four main programs: 1) Ready Reinforcement Personnel Selection (RRPS)--for line personnel only; 2) Air Force Admission Liaison Officer (ALO) and Air Force Reserve Officer Training Corps (AFROTC)--for line officers only; 3) Civil Air Patrol Reserve Assistance Program (CAPRAP)--for line personnel only--these members fall under the purview of CAP, Maxwell AFB in accordance with AFI 10-2701, *Organization and Function of the Civil Air Patrol*; 4) Professional Career Programs (JA/HC/SG)-- for line (JA) non-line (HC/SG) personnel, these members participate in respective professional programs for Legal, Chaplain and Medical career fields.

Personal Property—Any property including military equipment, but excluding real property, consumable items, component parts of a higher assembly, or items that lose their individual identity through use.

Power Of Attorney—A legal document authorizing an individual to act as the attorney-in-fact or agent of the grantor. General rules and individual state laws specify when a power of attorney is required. Refer any questions pertaining to powers of attorney to the MLC/JA.

Ready Reserve—Refers to units (Air National Guard and Air Force Reserve) and individual reservists eligible to be called to active duty in their current assignment. The Ready Reserve includes the Selective Reserve and the Individual Ready Reserve (IRR). The Selective Reserve and Individual Ready Reserve are liable for active duty as prescribed by law. (Title 10, USC, Sections 268, 12301, 12302 and 12304).

Record of Emergency Data (RED)—The RED serves as the official document required by law (Title 10, USC, Sections 1475 - 1480 and 2271; and Title 44, USC, Section 3101) to designate beneficiaries for certain benefits and designate the person authorized to direct disposition in the event of the Service member's death. It is a guide for the disposition of a member's pay and allowances if captured, missing, or interred. It also shows names and addresses of the person(s) the Service member desires to be notified in case of emergency or death.

Regular Air Force—A component of the Air Force. The term "Regular" with respect to an enlistment, appointment, grade, or office, means appointment, grade, or office in the active or regular component.

Reserve Component—The Air National Guard and Air Force Reserve of the United States.

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 or Space Force installation having knowledge of the casualty depending on which is closer in locale to the casualty.

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.

Sensitive Information—Unclassified information requiring special protection from disclosure that could cause compromise or threat to our national security, a Department of the Air Force organization, activity, military member, Department of the Air Force civilian, DOD contractor, or family member.

Theater Of Operations—An operational area defined by the geographic combatant commander for the conduct or support of specific military operations.

Traumatic Injury Protection Servicemembers' Group Life Insurance (TSGLI)—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 Deployment Manager—The UDM is a member assigned to a unit that manages all deployment readiness, training, and equipment requirements for all deployable personnel within their unit to ensure they are deployment-ready. In addition, UDMs support redeployed personnel in the Redeployment Support Process with commanders of their units.

Unit of Assignment—The unit where the Air Force assigns a member for strength accountability.

Un-remarried Spouse—A surviving spouse who never legally remarried.

Very Important Person (VIP)—Government officials to include but not limited to heads of local, state, and federal government, members of congress, and foreign dignitaries.

Visual Aerial Search—Aerial survey of areas, routes, or landing zones.

Attachment 2

9-MONTH INVESTIGATION REPORTING

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.

A2.2. Report Address.

A2.2.1. Address the report directly to AFPC/DPFCM, 550 C Street West, JBSA-Randolph TX 78150-4717.

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.

A2.3.6. The commander's recommendation on whether to continue one or more persons in a missing casualty status or to take other action.

Attachment 3 (Added-8FW)

COMMANDER'S ACTIVE DUTY DEATH CHECKLIST

Figure A3.1. (Added-8FW) Commander's Active Duty Death Checklist.

Key Players: 8 FW/CP, Casualty Assistant Representative (CAR), Mortuary Affairs, Chaplain, Medical, Legal Office, and Mental Health.

