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SECRETARY OF THE AIR FORCE**



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CASUALTY SERVICES

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This instruction implements Air Force Policy Directive (AFPD) 36-30, *Military Entitlements*, and Department of Defense Instruction (DoDI) 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*. It describes procedures for the Casualty Services Program for all levels of command and all Air Force organizations. Refer recommended changes and questions about this publication to AFPC/DPFCS, 550 C Street West, Room-A054, JBSA-Randolph AFB, Texas 78150-4716 using Air Force Form 847, *Recommendation for Change of Publication*. This Instruction requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by 10 U.S.C. 8013, Secretary of the Air Force; 44 U.S.C. 3101, Records Management by Federal Agencies; DoDD 1300.22, *Mortuary Affairs Policy*; DoDI 1300.15, *Military Funeral Support*, DoDI 1300.18, *Department of Defense Personnel Casualty Matters, Policies, and Procedures*; Office of the Assistant Secretary of Defense Memorandum, Subject: Defense Casualty Information Processing System, dated Oct 22, 1999; and E.O. 9397 (SSN), as amended. The applicable SORN A0600-8-

1c AHRC DoD, Defense Casualty Information Processing System (DCIPS) is available at: <http://dpclo.defense.gov/Privacy/SORNs.aspx>. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule (RDS) in the Air Force Records Information Management System (AFRIMS). Any requests for records or documents contained in this System of Records Notice will be processed under the Freedom of Information Act guidelines outlined IAW AFI 33-332, *Privacy Act and Civil Liberties Program*, Chapter 4, *Giving Access to Privacy Act Records*, and **Chapter 12, Disclosing Records to Third Parties**, and DoD 5400.7-R_AFMAN 33-302, *Freedom of Information Act Program*. In collaboration with the Chief of the Air Force Reserve, (HQ USAF/RE), and the Director of the Air National Guard, (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel and Services (HQ USAF/A1) develops personnel policy for Casualty Services. 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. (T-1). Other organizations send one copy of each published and/or posted supplement to the next higher headquarters. Refer to **Attachment 1** for glossary of references and supporting information. The Paperwork Reduction Act of 1995 affects this instruction. 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 AFI 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 Publication OPR for non-tiered compliance items.

(SCOTTAFB) AFI 36-3002, *Casualty Services*, is supplemented as follows: This supplement prescribes the responsibilities and procedures which are necessary to support the Scott AFB Casualty Services Program. It applies to all base agencies and geographically separated units (GSUs) supported by Scott AFB. This guidance is applicable to the 932d Airlift Wing (AFRES) and the 126th Air Refueling Wing (ANG). Ensure all records generated as a result of processes prescribed in this publication adhere to AFI 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 (AFRIMS). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate functional chain of command.

SUMMARY OF CHANGES

This document was substantially revised and must be completely reviewed. It updates organizations, office symbols, renames paragraph titles and updates/clarifies responsibilities for AFPC/DPFCS and the Casualty Assistance Representative (CAR). It eliminates the uniquely formatted Retired Air Force General Officer Death Report. It establishes that IAW the Joint Travel Regulation (JTR), Chapter 7, Part H, Section 1, 7315, paragraphs A-E, cadets and midshipmen are now eligible for Emergency Family Member Travel (EFMT). It clarifies Pay and Allowances Continuation (PAC) eligibility and procedures. Provides Servicemembers'

Group Life Insurance Online Enrollment System (SOES) instructions and procedures, and designates AFPC/DPFCS as the SOES manager. The Director of DoD Human Resources Activity will send an advisory letter to the spouse for election coverage reductions/declinations made through SOES. Declares AFPC/DPFCS in charge of preparing the Notification of Death (NOD) for the President of the United States, Secretary of Defense, and Chairman of the Joint Chiefs of Staff, and also responsible for preparing the condolence letters required of the Secretary of the Air Force, Chief of Staff of the Air Force, and Chief Master Sergeant of the Air Force. Establishes guidance/procedures on collecting a Privacy Act Release (PAR) from the PNOK. Updates requirements for CARs to have three or more years of experience and establishes annual CAR training, initial CAR training, Introduction to Casualty Computer Based Training (CBT), and requires CARs to review DCIPS Guides on the AF Casualty SharePoint. Establishes CARs responsibility to ensure service members are advised of their options for humanitarian reassignment, procedures for applying for FSGLI, assistance reviewing SGLI/RED, and the requirement to provide the MPS with the death certificate and dependent ID card, and to notify the local Finance Office and Social Security Administration. Institutes that the DCIPS Training Server will be used to create exercise casualty reports.

(SCOTTAFB) This supplement redefines roles and responsibilities associated with the proper execution of the Air Force Casualty Services Program at Scott AFB. This supplement updates organizations, office symbols, renames/renumbers paragraphs, and updates/clarifies responsibilities for Scott AFB agencies and GSUs.

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Chapter 1

THE AIR FORCE CASUALTY SERVICES PROGRAM

Section 1A—General Information

1.1. Overview.

1.1.1. Prompt, accurate reporting, dignified and humane notification, and efficient, thorough, and compassionate assistance to the next of kin (NOK) and/or those designated to receive benefits/entitlements are the program's primary goals.

1.1.1. **(SCOTTAFB)** It is imperative that each base agency with potential involvement in a casualty incident understands the importance of that agency's role and ensures compliance with AFI 36-3002 and this base supplement.

1.1.2. This instruction outlines the Air Force's obligations to members, their families, and/or those designated to receive benefits/entitlements of the Regular Air Force (RegAF), Air National Guard (ANG), Air Force Reserve (AFR) component, and Air Force retirees.

1.1.3. The Casualty Assistance Representative (CAR) provides limited casualty services to members of sister services, certain foreign nationals, and DoD civilians as indicated in [Table 1.1](#)

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

1.1.5. See DoDI 1300.18, *Department of Defense (DoD) Military Personnel Casualty Matters, Policies, and Procedures*, Enclosure 6, *Civilian Casualty Reporting, Recording, Notification, and Assistance by DoD Components*, for a listing of DoD Components assigned to the Air Force to provide assistance in reporting of civilian casualties.

1.1.6. Civilian personnel working the casualty services mission at the installation level and Headquarters Air Force Personnel Center (AFPC), responsible for the seamless, timely and accurate casualty reporting, notification and assistance to survivors and designated recipients of benefits/entitlements are mission essential and are exempt from furlough and sequestration release in order to comply with DoDI 1300.18 and Section 633 of 2014 NDAA statutory requirements. Within AFPC, this exemption applies to all civilian personnel working within the Casualty Matters Division (AFPC/DPFC) and at base-level, the civilian primary and alternate Casualty Assistance Representatives (CARs).

1.1.7. **(SCOTTAFB)** The Scott AFB Casualty Services Program is administered by the Casualty Assistance Representative (CAR). The CAR, alternate CAR, and/or Casualty Augmentation Support Team (CAST) will provide guidance and assistance during casualty events.

1.1.8. **(SCOTTAFB)** For casualty reporting purposes, a casualty may include but is not limited to active duty member that is deceased, Very Seriously Ill/Injured (VSI), Seriously Ill/Injured (SI), Duty Status Whereabouts Unknown (DUSTWUN), or missing. In limited

situations, a Not Seriously Ill/Injured (NSI) casualty may be reportable. Further reportable casualties are defined in AFI 36-3002, Table 1.1.

1.1.9. **(SCOTTAFB)** Any agency that becomes aware of an active duty casualty will notify the 375th Air Mobility Wing (AMW) Command Post (CP) at 618-256-5891 or DSN 576-5891. During duty hours, the agency with the information will also contact the base Casualty Services Office at 618-256-6508 or DSN 576-6508/8668.

1.2. Program Objectives.

1.2.1. Provide prompt and accurate casualty reporting.

1.2.1. **(SCOTTAFB)** Ensure prompt and accurate reporting of all casualties (as defined in AFI 36-3002, Table 1.1) that occur in the Scott AFB area of responsibility (AOR) within 4 hours of confirmed status.

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

1.2.2. **(SCOTTAFB)** Ensure dignified and humane notification, through official Air Force channels, to next of kin (NOK) who reside in the Scott AFB AOR.

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

1.2.3. **(SCOTTAFB)** Provide compassionate assistance to NOK until all claims and personal affairs have been settled IAW this instruction, eliminating delay of benefits and acting as a liaison on behalf of the NOK.

1.3. HQ USAF/A1S.

1.3.1. Serves as primary advisor to the Chief of Staff of the Air Force (CSAF) for all Casualty Programs.

1.3.2. Provides casualty policy and program oversight.

1.4. AFPC/DPFC Responsibilities.

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

1.4.1.1. Ensures the Air Force (AF) Casualty Services Branch (AFPC/DPFCS) provides commanders, CARs, and Airmen 24/7, 365-day support. The AF Casualty Services Branch administers the Casualty Services Program to include CAR training using the standards outlined in DoDI 1300.18, and [paragraph 5.6.11.8.2](#)

1.4.1.1.1. During normal and contingency operations, AFPC/DPFCS will be manned and augmented as required to sustain mass casualty/fatality incident operations, IAW the AFPC/DPFCS Air Force Mass Casualty/Fatality Incident (MC/FI) Operations Plan.

1.4.1.2. Represents the Air Force Casualty Program at DoD boards and working groups as convened, scheduled, or established by USD(PR) Office of Military Community and Family Policy Office, as the Office of the Secretary of Defense (OSD) office of oversight for the DoD Casualty/Mortuary Affairs Program.

1.4.1.3. Serves as the Air Force representative and voting member for the Air Force at the DoD Casualty Advisory Board and the Department of Defense Casualty Information Processing System (DCIPS) Configuration Control Board IAW DoDI 1300.18.

1.4.1.4. Attends the DoD Central Joint Mortuary Affairs Board (CJMAB) to represent the interest of the Air Force Casualty Services Program.

1.4.1.5. Appoints Air Force Certifying Officials for claims submitted under the Servicemembers' Group Life Insurance (SGLI), Family Servicemembers' Group Life Insurance (FSGLI), and Traumatic Injury Protection-Servicemembers' Group Life Insurance (TSGLI) Programs.

1.4.1.5.1. Prepares and sends TSGLI denial letters, when required.

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

1.4.1.7. Administers the worldwide personal notification program.

1.4.1.8. Refers ANG and AFR units without a Force Support Squadron (FSS) to the nearest RegAF installation for help in carrying out their casualty services responsibilities.

1.5. AFPC/DPFCS Responsibilities.

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

1.5.1.1. Manages the Air Force component of DCIPS.

1.5.1.2. Manages the Air Force component of Servicemembers' Group Life Insurance Online Enrollment System (SOES).

1.5.1.3. Manages the Air Force Emergency Family Member Travel (EFMT) Program.

1.5.1.4. Manages the Air Force Pay and Allowances Continuation (PAC) Program.

1.5.1.5. Prepares Notification of Death (NOD) for the President of the United States (POTUS), Secretary of Defense, and Chairman of the Joint Chiefs of Staff (CJCS), see [paragraph 5.11.2](#)

1.5.1.6. Prepares special condolence letters for signature from the Secretary of the Air Force (SecAF), CSAF, and Chief Master Sergeant of the Air Force (CMSAF), see [paragraph 5.11.2](#)

1.5.1.7. Manages the Air Force Casualty Training Program.

1.5.1.7.1. Provides annual casualty training to CARs and personnel assigned duties involving casualty reporting, notification, and assistance. (T-1)

1.5.1.7.2. Provides initial training for newly assigned or alternate CARs. Alternates may be Casualty Augmentation Support Team (CAST) members, Readiness Non-

commissioned Officers (NCOs), or A&FRC Community Readiness Consultants (CRC).