_____	_____	_____
Mbr's Full Name	Rank/SSN	Martial Status

_____

Physical Address Phone Number

Gather all information pertaining to incident (Who? What? Where? When? Why?):

Squadron Commander should pull Personnel Information Files (PIFs)/obtain the following information (if PIFs are not available/maintained):

--Marital discord
--Pending Disciplinary Actions/Quality Force Indicators

Immediately notifies the Command Post (782-6000) and relays the information listed above. Command Post implements checklist and contacts appropriate agencies.

Contact the unit's First Sergeant and relay the information listed above.

Commander and First Sergeant game plan:
--Squadron recall
--Hospital visits
--Next of Kin (NOK) notification (probably N/A, but mil-mil w/ spouse at Osan is possible)
--Contact the CAR, Chaplain, Mental Health, member's supervision

Identify and brief a Family Liaison Officer (FLO). This must be done within the first 24 hours, and inform the CAR at DSN 782-5644 of the FLO's name, rank, and unit.

Line of Duty (LOD): The LOD investigating officer must be appointed within 1 duty day upon notification of active duty death for benefits disposition. If an informal LOD is all that is required, a formal LOD investigation would not be necessary and an investigating officer would not need to be appointed. Medical Officers, Commanders, and Staff Judge Advocate must comply IAW AFI 36-2910, Line of Duty Determination.

Summary Court Officers (SCO). SCO arranges for the security and disposition of the personal property of the deceased based on the wishes of the NOK.

Prepare Condolence/Circumstance Letter within 5 days.

Attachment 4 (Added-8FW)

COMMANDER'S ACTIVE DUTY INJURY CHECKLIST (VSI, SI, NSI)

Figure A4.1. (Added-8FW) Commander's Active Duty Injury Checklist (VSI, SI, NSI).

Gather all information pertaining to incident (Who? What? Where? When? Why?):

_____	_____	_____
Mbr's Full Name	Rank/SSN	Martial Status

_____	_____	_____
Date of Hospitalization	Prognosis/Diagnosis	Date of diagnosis

_____	_____
Diagnosed as VSI/SI/NSI	Hospital Name/Phone Number

_____	_____	_____
Doctor's Name	Room No.	When member was transported

Contact Command Post

Contact First Sergeant

Contact CAR while MBR is in a reportable status (Must contact CAR daily.).

Organize squadron support system (key spouse program, etc.).

Obtain courtesies copies of casualty messages sent out by CAR.

Attachment 5 (Added-8FW)

CASUALTY QUICK REFERENCE PHONE NUMBERS

Table A5.1. (Added-8FW) Casualty Quick Reference Phone Numbers.

CASUALTY QUICK REFERENCE PHONE NUMBERS	
AFPC/DPFCS: From Kunsan DSN: On-Call: Casualty Superintendent:	1-800-525-0101 (press 1, press 1 again) 99-800-525-0102 210-319-0830 and 210-954-0464 210-573-2958
Kunsan Command Post	782-6000
Casualty Assistance Representative (CAR)	782-5644/010-9855-5456
8 FSS/CC	782-4602/010-8520-3779
8 FSS/FSH (A&FRC Director)	782-5169/010-2823-5573
8 FSS/FSP (MPF Flight Chief or Superintendent)/ CAST	782-3606/010-2820-8682
8 FSS Mortuary Affairs	782-4491/010-8685-5973
8 SFS Law Enforcement Desk (BDOC)	782-4944
8 LRS Personal Property Shipping Office	782-4741/010-8629-4741
8 MDG On Call Doctor	010-3658-0752
Office of Special Investigations	782-4500
Military Family Life Counselor	010-4270-6055/010-7319-9341
Unit Duty Chaplain	782-4673
Legal	010-9214-4785
Local Cell Call to Base	063-470-XXXX

Attachment 6 (Added-8FW)

COMMANDERS ACTIVE DUTY DEATH QUICK REFERENCE CHECKLIST

Figure A6.1. (Added-8FW) Commanders Active Duty Death Quick Reference Checklist.

I. IMMEDIATE ACTIONS:

In the event of an active duty death, notify the Kunsan Command Post (CP) @ 782-6000 if they did not notify you first with the following information:

_____ _____
MEMBER'S NAME RANK/SSAN

_____ _____
UNIT CC/CELL

_____ _____
CCF/CELL FAR/CELL

_____ _____
SCO DOD

Date/Time of Incident: _____

Person Reporting: _____

Circumstances surrounding the member's death:

_____

_____

_____

_____

_____

EXAMPLE: *"On 5 Jan 15, A1C Blue, F, was performing duties on the flight line at K.I. Sawyer AFB, MI when he was struck by a fuel truck. He was transported to Marquette City Regional Hospital in Marquette, MI where he was diagnosed with a severe brain injury. A1C Blue was placed in a Seriously Ill/Injured (SI) casualty status the same day. NOK have been notified and Emergency Family Member Travel (EFMT) has not been requested at this time. Further reports to follow."*

II. CONTACT KEY PERSONNEL/ALT CAR/INITIATE CAST TEAM

a. Refer to Casualty Quick Reference Phone Numbers

III. FIRST 4-HOURS:

A. Gather Circumstances Surrounding Death

B. Assign CAST TEAM ROLES:

a. Record Events Log (Keeps track of all phone calls, messages, etc. to later transfer to DCIPS-CM Bound Journal)

b. Casualty Status Board

c. Verify/ Pull Members Information:

i. vMPF: RED or DD Form 93
ii. PRDA: SGLV 8286/ DD Form 4/1
iii. SOES Certificate
iv. MilPDS: SURF
v. Confirm SGLI amount & Premium
1. SGLI: $_____
2. POC: _____

C. Prepare and submit Initial Casualty Report to AFPC/DPFCS using DCIPS-CR (DCIPS-PCR if CAST)

D. Once AFPC Approves Casualty message, they will email you. Forward email to:

a. 8 FW/CC

b. 8 MSG/ 8 FSS CC and First Sergeant

c. Member's SQ/CC and First Sergeant

d. CC: 8 MDG/CC, 8 FW/HC, 8 CPTS/CC, CAST OIC, Mortuary Affairs POC, Patient Admin POC (only for death that occurs at MTF), A&FRC Flight Chief, CAR and/or ALT CAR, CAST member working message, CAR at Notification Base

NOTE: All Casualty messages from PERSCO teams need to be forwarded to 8 FW/CC, Group/CC, and Member's CC and CCF

IV. FIRST 12-HOURS:

a. CAR will meet with fallen Airman's Command team to provide Next of Kin (NOK) notification, Condolence Letter, Circumstance Letter, Posthumous Promotion, Line of Duty (LOD) instructions and directions.

FIRST 24-HR ACTIONS:

a. Supplemental Reports (SUPP)
i. Used to supplement, update or confirm any information that was not confirmed in initial casualty report
1. Due within 24 hours or as soon as possible

a. Provide the CAR with the following:
1. Are you planning to send NOK Condolence Letters: Y/N
a. Which NOK is getting a condolence letter (i.e. spouse, child, father, mother, etc.):
_____
b. Expected mail-out date (typically within 5 calendar days): _____
i. Note: *Condolence letter guidance/templates located on pages 5-8.*

2. Are you recommending a NOK Special Condolence Letter (drafted by AFPC): Y/N
a. Conduct review of member's PIF and "*Report any information that might help HQ AFPC/DPFCS determine whether to send an Air Force Chief of Staff, Secretary of the Air Force, Secretary of Defense, or Presidential condolence letter"*
i. If Yes, send CAR anecdotal statement to be included on letter prepared by AFPC, ex. *"Additionally, John had an infectious smile and wonderful sense of humor that touched the lives of his fellow Airmen and all those he came into contact with him."*

3. Will you be sending NOK a Circumstance Letter: Y/N
a. NOK Receiving circumstance letter: (ie. Spouse, mother, father, etc.): _____
b. Projected mail-out date:
i. Note: *Circumstance letter guidance located on pages 5-8.*

4. Welfare of Spouse and Children: N/A (unless member was a single parent, or spouse was seriously injured or killed in the same incident)

5. Posthumous Promotion Recommendation: Y/N

a. Note: Coordinate with MPS Promotions office when completing the report to determine if the member is eligible for posthumous promotion. If the member is eligible, MPS Promotions will coordinate with the commander to determine if he wants to recommend/non-recommend the member to be posthumously promoted.