1.5.1.7.2.1. Prerequisite for attendance is completion of the Introduction to Casualty Computer Based Training (CBT) and review of the DCIPS Guides located on the AF Casualty SharePoint site.

1.5.1.7.3. Provides refresher training for all Primary CARs with 3 or more years of experience, i.e., serving 3 or more years as the Primary CAR.

1.5.1.7.4. Provides updates on statute and program changes as required through use of mass communication mediums.

1.5.1.8. Determines each CARs area of responsibility.

1.6. AFPC/DPFCM Responsibilities.

1.6.1. The Missing Persons Branch (AFPC/DPFCM) is responsible for management, oversight, and administration of the Air Force hostile and non-hostile missing persons program as well as reintegration programs for detained or captured personnel as outlined in AFI 10-3001, *Reintegration*.

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

1.6.3. Maintains a Personnel File on all Air Force missing and unaccounted-for personnel and ensures the contents of the file are available to missing person's NOK. The file shall contain all available information in the possession of the United States related to the disappearance, whereabouts, and status of the individual.

1.6.4. Serves as the liaison between the United States government and the NOK of all missing and unaccounted-for Air Force personnel. Develops procedures to ensure any new information related to a missing or unaccounted-for person is provided to the NOK in a timely manner. Supports surviving family outreach efforts ensuring appropriate Air Force level support of DPAA POW/MIA Family Member Updates and Annual Government Briefings.

1.6.5. Manages the Air Force Coincidental Travel Assist (COIN) program providing travel for eligible NOK to attend DoD Annual Government Briefings.

1.6.6. Oversees and develops procedures to execute Status Review Boards for Air Force members missing under hostile and non-hostile conditions.

1.6.7. Develops management and oversight procedures for evaluating and processing requests to add Air Force members to the Vietnam Veterans Memorial Wall IAW established DoD eligibility criteria.

1.7. MAJCOM or Comparable Command-Level Responsibilities.

1.7.1. Ensures Squadron Commanders are provided casualty services information and training during the MAJCOM Commander's Orientation Program.

1.7.2. ARPC ensures each ANG state headquarters maintains a roster of designated unit casualty assistance representatives.

1.8. Installation Commander or Equivalent Responsibilities (T-1).**1.8.1. Implements the installation's Casualty Services Program by:**

1.8.1.1. Ensuring all base agencies fully support the objectives of the Air Force Casualty Services Program, and providing the CARs access to all known information and documents needed to report casualties.

1.8.1.2. Ensuring host-tenant support agreements are in place between RegAF, ANG, and AFR FSSs, as required.

1.8.1.3. Ensures the FSS Commander (FSS/CC) develops a Mass Casualty/Fatality Incident (MC/FI) Response Plan for inclusion in the Installation Disaster Response Plan IAW AFI 34-501, *Mortuary Affairs Program*.

1.8.1.4. **(SCOTTAFB)** Annually, appoints in-writing Casualty Notification Officers (CNO) (field grade officers (FGO) and above) for Scott AFB On-Call CNO Roster. Scott AFB CAR will provide training materials to identified On-Call CNO.

1.9. Unit Commander Responsibilities (T-1).

1.9.1. Determines when conclusive evidence of death exists IAW [paragraph 2.9](#), or of DUSTWUN/EAWUN or Missing IAW [Section 2C](#).

1.9.2. Informs the NOK of all known releasable information regarding the circumstances surrounding the service member's or civilian's death or Missing status. This will be accomplished either during or after official notification.

1.9.3. Initiates Line of Duty Determinations (LOD) for active duty deaths to include ANG and AFR personnel in an active duty status, IAW AFI 36-2910, *Line of Duty Determination, Medical Continuation and Incapacitation Pay*. Provides CAR with completed LOD to facilitate the disbursement of benefits/entitlements.

1.10. FSS Commander Responsibilities (T-1).

1.10.1. Ensures a Primary and Alternate CAR are selected and provided training as directed in DoDI 1300.18 and [paragraph 1.5.1.4](#)

1.10.1.1. Ensures the Primary CAR position is filled by a full-time civil servant.

1.10.1.1. **(SCOTTAFB)** Ensures two Primary CARs are assigned to support the size of Scott AFB AOR.

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

1.10.1.3. Ensures the Primary and Alternate CARs attend Initial Training within six-months of appointment/selection.

1.10.1.3. **(SCOTTAFB)** Ensures the Primary and Alternate CARs are scheduled for next available Initial Training within 6 months of appointment/selection.

1.10.1.4. Ensures the Primary CAR, with 3 or more years of experience, attends annual refresher training.

1.10.1.4. **(SCOTTAFB)** Ensures the Primary and Alternate CARs attends annual refresher training.

1.10.1.5. Ensures the Primary CAR provides refresher training to all Alternate CARs annually.

1.10.2. Ensures funding for CAR training is submitted annually, either through the Force Development Flight Office Training Manager, as a Priority 1A civilian training requirement, or funded locally.

1.10.3. Appoints, in writing, the Casualty Augmentation Support Team (CAST), comprised primarily of Personnel in Support of Contingency Operations (PERSCO) team members from the Force Support Military Personnel Section (FSMP). Ensures team members are relieved of all additional duties that interfere with casualty services responsibilities.

1.10.3. **(SCOTTAFB)** Appoints, in writing, a minimum of five CAST members.

1.10.4. Ensures the CAR trains assigned alternate(s) to ensure 24-hour casualty services operations.

1.10.4.1. Ensures after-hour on-call duties are shared by the Primary and Alternate CARs and CAST members.

1.10.5. Provides the CAR access to a room with privacy for briefing NOK and other designated benefit/entitlement recipients.

1.10.6. Ensures an AF Form 1075, *Casualty Personnel Roster*, is completed for installation and geographically separated units (GSU) whenever a change occurs and annually on 1 October of each year. Email form to AFPC/DPFCS at afpc.casualty@us.af.mil.

1.10.7. Publishes an installation supplement to this Air Force Instruction and conducts an annual review.

1.10.8. Ensures a host-tenant support agreement is in place between the RegAF, ANG, and AFR FSSs.

1.10.9. Ensures the CAR provides casualty services training to installation, GSU, CAST, PERSCO, and Squadron Commanders.

1.10.10. Ensures the CARs, CAST, and PERSCO are exercised and evaluated on casualty services scenarios to include mass casualties at least twice per year.

1.10.11. For situations involving multiple casualties, authorizes the recall of CAST members to augment CARs and assist with reporting and notifications, as necessary.

1.10.11. **(SCOTTAFB)** Authorizes the CAR to recall CAST members in the event of a mass casualty if the commander is unavailable.

1.10.12. Monitors casualty assistance cases to ensure all eligible benefits/entitlements are paid to the NOK.

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

1.10.14. Ensures casualty personnel submit timely and accurate initial casualty and medical progress reports to AFPC/DPFCS as outlined in **Chapter 2**, to include actions taken to rectify untimely reporting deficiencies.

1.10.15. **(SCOTTAFB)** Authorizes the CAR to conduct casualty reporting from any location necessary in the event casualty reporting becomes impossible because of an attack on the installation, natural disaster, or any other circumstance.

1.10.16. **(SCOTTAFB)** Authorize the purchase of a direct-attached multi-function printer for each CAR to properly safeguard protected health information (PHI) and other sensitive casualty-related information and efficiently support 24-hour mission-essential casualty operations.

1.10.17. **(SCOTTAFB)** Authorizes the CAR to request assistance from local and non-local resources in the event casualty reporting becomes impossible because of an attack on the installation, natural disaster, or any other circumstance. Resources may include 932d Airlift Wing, 126th Air Refueling Wing, and/or any active duty AF bases with the ability to assist.

1.11. Casualty Assistance Representative (CAR) Responsibilities (T-1).

1.11.1. Prepares written instructions to supplement this AFI.

1.11.1.1. The supplement must outline the responsibilities of the:

1.11.1.1.1. Installation Command Post.

1.11.1.1.1. **(SCOTTAFB)** Installation Command Post (375 AMW/CP).

1.11.1.1.1.1. **(SCOTTAFB)** Ensures all assigned controllers expedite or prioritize all calls pertaining to casualties. Immediately (24/7) notifies casualty personnel when notified of any casualty-related incident. CAR will provide a current Scott AFB Form 30, *After Hours Notification Roster*, listing all FSS casualty personnel.

1.11.1.1.2. Unit Commanders.

1.11.1.1.2. **(SCOTTAFB)** Unit Commanders.

1.11.1.1.2.1. **(SCOTTAFB)** Unit commanders will immediately (24/7) notify casualty personnel or 375 AMW/CP when any casualty occurs. This includes active duty members who are deceased, missing, seriously ill/injured, and hospitalized.

1.11.1.1.2.2. **(SCOTTAFB)** During duty hours notifies casualty personnel of death of an active duty dependent (spouse, children, stillbirths) and DoD/NAF civilian employee.

1.11.1.1.2.3. **(SCOTTAFB)** During duty hours notifies casualty personnel of when an active duty member or spouse is terminally ill.

1.11.1.1.2.4. **(SCOTTAFB)** NOK notifications will be coordinated through the CAR with guidance from HQ AFPC/DPFCS based on NOK location and casualty status. Ensure no one contacts NOK until official notifications are complete.

1.11.1.1.2.5. **(SCOTTAFB)** Unit commanders and FGOs assigned to 375 AMW

will support installation CNO duties.

1.11.1.1.2.6. **(SCOTTAFB)** All commanders and FGOs will review and be familiar with casualty training materials provided by Scott AFB CAR when casualty notification duties are required.

1.11.1.1.2.7. **(SCOTTAFB)** Defer all questions regarding benefits and entitlements to your installation CAR.

1.11.1.1.3. Security Forces.

1.11.1.1.3. **(SCOTTAFB)** Security Forces Squadron (375 SFS).

1.11.1.1.3.1. **(SCOTTAFB)** Assist the CAR in obtaining information from other law enforcement agencies (i.e., police reports, accident reports, etc.) in support of casualty reporting and benefits processing.

1.11.1.1.4. Medical Treatment Facility (MTF) personnel.

1.11.1.1.4. **(SCOTTAFB)** Medical Treatment Facility/Patient Administration (375 MDG).

1.11.1.1.4.1. **(SCOTTAFB)** Will immediately (24/7) notify CAR or 375 AMW/CP when information of a casualty is known. This includes active duty members who are deceased, seriously ill/injured, and hospitalized.

1.11.1.1.4.2. **(SCOTTAFB)** Notifies CAR of active duty members who suffer a traumatic injury and may qualify for the Traumatic Service members' Group Life Insurance (TSGLI).

1.11.1.1.4.3. **(SCOTTAFB)** Notifies CAR if aware of an active duty dependent death (i.e., spouse, children, stillbirths) if casualty occurred at a civilian medical treatment facility.

1.11.1.1.4.4. **(SCOTTAFB)** During duty hours notifies CAR when an active duty member or spouse is terminally ill.

1.11.1.1.4.5. **(SCOTTAFB)** The MTF will provide the CAR with a standby list of qualified medical attendants to accompany the notification officer on casualty notifications. Medical attendant must be capable of rendering medical assistance to the NOK if needed. Medical attendants accompanying a casualty notification team will wear the uniform of the day (UOD).

1.11.1.1.4.6. **(SCOTTAFB)** For mass casualties, the MTF may be tasked to provide more than one medical attendant for casualty notification teams in multiple casualty situations.

1.11.1.1.4.7. **(SCOTTAFB)** The MTF will provide the CAR with a list of medical personnel (i.e., flight surgeons, nurse case managers) who can be reached 24/7 to assist with obtaining a casualty status from civilian and military hospitals.

1.11.1.1.4.8. **(SCOTTAFB)** When service members are considered VSI/SI at a civilian hospital, the MTF will provide the CAR with necessary medical information required to complete appropriate casualty report.

1.11.1.1.4.9. **(SCOTTAFB)** CAR will brief assigned medical personnel, at least annually, at the 375th MDG Prostaff Meeting on the Emergency Family Travel (EFMT) and Pay and Allowance Continuation (PAC) Programs contained in AFI 36-3002, paragraphs 2.25 and 2.26.

1.11.1.1.5. Installation Chaplains.

1.11.1.1.5. **(SCOTTAFB)** Installation Chaplains (375 AMW/HC).

1.11.1.1.5.1. **(SCOTTAFB)** Provides the 375 AMW/CP and CAR with a standby duty roster of on-call chaplain support available to assist with casualty notification duties. The Duty Chaplain will serve as a member of the notification team and assist the CNO in the event assistance is necessary. Chaplains accompanying a casualty notification team will wear the service dress uniform.

1.11.1.1.5.2. **(SCOTTAFB)** May be tasked to provide more than one chaplain for casualty notification teams in multiple casualty situations.

1.11.1.1.6. Mortuary Officer.

1.11.1.1.6. **(SCOTTAFB)** Mortuary Affairs (375 FSS).

1.11.1.1.6.1. **(SCOTTAFB)** Notifies the CAR in cases of active duty members who are deceased, seriously ill/injured, and hospitalized and death of an active duty dependent (i.e., spouse, children, stillbirths).

1.11.1.1.6.2. **(SCOTTAFB)** Defers all applicable questions concerning benefits/entitlements to the Casualty Assistance office.

1.11.1.1.6.3. **(SCOTTAFB)** When applicable, coordinates NOK casualty/mortuary briefing with the CAR.

1.11.1.1.7. Civilian Personnel Section (CPS).

1.11.1.1.7. **(SCOTTAFB)** Civilian Personnel Section (375 FSS).

1.11.1.1.7.1. **(SCOTTAFB)** If the death of a base appropriated fund civilian employee occurs during duty hours, a CPS representative assists in locating the employee's NOK. The unit commander and immediate supervisor will notify the NOK in person if in the local area and not already aware of the death.

1.11.1.1.7.2. **(SCOTTAFB)** On the same day the CPS receives all necessary information from deceased employee's supervisor, a CPS representative provides completed Civilian Casualty Worksheet to the CAR with information necessary for casualty reporting (i.e., time of death, cause of death, name/title/organization of the authority that declared the individual deceased etc.).

1.11.1.1.7.3. **(SCOTTAFB)** Defers all applicable questions concerning military retiree benefits/entitlements to the Casualty Assistance office.

1.11.1.1.7.4. **(SCOTTAFB)** Performs casualty actions IAW AFI 36-809, *Civilian Survivor Assistance*.

1.11.1.1.8. Airman and Family Readiness Centers (A&FRC).

1.11.1.1.8. **(SCOTTAFB)** Airman and Family Readiness Center (375 FSS/FSH).

- 1.11.1.1.8.1. **(SCOTTAFB)** Notifies the CAR of any casualty situation regarding active duty members who are deceased, seriously ill/injured and hospitalized, death of an active duty dependent (i.e., spouse, children, stillbirths), and military retirees etc.
- 1.11.1.1.8.2. **(SCOTTAFB)** Defers all applicable questions concerning benefits/entitlements to the Casualty Assistance office.
- 1.11.1.1.8.3. **(SCOTTAFB)** Upon Emergency Family Assistance Center (EFAC) activation, authorizes the CAR to relocate to P-10 as needed.
- 1.11.1.1.8.4. **(SCOTTAFB)** Obtain necessary equipment (i.e., printers, scanners, on-call phone) in order to support 24 hour mission-essential casualty operations.
- 1.11.1.1.8.5. **(SCOTTAFB)** Community Readiness Consultants (CRC) notify CAR of all incoming commanders, so Key Personnel Briefing can be coordinated.
- 1.11.1.1.9. Logistics Readiness Squadron (LRS)/Vehicle Dispatch.
- 1.11.1.1.9. **(SCOTTAFB)** Logistics Readiness Squadron (375 LRS).
 - 1.11.1.1.9.1. **(SCOTTAFB)** Upon request from the CAR, Vehicle Operations provides/secures a sedan in excellent working condition for priority use by the casualty notification team and/or the CAR.
 - 1.11.1.1.9.2. **(SCOTTAFB)** Ensures vehicles to be used by casualty notification and assistance teams are clean, fueled, provided with road kits, etc., and pre-inspected to expedite team's departure.
 - 1.11.1.1.9.3. **(SCOTTAFB)** Provide more than one vehicle for casualty notification teams in multiple casualty situations.
 - 1.11.1.1.9.4. **(SCOTTAFB)** Acknowledges personnel providing casualty services are not required to clean or refuel vehicles after completing their mission.
- 1.11.1.1.10. Public Affairs (PA) office.
- 1.11.1.1.10. **(SCOTTAFB)** Public Affairs (PA) Office (375 AMW/PA).
 - 1.11.1.1.10.1. **(SCOTTAFB)** Does not release any casualty information on deceased military personnel to the media or general public prior to confirming with the CAR that all NOK/beneficiaries have been notified and it has been at least 24 hours since the notification was completed. For an incident involving multiple casualties, the 24-hour period will begin once notification to the last family member/beneficiary has been completed.
 - 1.11.1.1.10.2. **(SCOTTAFB)** Does not release any casualty information on DUSTWUN or missing personnel under potentially hostile situations, to the media or general public prior to confirming with the CAR that all NOK have been notified and it has been at least 72 hours after NOK have been notified or the combatant commander clears the information for release.
 - 1.11.1.1.10.3. **(SCOTTAFB)** Assists families in dealing with the civilian media, and offers assistance with any public statements and the family's desire on how and when to answer questions for media event situations. If the NOK have not

been notified, but the event has already become public and the media is expected to be present, a PA officer will travel to the location of the family to immediately assist with the media requests.

1.11.1.1.10.4. **(SCOTTAFB)** Is the sole agency authorized to release information and answer inquiries concerning casualties from the public, news media, or any other agency outside of DoD.

1.11.1.1.11. Disaster preparedness office (CEX).

1.11.1.1.11. **(SCOTTAFB)** Emergency Management (375 CES).

1.11.1.1.11.1. **(SCOTTAFB)** When the Emergency Operations Center (EOC) is activated, casualty information will be relayed from Incident Command to the EOC when information is safely acquired/known. EOC will provide the Casualty Assistance Office, the number, identity, nature of illness or injury, and the location of the casualties that result from a mass casualty incident.

1.11.1.1.12. Air Force Reserve (AFR) FSS attached to or on the installation.

1.11.1.1.12. **(SCOTTAFB)** Air Reserve Wing (932 AW).

1.11.1.1.12.1. **(SCOTTAFB)** Scott AFB CAR will process all casualties involving an AFR member who is in an active duty status, extended active duty, active duty for training, inactive duty for training, or performing authorized travel directly to and from such duty location. This includes active duty reservist who are declared NSI (from deployed location), SI, VSI, deceased, DUSTWUN, or missing.

1.11.1.1.12.2. **(SCOTTAFB)** Reserve members in a "Duty Status", 932 AW CAR provides essential source documents i.e., Record of Emergency, Title 10 Order, SURF, DD Form 4, *Enlistment/Reenlistment Document Armed Forces of the United States*, etc., to Scott AFB CAR soon as possible to support casualty reporting to AFPC within 4 hours of deceased notification. If the reserve member is in a "Non-Duty Status" casualty reporting will be conducted by the next duty day for members not in duty status, IAW AFI 36-3002 Chapter 6.

1.11.1.1.12.3. **(SCOTTAFB)** The 932 AW CAR acts as a primary casualty representative for unit casualties in a "Non-Duty Status." Assistance will be provided from Scott AFB CAR for casualty reporting, notification and/or assistance to NOK when requested by 932 AW CAR.

1.11.1.1.12.4. **(SCOTTAFB)** Sends AF Form 1075, *Casualty Personnel Roster*, to Scott AFB CAR annually (no later than 1 October) or upon any changes to casualty personnel assigned to unit.

1.11.1.1.13. **(SCOTTAFB)** Air National Guard (126 ARW).

1.11.1.1.13.1. **(SCOTTAFB)** Scott AFB CAR will process all casualties involving an ANG member who is in an active duty status, extended active duty, active duty for training, inactive duty for training, or performing authorized travel directly to and from such duty location. This includes active duty guardsmen who are declared NSI (from deployed location), SI, VSI, deceased, DUSTWUN, or

missing.

1.11.1.1.13.2. **(SCOTTAFB)** For Air National Guard members in a “Duty Status,” 126 ARW CAR provides essential source documents to Scott AFB CAR immediately to support timely casualty reporting (4 hours from notification) and NOK benefits/entitlements briefings.

1.11.1.1.13.3. **(SCOTTAFB)** The 126 ARW CAR acts as a primary casualty representative for unit casualties in a “Non-Duty Status.” Assistance will be provided from Scott AFB CAR for casualty reporting, notification and/or assistance to NOK when requested by 126 ARW CAR.

1.11.1.1.13.4. **(SCOTTAFB)** Sends AF Form 1075 to Scott AFB CAR (no later than 1 October) or upon any changes to casualty personnel assigned to unit.

1.11.1.1.14. **(SCOTTAFB)** Nonappropriated Fund Human Resource Office (375 FSS/NAF HRO).

1.11.1.1.14.1. **(SCOTTAFB)** If the death of a base nonappropriated fund civilian employee occurs during duty hours, a NAF HRO assists in locating the employee’s NOK. The unit commander and immediate supervisor will notify the NOK in person if in the local area and not already aware of the death.

1.11.1.1.14.2. **(SCOTTAFB)** On the same day notified of the death, NAF HRO provides completed Civilian Casualty Worksheet to the CAR with information necessary for casualty reporting (i.e., time of death, cause of death, name/title/organization of the authority that declared the member deceased etc.).

1.11.1.1.14.3. **(SCOTTAFB)** Defers all applicable questions concerning military retiree benefits/entitlements to the Casualty Assistance office.

1.11.1.1.14.4. **(SCOTTAFB)** Performs casualty actions IAW, Nonappropriated Personnel Program Management and Administration Procedures Guide.

1.11.1.1.15. **(SCOTTAFB)** Casualty Augmentation Support Team (CAST) (375 FSS).

1.11.1.1.15.1. **(SCOTTAFB)** Will attend monthly continuity training to ensure proficiency in casualty reporting, notification and assistance procedures.