6. Initiate Line of Duty (LOD): Contact 8 FW/JA to initiate a Line of Duty (LOD) determination. The LOD must be initiated within 1 day upon notification of active duty death for benefits disposition if a formal investigation is required IAW DAFI 36-2910, table 3.1, Note 1. LOD for RegAF typically determined within 54 days.

a. POC: 8 FW/JA DSN: 782-4283 or 010-9214-4785

DAY 2-5 ACTIONS:

a. Prepare Condolence/Circumstance Letters within 5 days. (Examples provided below) POC: CAR @ DSN 782-5644. Must be reviewed by CAR before provided to NOK.

i. Note: Circumstance letters may be sent upon receiving final findings from the member's cause of death.

_____
DATE COMPLETED

Attachment 7 (Added-8FW)

U.S. CIVIL SERVICE EMPLOYEES DEATH/EMERGENCY SITUATION CHECKLIST

Figure A7.1. (Added-8FW) U.S. Civil Service Employees Death/Emergency Situation Checklist.

_____1. In the event of a U.S. Civil Service Employee death or emergency situation, the unit commander should contact the CAR by calling the following number during normal duty hours: DSN: 782-5644. The CAR will coordinate all notification requirements with the Civilian Personnel Office.

_____2. The following basic information WILL be provided to the CPO:

_____
Reporting unit/organization

_____
Name and telephone number of person reporting the incident

_____
Name of employee

_____
Type of incident, i.e. Death or other Emergency

_____
Date / Time incident occurred

_____3. The Commander of the agency/organization will inform the employee's family or the Next of Kin without delay.

The "emergency address" should be obtained from the Supervisor's Employee Brief (Computer generated report AF Form 971; maintained by the next line supervisor.

_____4. Other than the initial notification of the employee's family or NOK, which is the responsibility of the employing unit/organization, there is no further action required by the unit/organization. Expressions of sympathy and support for the family are always appropriate and appreciated, to include flowers, cards, or offerings. Attendance at the funeral or memorial service may also be appreciated.

_____5. The servicing CPO will coordinate with the Casualty Assistance Representative to take the necessary steps required to handle all aspects of the case.

_____6. The servicing CPO will:

a. Work with the squadron Commander to prepare a Letter of Condolence to the family/NOK of the deceased employee for the signature of the agency chief/commander, or key official of the unit/organization.
b. Arrange for the purchase of a wreath/floral tribute for the funeral service.
c. Assist the family/NOK of the employee as needed and to the extent possible.

Attachment 8 (Added-8FW)

CONDOLENCE AND CIRCUMSTANCE LETTERS

Figure A8.1. (Added-8FW) Condolence and Circumstance Letters.

Condolence Letters

The Air Force ensures NOK listed on the member's vRed, virtual Record of Emergency Data, receive proper expression of sympathy whenever a military member is declared deceased or missing.

Although it's not required, the Air Force highly encourages condolence letters even when a member's commander or the commander's designated representative conveyed condolences in person.

When not to send a Condolence Letter:

- When NOK might have contributed to the member's death through malicious actions.

The commander is responsible for providing a condolence letter. Any commander in the member's chain of command may send a letter of condolence. Commanders send condolence letters to NOK of deceased members within five calendar days from the date NOK were personally aware or notified of the death. Before mailing to NOK, the CAR must review all condolence letters. NOTE: The Air Force doesn't require commanders to send condolence letters for missing persons declared deceased.