1.11.1.1.15.2. **(SCOTTAFB)** Support after-hour on-call duties as outlined on the 375 FSS CAST On-Call Roster and IAW AFI 36-3002 paragraph 1.10.11. After-hour on-call duty requires you to remain in local area and if called will report in UOD.

1.11.1.1.15.3. **(SCOTTAFB)** CAST will augment upon request, during on-call period, or upon recall for situations involving multiple casualties. CAST will report without delay, and are relieved of all additional duties that interfere with casualty services responsibilities IAW AFI 36-3002 paragraph 1.10.3.

1.11.1.1.15.4. **(SCOTTAFB)** Maintain a CAST Continuity Binder with current and accurate checklists and rosters provided by CAR.

1.11.1.2. The supplement must address the following situations:

- 1.11.1.2.1. Prompt and effective reporting of casualties from assigned or attached units occurring on or near the installation during both on-duty and off-duty hours as listed in [Table 1.1](#)
- 1.11.1.2.2. Notifying the NOK.
- 1.11.1.2.3. Providing assistance to the NOK.
- 1.11.1.2.4. Handling calls or requests from the NOK and from government agencies.
- 1.11.1.2.5. Handling calls from the general public and the news media (refer to the installation PA office).
- 1.11.1.2.6. Reaching FSS casualty services personnel after-hours.
- 1.11.1.2.7. Procedures for obtaining information from MTF and civilian hospitals during on-duty and off-duty hours on personnel classified as deceased, VSI, SI, NSI or responding to situations involving multiple casualties.
- 1.11.1.3. Establishes procedures for ensuring all new accessions and assigned personnel have a current Airman's Record of Emergency Data (RED) or DD Form 93, *Record of Emergency Data*, on file (see [Chapter 7](#)).
- 1.11.2. Emails or faxes an AF Form 1075 to AFPC/DPFCS listing FSS personnel responsible for after-hour casualty services duties whenever a change occurs and annually on 1 October.
- 1.11.3. Emails or faxes an AF Form 1075 to AFPC/DPFCS listing all officers (Major and above) assigned casualty services duties at serviced GSU outside a 50-mile radius of a RegAF base whenever a change occurs, and annually on 1 October.
- 1.11.4. Trains all installation and GSU casualty services personnel, to include CAST and PERSCO, using this AFI, installation supplemental instructions, installation Mass Disaster/Mass Casualty Plan, and sample messages and letters for reporting casualties and notifying NOK.
- 1.11.5. Establishes procedures to ensure all Field Grade Officers assigned to the installation and serviced GSU are trained to perform casualty notification.
- 1.11.6. Provides the Mortuary Officer and the Public Affairs (PA) office the following information once all NOK have been notified:
 - 1.11.6.1. Member's name and rank.
 - 1.11.6.2. Age.
 - 1.11.6.3. Home of record.
 - 1.11.6.4. Race and religion.
 - 1.11.6.5. Total Active Federal Military Service Date (TAFMSD).
 - 1.11.6.6. Awards and decorations.
- 1.11.7. When a qualified family member dies, ensure service members are advised of the following:

- 1.11.7.1. Humanitarian reassignments, IAW AFI 36-2110, *Assignments*, **Attachment 24**. Interested service members should be directed to the MPS Assignments section to discuss eligibility.
- 1.11.7.2. Makes Air Force Aid Society referral or coordination for support as needed.
- 1.11.7.3. Applying for FSGLI, if applicable, IAW **Table 1.1** Note 21.
- 1.11.7.4. Providing the MPS Customer Service Section with a copy of the death certificate and dependents ID card (if applicable).
- 1.11.7.5. Reviewing their SGLI and RED to make the appropriate updates.
- 1.11.7.6. Notifying the local Finance Office (e.g., BAH purposes) and Social Security Administration.
- 1.11.7.7. Providing assistance if spouse was retired military IAW **Section 4D** of this AFI.
- 1.11.8. When an incident involves multiple casualties:
 - 1.11.8.1. Recalls CAST members by order of the FSS/CC.
 - 1.11.8.2. Establishes immediate telephone contact (DSN 665-3505 or 1-800-433-0048) with AFPC/DPFCS.
 - 1.11.8.3. Coordinates with military and civilian organizations, including local hospitals and local authorities, to expedite the flow of information for casualty reporting.
 - 1.11.8.4. Advises unit commanders on conclusive evidence of death (see **paragraph 2.9**) if recovery and positive identification of remains are delayed or impossible.
- 1.11.9. Reports the status of casualties to AFPC/DPFCS, intermediate levels of command, and interested agencies.
- 1.11.10. Assists commanders with notifications to the NOK.
- 1.11.11. Provides assistance to the NOK or other eligible beneficiaries of a deceased member to claim all government and civilian benefits to which they are entitled.
 - 1.11.11.1. Advises the NOK of their right to request a copy of all required documentation on the case IAW Public Law 102-484, Section 1072, *National Defense Authorization Act for Fiscal Year 1993*.
- 1.11.12. Reviews AFI 34-1101, *Warrior and Survivor Care*, and is familiar with the roles and responsibilities of the Family Liaison Officer (FLO) and A&FRC Community Readiness Consultants (CRC) in providing assistance to wounded, ill or injured members and their families.
- 1.11.13. Reviews AFI 34-501, *Mortuary Affairs Program*, and is familiar with the roles and responsibilities of the family assistance representative (FAR) and A&FRC CRC in providing long term assistance to survivors of deceased members IAW AFI 36-3009, *Airman and Family Readiness Centers* and recommends surviving family members to the A&FRC CRC for enrollment in the Air Force Families Forever Program (AFFF), which provides immediate and long-term bereavement resources and support.

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

1.11.15. Ensures the base mortuary officer is aware of the CAR's role in assisting all beneficiaries in the application for benefits/entitlements.

1.11.16. Provides a Key Personnel Briefing to all incoming commanders within 60 days of assuming command to include the following subjects:

1.11.16.1. Reporting responsibilities of the unit.

1.11.16.2. Identifying and training field grade officers for notification.

1.11.16.3. Flow of casualty operations/notification for the installation.

1.12. Air Force Reserve (AFR) FSS Responsibilities (T-1).

1.12.1. Assists ANG, AFR, and GSU unit commanders, in preparing written instructions to supplement this AFI (without duplication) for ANG, AFR, or RegAF duty casualties.

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

1.12.2. Ensures the FSS/CC signs a transmittal memorandum and sends the supplemental instructions to the appropriate office:

1.12.2.1. For ANG, send the instructions through the state adjutant general and NGB/A6, 3501 Fetchet Avenue, Joint Base Andrews, MD 20762, to AFPC/DPFCS for review and coordination, IAW AFI 33-360, *Publications and Forms Management*.

1.12.2.2. For AFR, send the instructions through Headquarters Air Force Reserve, Customer Service Branch (HQ AFRC/A1KP), 211 Page Rd Robins AFB, GA 31098, and to AFPC/DPFCS for review and coordination IAW AFI 33-360.

1.12.3. Ensures a host-tenant support agreement is in place between the AFR and RegAF FSSs.

1.12.4. Emails or faxes an original AF Form 1075 listing FSS 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, etc.). Forms will be updated whenever a change occurs and annually on 1 October.

1.12.4.1. For ANG FSSs, send a copy to NGB/A1PS, 3500 Fetchet Avenue, Joint Base Andrews, MD 20762, and ARPC Casualty Office, 18420 E. Silver Creek Ave, Bldg. 390 MS 68, Buckley AFB CO 80011-9502.

1.13. Designated PERSCO Trainer Responsibilities.

1.13.1. Ensures team members are trained on all aspects of casualty reporting and ensures training is documented on AF Form 623, *Individual Training Record*.

1.13.2. Establishes procedures for reporting casualties to include:

1.13.2.1. Communicating to and from the deployed site.

1.13.2.2. Transmitting casualty reports to and from the deployed site using DCIPS-Forward (CF) or DCIPS-CR.

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

1.13.2.4. Briefing deployed commanders of casualty duties and responsibilities.

1.14. Individual Member's Responsibilities.

1.14.1. All RegAF, ANG, and AFR members must support the Air Force Casualty Services Program.

1.14.2. Participate in the Casualty Notification Program IAW DoDI 1300.18 and this instruction.

Section 1B—Administrative Requirements

1.15. Releasing Casualty Information.

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

1.15.1.1. AFI 35-101, *Public Affairs Responsibilities and Management*.

1.15.1.2. DOD 5400.7-R_AFMAN 33-302, *DoD Freedom of Information Act Program*.

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

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

1.15.1.5. The base and/or MAJCOM Staff Judge Advocate (SJA) office.

1.15.2. Public Affairs will not release casualty information on deceased military personnel to the media or general public until 24-hours after notification to the NOK. In the event of a multiple loss incident, the start time for the 24-hour period will commence upon the notification of the last family member/beneficiary.

1.15.2.1. For the vast majority of ill/injured casualties, no information is releasable outside DoD channels without the written consent of the ill/injured Airman, except to those person(s) identified on the Airman's RED. Contact the local SJA for any exceptions to this policy.

1.15.2.2. In cases of service members who have been unaccounted-for from past conflicts, public release will not occur until 24-hours after the primary next of kin (PNOK) has been notified of the member's identification or group designation.

1.15.2.3. In cases where service members have been reported DUSTWUN or missing under potentially hostile situations, casualty information will not be released to the media or the general public until 72-hours after the NOK have been notified or the combatant commander clears the information for release.

1.16. Adverse Effects. Each person involved in the casualty reporting, notification, and assistance process should give every consideration to ensure the release of casualty information

does not adversely affect the member, NOK, or Air Force. Check with the local SJA office if there are questions on the materials or information being released.

1.17. Peacetime Casualties.

1.17.1. After the CAR confirms with AFPC/DPFCS that all NOK have been notified, the FSS/CC is authorized to release casualty information to the installation PA office. (T-1).

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

1.18. Hostile Casualties and Terrorist Acts.

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

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

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

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

1.18.5. Legislative liaison offices will track and update casualty/survivor policies and legislation with regard to members of Congress and state or local officials' request for information to ensure compliance with established laws and policies.

1.19. Information that May be Shared with Public Affairs.

1.19.1. The Privacy Act determines the type of personal information that may be shared with PA 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 PA.

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

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

1.19.2.1.1. Name and sex.

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

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

1.19.2.1.4. Pay date, military base pay, and allowances. **EXCEPTIONS:** Basic Allowance for Housing (BAH), Family Separation Allowance (FSA), or any allowances that would indicate marital and family status.

1.19.2.1.5. Date entered active duty.

- 1.19.2.1.6. Releasable information pertaining to date and location of the incident.
- 1.19.2.1.7. Military awards and decorations the member holds.
- 1.19.2.1.8. Professional Military Education (PME) completed.
- 1.19.2.2. For ill or injured casualties, the following information will **NOT** be shared without the member's **written** permission:
 - 1.19.2.2.1. SSN.
 - 1.19.2.2.2. Gross pay and BAH.
 - 1.19.2.2.3. Age or date of birth.
 - 1.19.2.2.4. National origin and race.
 - 1.19.2.2.5. Marital status.
 - 1.19.2.2.6. Home of record, home address, and telephone number.
 - 1.19.2.2.7. Civilian awards.
 - 1.19.2.2.8. Civilian education completed.
 - 1.19.2.2.9. Any information on the member's NOK.
- 1.19.2.3. For deceased casualties, personal information that may be shared **without** the NOK's written permission includes:
 - 1.19.2.3.1. Name and sex.
 - 1.19.2.3.2. Rank, date of rank, commission source, promotion number.
 - 1.19.2.3.3. Assigned CONUS unit and Service or job specialty.
 - 1.19.2.3.4. Date entered active duty.
 - 1.19.2.3.5. Pay date, military base pay, and allowances. **EXCEPTION:** BAH, FSA, or any allowances that would indicate marital and family status.
 - 1.19.2.3.6. Age and date of birth.
 - 1.19.2.3.7. Home of record (city and state only).
 - 1.19.2.3.8. National origin and race.
 - 1.19.2.3.9. Releasable information pertaining to date and location of the incident.
 - 1.19.2.3.10. Military awards and decorations the member holds.
 - 1.19.2.3.11. PME completed.
 - 1.19.2.3.12. Civilian awards the member holds.
 - 1.19.2.3.13. Civilian education completed.
- 1.19.2.4. For deceased casualties, information that may **NOT** be shared without the NOK's written permission includes:
 - 1.19.2.4.1. Home address and telephone number.
 - 1.19.2.4.2. Marital status.

1.19.2.4.3. Names and addresses of the NOK.

1.19.2.4.4. Information on NOK.

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

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

1.19.2.5.1. Name and rank.

1.19.2.5.2. Casualty status.

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

1.19.2.6. During wartime, AFPC/DPF and AFPC/PA determines what information the Air Force shares on DUSTWUN and missing members and releases information through SAF/PA.

1.19.2.6.1. 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.*

1.20. Transfer of Records on Officers and Enlisted Members. See AFI 36-2608, *Military Personnel Records System*:

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

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

1.21. Maintenance and Disposition of Casualty Case Files. (T-1).

1.21.1. The CAR will:

1.21.1.1. Ensure data is entered and documents uploaded into DCIPS-Case Management (DCIPS-CM) IAW the Air Force DCIPS User Guides (i.e., illness/injury, DUSTWUN, missing, and deaths). The DCIPS-CM record is the official casualty case file.

1.21.1.2. For retiree deaths, maintain casualty case files IAW AFMAN 33-363 and dispose of them in accordance with Air Force RDS in AFRIMS, Table 36-3.

1.21.1.2.1. Case files contain:

1.21.1.2.1.1. A completed AF Form 58, *Casualty Assistance Summary*, chronologically recording all contacts with the NOK, other government and civilian agencies, and the CARs actions on behalf of the NOK. Type all entries and ensure that the entries are accurate and include an explanation for benefits denied.

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

1.21.2. Installations reporting casualties without assistance responsibilities input data and upload appropriate documents in DCIPS-CM for military deaths and establish an interim hardcopy case file for retiree deaths.

1.22. Using DD Form 1300, *Report of Casualty* (DD-P&R[AR] 1664):**1.22.1. AFPC/DPFCS:****1.22.1.1. Prepares DD Form 1300 for deceased or missing: (T-1).**

1.22.1.1.1. Officer and enlisted members in the RegAF.

1.22.1.1.2. Officer and enlisted members in the ANG and AFR in a duty status or traveling directly to or from duty.

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

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

1.22.1.1.5. Department of the Air Force (DAF) civilian employees serving overseas that may require movement of household goods, or TDY/PCS.

1.22.1.1.6. Officer and enlisted members who die while in an absent without leave (AWOL) or deserter status.

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

1.22.1.2. Upload DD Form 1300 into DCIPS-CM and digitally send copies of the DD Form 1300 to: (T-1).

1.22.1.2.1. AFPC Retirements and Separations Branch (DP2ST).

1.22.1.2.2. AFPC Rated Management Branch (DP2OR) for rated officer deaths.

1.22.1.2.3. AFPC Staging and Shipping Branch (DP2S).

1.22.1.2.4. USAF General Officer (AF/DPG) for General Officer deaths.

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

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

1.22.1.2.7. Director/Veterans Affairs (VA) Records Center (233) for members in an active duty status and 120 day retiree deaths.

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

1.22.1.2.9. Social Security Administration (SSA) for members in an active duty status and 120 day retiree deaths.

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

1.22.2. The CAR distributes the DD Form 1300 to: (T-1).

1.22.2.1. The summary courts officer (SCO).

1.22.2.2. The Department of Veterans Affairs (VA) office providing assistance to the NOK.

1.22.2.3. The SSA office providing assistance to the NOK.

1.22.2.4. Copies to the PNOK listed on the form.

1.22.3. 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.

1.22.4. AFPC/DPFCM prepares DD Form 1300 for unaccounted-for Airmen from past conflicts when:

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

1.22.4.2. The Airman is accounted-for through individual identification or group designation by the Armed Forces Medical Examiner (AFME) attached to DPAA.

1.22.5. AFPC/DPFCM uploads the DD Form 1300 into DCIPS-CM and distributes signed copies IAW Standard Operating Procedures (SOPs).

1.23. Using AF Form 1613, *Statement of Service*.

1.23.1. 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.

1.23.2. AFPC/DP2LT, Military Accessions Branch, prepares an AF Form 1613 for RegAF members. (T-1).

1.23.3. ARPC/DPTTR (Service Document Branch) prepares an AF 1613 on all ARC members regardless of duty status at the time of death. (T-1).

1.23.4. AFPC/DPFCS uploads the AF Form 1613 to DCIPS-CM. (T-1).

1.23.5. The CAR distributes the AF Form 1613 as follows: (T-1).

1.23.5.1. Two copies to the PNOK upon request.

1.23.5.2. The VA office providing assistance to the NOK.

1.23.5.3. The SSA office providing assistance to the NOK.

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

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

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

	Casualty Status	Notes 1, 14 & 19 (X= Mandatory)
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Rule	Casualty is	Provide	Deceased	DUSTWUN (Note 2)	Missing (Notes 3 & 4)	VSI/SI (Note 5)	NSI
1	Member of the RegAF Active Duty (AD), ANG/Reserve serving on AD, 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	X	Notes 6, 7, 8 & 22
		Notification	X Note 11	X Note 11	X Note 11	Notes 10 & 13	Notes 10, 12 & 13
		Assistance	X	Notes 15 & 16	X	Note 7	Notes 6, 7, & 15
2	DoD, DAF, or NAF civilian employee	Casualty Report	X	X	X	Note 6 & 7	Note 6
		Notification	Notes 8 & 16	Notes 8 & 16	Notes 8 & 16	Notes 10 & 13	Notes 10, 12 & 13
		Assistance	Note 1 & 20	Note 20	Note 20	Note 20	Note 20
3	Employee of a contractor for the Air Force	Casualty Report	X Note 17	X	X	Note 6	Note 6
		Notification	Note 16	Note 16	Note 16	Notes 10 & 13	Notes 10, 12 & 13
		Assistance	Note 20	Note 20	Note 20	Note 20	Note 20
4	USAFA cadet	Casualty Report	X	X	X	X	Notes 8 & 22
		Notification	X	X	X	Notes 7, 10, & 13	Notes 7, 10, & 13
		Assistance	X	X	X	Notes 10 & 13	Note 8
5	AFROTC applicant or cadet participating in professional military training or performing authorized travel directly to or from such training with active Air Force	Casualty Report	X	X	X	X	Notes 8 & 22
		Notification	X	X	X	Notes 10 & 13	Notes 10 & 13
		Assistance	X	X	X	Notes 10 & 13	Note 8
6	Member of another US Military Service attached or assigned to an Air Force installation, or whenever an Air Force	Casualty Report	X	X	X	X	Notes 5 & 8
		Notification	X	X	X	Notes 10 & 13	Notes 10 & 13

	commander has knowledge of a casualty and a commander of the service concerned is unable or unavailable to report it.	Assistance	Notes 15 & 16	Notes 15 & 16	Notes 15 & 16	Notes 15 & 16	Notes 15 & 16
7	Member of RegAF, ANG, or AFR in a Deserter status	Casualty Report	X				
		Notification	X				
		Assistance	Note 18				
8	Retired member of RegAF, ANG or AFR when death occurs within 120 days after retiring	Casualty Report	X				
		Notification	Note 16				
		Assistance	X				
9	Retired member of RegAF, ANG or AFR when death occurs more than 120 days after retiring	Casualty Report	Note 16				
		Notification	Note 16				
		Assistance	X				
10	Member of the ANG or AFR in a non-duty status or retired Reserve awaiting pay age 60 (refer to Chapter 6 table 6.1 for reporting procedures)	Casualty Report	X (To ARPC only)				
		Notification	Note 15 & 16				
		Assistance	Note 20				
11	Dependent (spouse & children) of Air Force military member	Casualty Report	Note 21				
		Notification	Notes 8, 15 & 16				
		Assistance	X				
12	Foreign national in the United States (US) under the auspice of the Air Force	Casualty Report	X				
		Notification	Note 16				
		Assistance	Notes 15 & 16				
13	Very Important Person (VIP) under the auspice of the Air Force	Casualty Report	X				
		Notification	Notes 15 & 16				
		Assistance	Note 20				
14	Entertainers under an Armed Forces Entertainment contract	Casualty Report	X				
		Notification	Notes 15 & 16				
		Assistance	Note 20				
Notes: Table 1.1. (X=Mandatory)							

1. Casualty reports will be processed via DCIPS-CR or DCIPS-CF. See AFI 36-809 for instructions on casualty assistance for DoD civilians. Casualty services for DoD civilian employees is the responsibility of the base civilian personnel section and AFPC/DP1SSB. Casualty services for contractors is the responsibility of the contractor's employer. Casualty assistance for civilians OCONUS will be provided by the CAR. Military casualty services will be performed as directed by AFPC/DPFCS.
2. DUSTWUN is applicable to military members only. EAWUN is the DoD civilian and contractors equivalent and only reportable if occurred in a theater of combat operations or a hostile casualty.
3. 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.
4. Ensure the requirements of paragraph 2.22., *Declaring a Person Missing (Hostile)*, are met.
5. Submit a Casualty Report unless otherwise directed by AFPC/DPFCS.
6. 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. Required when Emergency Family Member Travel (EFMT) authority is requested and approved. Civilian Employees serving in an unaccompanied duty station IAW JTR, Chapter 7 Part H, Section 2, paragraph 7322 and Appendix Q are also entitled to EFMT. **NOTE:** *IAW Joint Travel Regulations (JTR), Chapter 7 Part H, Section 1, 7315, paragraph A-E, Emergency Family Member Travel is authorized for cadets*
8. Required when requesting AFPC/DPFCS to make notification to the NOK.
9. Casualty services will be provided for all Air Force inmates who are incarcerated in a military or civilian institution and who are still members of the Air Force. Limited casualty services may be provided for inmates who have been released from the AF only when the CAR is requesting AFPC/DPFCS assistance to make notification to the NOK.
10. If the member is able to communicate, the member's desires will be honored unless, in the judgment of the commander, this service is necessary.
11. Whenever a casualty occurs as the result of either hostile action or terrorist activity, initial notification(s) shall also be made in person to parents who are secondary NOK, unless unusual circumstances exist.
12. Whenever a casualty occurs as the result of hostile action or terrorist activity and the casualty is classified as NSI, notification to the NOK will only be made if the member expressly requests it, unless in the judgment of the commander this service is necessary. Commanders are required to contact AFPC/DPFCS prior to notification (T-1).
13. If an injury or illness renders the member physically or mentally incapable of communicating with the NOK or involves serious disfigurement, major diminution of sight or hearing, or loss of a major extremity, initial notification(s) shall be made to the NOK.
14. Contact AFPC/DPFCS by phone or e-mail when assistance is required to resolve claims, benefits, dependency, or other issues.
15. Required when requested by the NOK.
16. Required if directed by AFPC/DPFCS.
17. Overseas only (hostile or non-hostile) hired in the U.S. and sent abroad. In the theater of combat operations (hostile/non hostile) or hostile CONUS.
18. Casualty assistance is not provided to NOK of deserters.