Guidance for Preparing Condolence Letters.

A. Include known facts about the member, and if appropriate, include complimentary remarks about the member's character, personality, and/or achievements.
B. Do not mention posthumous awards, decorations, or promotion. (Revealing this information could be embarrassing to the Air Force if the decoration or promotion is disapproved or a lesser decoration is awarded).
C. Tailor each letter to the individual case and its circumstances.
D. Use letterhead stationary; date all letters and copies.

Circumstance Letter

The Air Force ensures that NOK listed on the member's vRed, virtual Record of Emergency Data, are informed of the circumstances whenever a military member is declared deceased or missing.

Circumstance letters are normally the responsibility of the member's commander. Normally only one circumstance letter is required; however, if the commander indicated in the original letter that they would follow-up with further details when they became available, then a subsequent letter is required in order to ensure complete circumstances are relayed to NOK.

Commanders send circumstance letters to NOK of deceased members within five calendar days from the date the Air Force notified NOK of the casualty. The Air Force provides this time frame only to allow commanders sufficient time to evaluate unusual events surrounding a casualty and to provide NOK with as much information as possible. If information is readily available and requires no evaluation, such as for an aircraft accident or a heart attack, it's expected that the circumstance letter will be sent sooner than five calendar days. Circumstance letters should provide NOK with as complete as possible information concerning events leading up to and surrounding the death or missing status of the member.

When to send a Circumstance Letter:

- Letters are always sent to NOK when members are declared missing.
- Letters for members declared deceased are sent to NOK who are:
    - Unaware of the circumstances.
- Notified of the casualty by an unofficial source such as another family member or a friend of the casualty.
- Notified by an Air Force notification officer other than the member's commander or designated representative.

When NOT to send a Circumstance Letter:

- When the member is declared DUSTWUN.
- When NOK was present at the time the casualty occurred and are aware of the circumstances.
- When the member's commander or designated representative informed NOK, in person, of the circumstances.
- When NOK was informed of the circumstances by an official source other than the Air Force. This applies to an individual or agency in a position of authority, such as the police department, a physician, or a coroner.
- To children residing with the PNOK, unless requested by the PNOK.

Guidance for Preparing Circumstance Letters.

A. Commanders must include all circumstances relevant to the casualty in the letter.
B. Avoid a shocking narrative of the incident. If the member's conduct was improper, the facts should be related as truthfully, tactfully, and with as much empathy as possible.
C. Include known facts about the member, and if appropriate, include complimentary remarks about the member's character, personality, and/or achievements.
D. Do not mention posthumous awards, decorations, or promotion. (Revealing this information could be embarrassing to the Air Force if the decoration or promotion is disapproved or a lesser decoration is awarded).
E. Tailor each letter to the individual case and its circumstances.
F. Use letterhead stationary; date all letters and copies.
G. Identify the casualty by full grade and name in the opening paragraph.

Figure A8.2. (Added-8FW) Sample Condolence Letter.

(Appropriate Letterhead)

(date)
Lieutenant Colonel John Q. Public
Commander, 100th Force Support Squadron
550 C Street West
Tyndall AFB, FL 78523

Mrs. John J. 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 Force 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 2010, 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

JOHN Q. PUBLIC, Lt Col, USAF
Commander

Figure A8.3. (Added-8FW) Sample Circumstance Letter – Natural Death.

(Appropriate Letterhead)

(date)

Brigadier General John Q. Public
Commander, 51st Fighter Wing
550 C Street West
Tyndall AFB, FL 78523

Mr. and Mrs. Henry A. Jones
111 14th Avenue
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 2014. 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 Stacy 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 a passing motorist stopped to provide cardiopulmonary resuscitation while an ambulance was being summoned. Henry was transported to the Good Samaritan Hospital in Tampa, Florida, where he was pronounced deceased 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

JOHN Q. PUBLIC
Brigadier General, USAF
Commander