19. Report all military aircraft or Air Mobility Command (AMC) contract or chartered aircraft involved in an aircraft accident or incident (regardless of location, mission, or circumstances) to AFPC/DPFCS. Submit a casualty report if a member requires medical evaluation or as directed by AFPC/DPFCS. (T-1)
20. Benefits and entitlement counseling provided by the employer.
21. Dependent deaths will be reported via the SGLV 8700, if dependent is insured under the Family Member Servicemembers' Group Life Insurance (FSGLI) program.
22. Casualty reporting/assistance is required for all traumatic injuries that may entitle a service member participating in SGLI for Traumatic Injury Protection (TSGLI).

Chapter 2

CASUALTY REPORTING

Section 2A—General Information

2.1. Casualty Reports. All casualty reports are submitted using the Defense Casualty Information Processing System (DCIPS). (T-1).

2.1.1. Overview:

2.1.1.1. See [Table 1.1](#), [Table 2.1](#), [Table 2.2](#), and [Table 2.3](#), to determine which commander submits reports and who receives them.

2.1.1.2. Report the type of casualty as either:

2.1.1.2.1. Hostile.

2.1.1.2.2. Non-Hostile.

2.1.1.2.3. Pending.

2.1.1.3. Report the status of the casualty as:

2.1.1.3.1. Deceased.

2.1.1.3.2. DUSTWUN.

2.1.1.3.3. Missing.

2.1.1.3.4. VSI, SI, or NSI.

2.1.1.3.5. Returned to Military Control.

2.1.1.4. Reports must include an accurate, explicit account of the releasable circumstances surrounding the casualty. **NOTE:** *This information is essential in assisting AFPC/DPFCS and AFPC/DPFCM in further categorizing the casualty.*

2.1.2. The CAR/PERSCO:

2.1.2.1. Immediately telephones AFPC/DPFCS upon learning of a casualty and provides casualty updates until information is confirmed and a casualty report is submitted through DCIPS.

2.1.2.2. If most current copy is not in the Automated Records Management System (ARMS), scan, email, or fax the following documents on military members to AFPC/DPFCS at DSN 665-6271 (fax):

2.1.2.2.1. Airman's RED or 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 (EAD) order.

2.1.2.2.4. Any other VA forms related to SGLI.

2.1.2.2.5. For ANG or AFR 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 DCIPS-CR or DCIPS-CF 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 4-hours of learning of a casualty. If circumstances delay or prevent the transmission within 4-hours, immediately contact AFPC/DPFCS for guidance.

2.1.3. DCIPS is an unclassified casualty reporting system. It is the primary method for transmitting all casualty reports.

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

2.1.4. Format for Casualty Reports. The most current Air Force DCIPS User Guides are located on the AF Casualty SharePoint site at: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx

2.2. Confirming Report Delivery. (T-1).

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

2.2.1.1. Initial Casualty Reports.

2.2.1.2. Search Progress Reports.

2.2.1.3. Medical Progress Reports.

2.3. Reporting Casualties During Exercises.

2.3.1. Use the DCIPS 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.

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

2.4.1. Immediately report information by telephone to AFPC/DPFCS and submit casualty report through DCIPS-CR or DCIPS-CF as outlined in the Air Force DCIPS User Guides.

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

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

2.4.3. PERSCO responsibilities for reporting ill/injured casualties: (T-1).

2.4.3.1. PERSCO will report casualties to AFPC/DPFCS on the following:

2.4.3.1.1. All casualties as outlined in [Table 1.1](#)

2.4.3.1.2. All individuals involved in military aircraft incidents or government vehicle (GOV) incidents will be reported if the member requires medical evaluation.

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

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

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

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

2.6.1. The reporting installation 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 (MAAG) 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 or a MAAG or DAO in the foreign national's home country, call these offices to obtain the information:

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

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

2.6.4. State in the initial Casualty Report that the 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 AMC Commercially Contracted Aircraft (CMA):

2.7.1. Reporting Requirements:

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

2.7.1.2. The CAR/PERSCO must account for all personnel aboard the aircraft. (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 Reports using the Multiple Casualty Incident tab as outlined in the Air Force DCIPS 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*, lists the name, grade, SSN, crew position, and home installation of each crew member.

2.7.2.2. Passengers:

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

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

2.7.2.3. If difficulties are encountered in obtaining the information, immediately contact AFPC/DPFCS by telephone and they will request assistance from HQ AMC Tanker Airlift Control Center, Aerial Port Control Center (HQ AMC TACC/XOGC, DSN 576-1755).

2.7.3. Release of Casualty Information: Crew and passenger names, and any other releasable information that would assist commanders in making casualty determinations, will be immediately released to the CAR/PERSCO. Unit commanders must be able to determine casualty status of their personnel using the information. See the local SJA if there are any questions. See PA release [paragraph 1.17](#)

2.8. Reporting Casualties on DoD and DAF Civilian Employees. (See [Table 1.1](#), [Table 2.2](#), and [Table 2.3](#))

2.8.1. The Air Force requires reports on DoD and DAF civilian employees in certain circumstances. Refer to [Table 1.1](#) for guidance.

2.8.2. Upon notification of the death from CPS, submit an initial report using DCIPS-CR or DCIPS-CF as outlined in the Air Force DCIPS User Guides.

Section 2B—Reports on Deceased Persons

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 IAW [paragraph 1.9](#). 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. The Air Force does not require recovery of remains for conclusive evidence of death because situations will arise where remains cannot be recovered, but where the chance of survival is deemed impossible. The important factor is whether or not the commander determines that survival is possible.

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

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

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

2.9.2.1.1.1.1. Statements of witnesses to the incident.

2.9.2.1.1.1.2. Circumstances of the incident.

2.9.2.1.1.1.3. Search results.

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

2.9.2.1.2. 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).

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

2.11. Declaring a Member DUSTWUN.

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

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

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

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

2.11.3. Once a commander declares a military member DUSTWUN, the CAR submits an initial DUSTWUN Report to the addressees in [Table 2.1](#) or [Table 2.2](#)

2.11.4. Generally, commanders may not keep a member in DUSTWUN status for more than 10 days, unless extended by AFPC/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 UCMJ or has any actions pending on a previous voluntary absence (i.e., AWOL or Deserter).

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

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

2.13.1.1. Checks of scheduled stops along route.

2.13.1.2. Possible emergency landing sites.

2.13.1.3. Other places the aircraft may have landed.

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

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

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

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

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

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

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

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

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

2.14. CAR Responsibilities for Filing DUSTWUN and Subsequent Reports.

2.14.1. Once a commander declares a military member DUSTWUN:

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

2.14.1.2. If not current in ARMS, scan, email, or fax the documents in [paragraphs 2.1.2.2.1 through 2.1.2.2.5](#) to AFPC/DPFCS. (T-1).

2.14.1.2.1. A statement from the ANG 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 DUSTWUN Report (RCS: DD-P&R[AR] 1664, *Report of Casualty*) 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 DCIPS Users Guide).

2.14.2. Within 10 days of filing the initial DUSTWUN Report, unless extended by AFPC/DPFCS, the CAR must submit one of these reports (referencing the initial DUSTWUN Report):

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

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 DUSTWUN as the date and time of death, unless there is conclusive evidence of a different date or time by a competent medical authority.

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.

2.14.3. Missing Report. (T-1).

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

2.14.3.2. **(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.

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

2.14.3.4. Include a detailed account of the facts and circumstances surrounding the member's disappearance

2.14.4. AWOL Message:

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

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

2.14.4.3. Reference the initial DUSTWUN Report.

2.14.4.4. Include name of the casualty, grade, SSN, and circumstances from the initial DUSTWUN Report.

2.14.4.5. Explain, in detail, in the circumstances field, the rationale for the revocation.

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

2.14.4.7. Notify the FSS Duty Status Program Manager of the commander's decision to place the member in an Unauthorized Absence status. See AFI 36-2911, *Desertion and Unauthorized Absence*, for further guidance.

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

2.14.4.9. If the member returns, immediately notify AFPC/DPFCS by telephone.

2.14.4.10. Following the telephone notification to AFPC/DPFCS, submit a Returned to Military Control (RMC) Report to all addressees on the initial DUSTWUN Report.

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

2.15.1. The responsible commander orders a search and investigation for all DUSTWUN situations: (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 on other than search and rescue missions is not an acceptable search method.

2.15.2. The CAR/PERSCO submits daily Search Progress Reports to the addressees in [Table 2.1](#) or [Table 2.2](#) on: (T-1).

2.15.2.1. The extent and progress of the search.

2.15.2.2. Any pertinent information on the investigation.

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/PERSCO submits the appropriate Casualty Report IAW [paragraph 2.14](#)

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

2.16.1. This casualty status applies to both military members and DoD 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, the commander:

2.16.2.1. Consults 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 declares the person missing (see [Attachment 1](#)) and has the CAR submit an initial Missing Report (see [paragraph 2.17](#)). (T-1).

2.16.3. Declaring a member missing (non-hostile) automatically invokes the statutory provisions of 37 U.S.C., [Chapter 10](#), *Payments to Missing Persons*, for military, or 5 U.S.C. Sections 5565 and 5566 for civilians.

2.16.3.1. Once the commander declares a person missing and notifies the NOK, AFPC/DPFCM must issue any further official correspondence to the NOK, including notifications of a change in casualty status to deceased. (T-1). **NOTE:** *The CAR continues to provide casualty assistance to the NOK as described in [paragraph 4.5.5](#)*

2.16.3.2. The AFPC Commander (AFPC/CC) is responsible for any further status determinations of the missing person. AFPC/DPFCM will notify the convening authority (AFPC/CC) who will appoint a Status Review Board IAW AFPCI 36-104, *AFPC Status Review of Missing Personnel*.

2.16.4. The commander must submit an AF Form 484, *Missing Person(s) Supplementary Report* (see [paragraphs 2.18](#) and [2.19](#)), directly to AFPC/DPFCM, and one copy to the CAR within five (5) calendar days from the date the commander: (T-1).

2.16.4.1. Declares the person missing.

2.16.4.2. Terminates the search for the person.

2.17. Declaring a Person Missing (Hostile).

2.17.1. This casualty status applies to military members, DoD civilian employees, or DoD contractor employees. Commanders may only make a recommendation for missing when the member's absence is under hostile circumstances.

2.17.2. In those circumstances where the reason for a member's absence is uncertain and it is possible that the member is a casualty whose absence is involuntary, but there is not sufficient evidence to determine immediately that the member is missing or deceased, the member should be designated DUSTWUN (military) ([paragraphs 2.11](#) through [2.15](#)) or EAWUN (civilian).

2.17.2.1. The commander of the unit, facility, or area to or in which the person is assigned makes 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 submits a preliminary assessment and recommendation.

2.17.2.2.1. Recommend the person be placed in a missing status using DD Form 2812, *Commander's Preliminary Assessment and Recommendation Regarding Missing Person*, (see DoDI 2310.05, *Accounting for Missing Persons-Boards of Inquiry*, Enclosure 3). (T-1).

2.17.2.2.2. Not 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. (T-1).

2.17.3. IAW 10 U.S.C., **Chapter 76**, *Missing Persons Act*, upon receipt of the commander's recommendation to place a person in missing status, AFPC/DPFCM will notify the convening authority (AFPC/CC) who will appoint a Board of Inquiry in accordance with DoDI 2310.05, and AFPCI 36-106, *Boards of Inquiry for Personnel Missing Under Hostile Conditions*. (T-1).

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

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

2.18.1.1. Immediately telephones AFPC/DPFCS and advises them of the commander's decision. (T-1).

2.18.1.2. Submits an initial Missing Report (RCS: DD-P&R [AR] 1664, *Report of Casualty*) on those persons indicated in **Table 1.1** (T-1).

2.18.1.3. If a military member is reported missing, scans, emails, or faxes the following documents to AFPC/DPFCS at DSN 665-2348 if the most current copy is not available in ARMS: (T-1). Refer to **2.1.2.2.1** through **2.1.2.2.6** for required documents.

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

2.18.2. Submit daily Search Progress Reports (see **paragraph 2.21**).

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. Provide name, grade, and SSN.

2.18.3.1.1.4. 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.

2.18.3.1.1.5. AFPC/DPFCM notifies 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 RMC, submit an RMC Report to all addressees on the initial Missing Report.

2.18.3.2.2. AFPC/DPFCM notifies the NOK.

2.18.3.3. AWOL/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 AWOL (DESERTER) FROM MISSING" in the subject line.

2.18.3.3.3. Reference the initial Missing Report.

2.18.3.3.4. Include name, grade, social security number, and circumstances from the initial Missing Report.

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

2.18.3.3.6. State that the person's official status is AWOL (or Deserter) and give the effective date.

2.18.3.3.7. AFPC/DPFCM notifies the NOK.

2.18.3.3.8. If a military member, notify the FSS Duty Status Program Manager of the commander's decision to place the member in an Unauthorized Absence status. See AFI 36-2911. For civilians, see Title 5 U.S.C. **Part 630**, *Absence and Leave*, for further guidance in filing reports.

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

2.18.3.4.1. If the commander determines a missing person is deceased, submit an Initial Death Report including all addressees on the initial Missing Report.

2.18.3.4.2. Reference the initial Missing Report.

2.18.3.4.3. Include the date and time of death, if known, in the circumstances of the report.

2.18.3.4.4. If recovery of remains is not possible, state that the Air Force has investigated the circumstances surrounding the death IAW with this AFI and has determined that there is conclusive evidence of death.

2.18.3.4.5. Submission of the report does not automatically change the person's casualty status from missing to deceased. Once a member is declared missing and the Missing Persons Act is invoked, a formal status review is required:

2.18.3.4.6. Only the AFPC/CC may officially change the casualty status to deceased.

2.18.3.4.7. AFPC/DPFCM notifies the NOK if the casualty status is changed to deceased.

2.18.3.4.8. If not current in ARMS, scan and email the documents in [paragraphs 2.1.2.2.1](#) through [2.1.2.2.5](#) to AFPC/DPFCS.

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

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 [Attachment 4](#)).

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 SJA to review for:

2.19.3.1. Legal sufficiency.

2.19.3.2. Proper preparation of witness statements.

2.19.3.3. Completeness of the investigation.

2.19.4. The commander must include either: (T-1).

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.

2.20. Submitting AF Form 484.

2.20.1. The responsible commander submits the AF Form 484 directly to AFPC/DPFCM, via email, and one copy to the CAR/PERSCO within five (5) calendar days from the date they recommend placement of a person into missing status (hostile) or places 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 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.

2.20.3.1. Send a copy to each missing person's parent MAJCOM, Wing, and Group commander (or equivalent) for information purposes only. AFPC/DPFCM is solely responsible for notifying the NOK.

2.20.4. 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. 9-Month Investigation Report on Missing Personnel (Non-Hostile and Hostile) (RCS: DD-P&R[AR]1664, *Report of Casualty, Missing Persons Reports*). If there is no change to a missing person's casualty status within 8 months, the commander concludes the investigation by submitting a 9-Month Investigation Report on a Missing Person ([Attachment 2](#)). (T-1).

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

2.21.2. The Commander:

2.21.2.1. Submits the report to AFPC/DPFCM as outlined in [Attachment 3](#).

2.21.2.2. Ensures the report is received by AFPC/DPFCM before the end of the 9th month.

2.21.2.3. Recommends, effective 1 year and 1 day from the date of the initial Missing Report, either to continue the missing casualty status or to change the casualty status to deceased.

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

2.22.1. The responsible commander orders 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/PERSCO submits daily Search Progress Reports using DCIPS to the addressees in [Table 2.1](#) or [Table 2.2](#) (T-1). Include the information outlined in paragraphs [2.15.2.1](#) through [2.15.3.1](#)

2.22.3. Ensures the CAR/PERSCO submits the appropriate Casualty Report IAW [paragraphs 2.16](#) or [2.17](#)

Section 2D—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/PERSCO Responsibilities for Reporting VSI, SI, or NSI Casualties.

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

2.23.2. Gathers 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 IAW DoD 6025.18-R, paragraph **C7.11.1.3.4.**

2.23.2.1. Use the remarks section to indicate if the attending physician requests and the MTF Commander (MTF/CC) endorses Emergency Family Member Travel (EFMT) (paragraph **2.25.**).

2.23.3. Submits a Casualty Report IAW **Table 1.1** (T-1).

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

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

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

2.24.1.1. The CAR submits Medical Progress Reports (MPR) to AFPC/DPFCS within 24 hours of the initial Casualty Report. For SI/VSI submit MPRs every 14 days thereafter or immediately when: (T-1).

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

2.24.1.1.2. The Air Force medically evacuates the patient from one MTF to another:

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

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

2.24.1.1.3. The patient is removed from VSI or SI list.

2.24.1.1.4. The patient who was previously reported VSI or SI, and later removed, is placed back on the VSI or SI list.

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

2.24.2. NSI Medical Progress Reports:

2.24.2.1. PERSCO/CAR or GSU will submit MPRs, using DCIPS-CF to AFPC/DPFCS, every 30 days or immediately when:

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

2.24.2.1.2. The Air Force medically evacuates the patient from one MTF to another outside of the combat theater of operations.

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

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

2.24.2.1.3. Member is RTD, retires, separates, or dies.

2.24.2.2. MPRs will be submitted for PAC eligible members IAW [paragraph 2.26.4](#) and reporting ceases when [paragraph 2.26.4.3](#) requirements have been met.

2.24.2.3. MPRs are not required for members ineligible for PAC.

2.25. Emergency Family Member Travel Program (EFMT).

2.25.1. The Air Force provides round-trip transportation and Per Diem ordinarily for not more than three designated individuals to the medical facility in which the member is hospitalized, placed in a VSI or SI casualty status, and the attending physician or surgeon and the commander or head of the medical treatment facility (MTF/CC) exercising military control over the member determines that the presence of the designated individual(s) may contribute to the member's health and welfare.

2.25.1.1. The Secretary of the Air Force is allowed under provisions in the Joint Travel Regulation to authorize additional travelers' travel and transportation allowances to attend the bedside of a uniformed member of the Air Force seriously wounded, seriously ill, or seriously injured, or in a situation of imminent death, beyond the three designated individuals, as authorized in 37 U.S. Code § 481H.

2.25.1.1.1. SECAF may delegate authorization to approve the request for additional travelers in order to expedite the process.

2.25.1.2. EFMT also applies to members who are deployed in a designated combat theater of operations and who are hospitalized within the United States for treatment of a combat wound or injury and have been placed in a Hostile NSI casualty status for a period not to exceed 30-days unless an extension is authorized/approved IAW [paragraph 2.25.5](#)

2.25.1.3. The EFMT program applies to designated individuals of a military member serving on active duty, to include ANG and AFR members in a duty status, and Air Force Academy cadets. It also covers civilian employees serving in an unaccompanied duty station IAW JTR paragraph 7322 and Appendix Q.

2.25.1.4. The commander or head of the MTF (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 AF Form 4455, *Emergency Family Member Travel*. (T-1). The most current version is posted on the Air Force Casualty

Information SharePoint site: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx

2.25.2. Designated individuals eligible for EFMT:

2.25.2.1. Persons designated by the member whose presence may contribute to the member's or family's health and welfare during the member's inpatient treatment.

2.25.2.1.1. EFMT requesting officials (i.e., attending physician, surgeon, or MTF/CC) should use [paragraph 2.25.2.3](#) when requesting EFMT travel. *Note: Whenever possible, due to Joint Travel Regulations limitations (see [paragraph 2.25.3.1.2](#)), physicians should advise members to select individuals identified in [paragraph 2.25.2.3](#)*

2.25.2.2. Consistent with 37 United States Code § 481H, in the case of 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 someone with a personal relationship to the member whose presence may aid and support the health and welfare of the member during the duration of the member's inpatient treatment. [Paragraph 2.25.2.3](#), RED, 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 termination of artificial life support being provided to the member. The following family members have priority when EFMT is requested based upon termination 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 illegitimate 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 not less than one year immediately before the member entered the uniformed service, except that 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.

2.25.2.3.5. A person related to the member as described in [2.25.2.3](#) through [2.25.2.3.4](#) who is also a member of the uniformed services.

2.25.2.4. All other persons are not authorized government funded travel. These individual travelers should be advised to seek assistance through Military Medical Treatment Facility, Air Force Aid, Airman & Family Readiness Centers (A&FRC), or the American Red Cross.

2.25.3. Transportation:

2.25.3.1. Consistent with the Joint Travel Regulations (JTR), Chapter 7, Section 7315, *Travel to Visit a Wounded/Ill Member*, ordinarily, not more than three designated

individuals may be provided transportation and Per Diem. Authorization/approval for transportation and Per Diem for more than three designated individuals in extenuating circumstances will be IAW [paragraph 2.25.5.6](#)

2.25.3.1.1. 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 (CTO use is still MANDATORY), or automobile mileage rate (IAW JTR paragraph **2600**) for the official distance traveled by POC.

2.25.3.1.1.1. Government/Government-procured transportation must be used to the maximum extent practicable for land and transoceanic travel. When land travel is by mixed modes, reimbursement is for actual travel not-to-exceed (NTE) the cost of personally procured transportation between origin and destination (minus the cost of any Gov't-procured transportation used). Rental car reimbursement is not authorized. When travel is by Privately Owned Conveyance (POC), only the POC operator is authorized the allowance.

2.25.3.1.2. Trips Authorized. Each designated individual may be provided one round-trip between the designated individual's home and the medical facility location in any 60-day period. However, not more than a total of three roundtrips may be provided in any 60-day period. The number of round-trips in any 60-day period is reduced by the number of nonmedical attendants authorized during any time the member is authorized a non-medical attendant. These numbers are increased if the Secretarial Process has authorized/approved more than three designated individuals.

2.25.3.2. It is extremely important to all concerned that care is taken when discussing any round-trip transportation with designated individuals. Do not obligate Air Force funds before EFMT is approved and ensuring with AFPC/DPFCS that designated individuals meet all eligibility criteria.

2.25.3.3. PER DIEM. When a designated individual is authorized a round-trip to and from 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.

2.25.3.3.1. Advance payments of Per Diem are authorized. The traveler, CAR, or FLO will contact the AFPC/DPFW WII Cell (EFMT coordinator), and request an advance for up to 80 percent of authorized Per Diem. Travelers should be encouraged to limit advances to avoid indebtedness should the member status improve and cause early termination of eligibility.

2.25.3.3.2. EFMT ends when the designated traveler returns home or when the member is no longer hospitalized or rendered deceased by a competent medical authority. Designated travelers are not eligible to receive reimbursement for Per Diem or lodging expenses beyond the date the member was placed in an outpatient status or date of death.

2.25.4. Responsibilities and procedures:

2.25.4.1. Attending physician or surgeon initiates the EFMT request for a period not to exceed 30-days.

2.25.4.2. MTF/CC or head of the military medical facility: (T-1).

2.25.4.2.1. Ensures MTF personnel are familiar with the EFMT Program and eligibility criteria.

2.25.4.2.2. Endorses the attending physician's or surgeon's EFMT request.

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

2.25.4.2.3. Immediately notifies the CAR once the EFMT request is endorsed.

2.25.4.2.4. Provides the CAR necessary information to request transportation arrangements from AFPC/DPFCS.

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 EFMT request.

2.25.4.3. Member's Unit Commander: (T-1).

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

2.25.4.3.2. In accordance with AFI 34-1101, *Warrior and Survivor Care*, assigns a 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 EFMT has been approved. Travel costs incurred by the FLO will be funded with unit funds.

2.25.4.3.3. Ensures the FLO 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 WII Cell during normal duty hours or AFPC/DPFCS after hours to arrange transportation.

2.25.4.4. The CAR: (T-1).

2.25.4.4.1. Is the office of primary responsibility (OPR) for ensuring the policy, responsibilities and requirements of the EFMT Program are administered correctly.

2.25.4.4.2. Establishes local procedures to inform responsible agencies and individuals (e.g., medical personnel, commanders, first sergeants, and command post personnel) of all VSI and SI cases involving military members hospitalized in the MTF or civilian hospitals within their area of the EFMT Program and their responsibilities.

2.25.4.4.3. Immediately contacts AFPC/DPFCS by telephone when the MTF/CC endorses an EFMT request.

2.25.4.4.4. Submits appropriate Casualty Report to AFPC/DPFCS to confirm the EFMT request.

2.25.4.4.4.1. Annotates EFMT requests in the remarks section of the initial VSI or SI Casualty Report, or the Medical Progress Report.

- 2.25.4.4.5. On receipt of the designated travelers' itinerary(s) from AFPC/DPFW WII Cell, the CAR forwards the information to the unit commander's appointed FLO.
- 2.25.4.4.6. Stays in contact with the FLO and determines when the designated traveler(s) wants to return home and ensures the AFPC/DPFW WII Cell is advised by telephone or email. The most current contact information is located at: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx
- 2.25.4.5. AFPC/DPF: (T-1).
- 2.25.4.5.1. AFPC/DPFCS will ensure EFMT requests meet public law requirements and are approved by the appropriate level IAW **paragraph 2.25.5**, to include ensuring family members file a travel voucher for prompt reimbursement.
- 2.25.4.5.1.1. Forwards all EFMT requests to AFPC/DPFW WII Cell for action.
- 2.25.4.5.2. AFPC/DPFW WII Cell will in turn provide 24/7, 365 support and will:
- 2.25.4.5.2.1. Contact the designated traveler(s) by telephone, verify the designated individual(s) desire to travel to the member's bedside, and arrange air transportation.
- 2.25.4.5.2.2. Provide the designated traveler(s) instructional procedures and guidance on obtaining passports, passport waivers, visas, required immunizations, and other matters related to travel, as needed.
- 2.25.4.5.2.3. Inform the designated traveler(s) that the Air Force may reimburse them for certain transportation costs and advises them to save all travel related expense receipts to include after-the-fact travel reimbursement.
- 2.25.4.5.2.4. Advise the designated traveler(s) that the Air Force does not reimburse travel expenses paid with other Air Force funds, such as unit Operation and Maintenance (O&M) funds or Non-Medical Attendant Orders.
- 2.25.4.5.2.5. Send the CAR the itinerary(s) for designated traveler(s).
- 2.25.5. EFMT extension and additional travelers (more than 3):
- 2.25.5.1. Use the most current version of the AF Form 4455 located on the Air Force Casualty Information SharePoint site: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx.
- 2.25.5.2. Requests are submitted in writing by the attending physician and endorsed by the MTF/CC on an EFMT extension request form, in 30-day increments only.
- 2.25.5.3. AFPC/DPFCS is the approval authority for EFMT extension requests up to 30 days (i.e., authorizing a total of 60 days of EFMT reimbursement). (T-1).
- 2.25.5.4. AFPC/DPFC is the approval authority for EFMT extension requests up to 90 days (i.e., authorizing a total of 120 days of EFMT reimbursement). (T-1).
- 2.25.5.5. AFPC/DPF is the approval authority for EFMT extension requests beyond 90 days up to 180 days (i.e., authorizing a total of 210 days of EFMT reimbursement). (T-1).

2.25.5.6. The Air Force Personnel Center Commander (AFPC/CC) or Executive Director (AFPC/CA), is the approval authority for EFMT extension requests beyond 180 days (i.e., authorizing a total of over 210 days of EFMT reimbursement) and all additional traveler requests. (T-1).

2.25.6. To initiate reimbursement for “after-the-fact” EFMT, the CAR follows the same procedures for requesting and obtaining EFMT approval described in [paragraph 2.27.4](#)

2.25.6.1. The Air Force does not reimburse the designated traveler(s) until they return home and files a travel voucher. All required documentation is submitted to the AFPC/DPFW WII 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 37 U.S. Code § 372 and DoD 7000.14-R, Volume 7, Chapter 13. This program allows Airmen 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 authorized under [Chapter 5](#) of Title 37 U.S.C. or Title 10 U.S.C., that the Airman 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 Airmen who, in the line of duty, incur wounds, illnesses, or injuries while serving in a combat operation or a combat zone:

2.26.2.1. In a designated imminent danger pay area and hospitalized (i.e., inpatient) for treatment of the wound, illness, or injury; or,

2.26.2.2. Exposed to a documented hostile fire event (regardless of location) and hospitalized (i.e., inpatient) for treatment of the wound, illness, or injury,

2.26.3. Responsibilities and procedures:

2.26.3.1. Air Force Warrior and Survivor Care (AF/A1SAZ): The Chief, AF/A1SAZ, is 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.

2.26.3.1.1. Review and adjudicate after-the-fact PAC packages IAW [paragraph 2.26.6](#)

2.26.3.1.2. Review and adjudicate extension requests IAW [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 DFAS offices providing payment of PAC and AF/A1SAZ and Air Force Casualty Offices and develop processes with DFAS to ensure PAC is paid to entitled Airmen. Any problems or policy changes will be coordinated with SAF/FMFC prior to implementation.

2.26.3.3. Air Force Surgeon General (AF/SG), Military Treatment Facility (MTF), Reserve Medical unit (RMU), or Guard Medical Unit (GMU) Chief Medical Staff (SGH):

SGH is responsible for completing the initial AF Form 469 to help commanders determine an Airman's eligibility for continued PAC and estimate return to duty (RTD). (T-1).

2.26.3.3.1. Airmen Returned to Duty (RTD) are no longer in inpatient status, on convalescent leave or on quarters and are returned to the unit to perform duty with or without duty or mobility restrictions.

2.26.3.3.2. For the purposes of PAC, the primary physician (SGH MTF or ARC provider) determines when an Airman is RTD and completes an AF Form 469 via the Aeromedical Services Information Management Systems (ASIMS).

2.26.3.3.3. Submit a completed RTD Letter to the CAR, who forwards to AFPC/DPFCS.

2.26.3.4. Air Force Casualty Services Branch (AFPC/DPFCS): Administers, manages, and executes PAC program policies. (T-1). Coordinates PAC program policy concerns with AF/A1SAZ, as required. AF/A1SAZ will have the final determination and once a condition is determined not to qualify for PAC (i.e., those not requiring inpatient treatment immediately upon evacuation), that 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 that first determination.

2.26.3.4.1. Produces the monthly PAC Roster Report and provides it to CARs for verification of installation Airmen on PAC, via the Air Force Casualty Information SharePoint site: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx.

2.26.3.5. Unit Commander: Responsible for assisting and counseling PAC eligible Airmen to ensure they do not incur a debt resulting from overpayment of PAC. *Note: See 2.26.3.8.1* (T-1).

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

2.26.3.5.2. Notifies the base CAR when an AF Form 469 and/or FL4 is received with an RTD recommendation or makes a determination of "Not In the Line of Duty."

2.26.3.6. FSS/CC: Responsible for ensuring unit commanders are aware of PAC program and verify their awareness of any Airman that is receiving PAC in their unit. FSS/CCs will assist the CAR in obtaining RTD information, as required to ensure members are not overpaid. (T-1).

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

2.26.3.7.1. Maintains awareness of PAC cases on their installations and utilizes the monthly PAC Roster Report to inform unit commanders and SGH of Airmen receiving PAC.

2.26.3.7.2. Submits the final casualty report when a member has been RTD.

2.26.3.7.3. Submits a copy of the LOD when a unit commander makes a determination of "Not In the Line of Duty."

2.26.3.8. PERSCO Team: Submits a Casualty Report and a copy of the deployment order for each Airman medically evacuated from a combat theater of operation to AFPC/DPFCS. (T-1).

2.26.3.8.1. Ensures arrival Casualty Reports include in/outpatient hospitalization information upon arrival to MTF.

2.26.3.9. Member: Immediately notify unit commanders when RTD in order to prevent PAC overpayment. (T-1).

2.26.4. PAC Eligibility:

2.26.4.1. To qualify, Airmen must be hospitalized as an inpatient after being MEDEVAC from the theater of operations (or other location) and may continue PAC when subsequent outpatient treatment is provided for the same medical condition. Although MEDEVAC 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 not more than 12 months. PAC entitlement continues as long as the treatment is for the initial diagnose(s) requiring inpatient hospitalization. Additional diagnoses will neither entitle an Airman to continued PAC eligibility beyond 12 months nor restart or extend a member's PAC eligibility period.

2.26.4.2.1. Extension requests exceeding 12 months of PAC eligibility will be submitted to HAF/A1S for review and approval.

2.26.4.3. PAC will be terminated on the last day of the month when one of the following conditions are met (whichever occurs first):

2.26.4.3.1. The date the Airman is RTD, IAW [paragraph 2.26.3.3.1](#), as documented on AF Form 469 by AF/SG, MTF SGH or ARC provider.

2.26.4.3.2. The date the Airman is discharged, separated, or retired (including temporary disability retirement).

2.26.4.3.3. The date Medical Continuation (MEDCON) Orders end for an ARC service member.

2.26.4.3.4. When the Airman is returned to the combat theater of operations.

2.26.4.3.5. When a commander determines that the wound, illness or injury was "Not In the Line of Duty" IAW AFI 36-2910.

2.26.5. PAC Procedures. Upon learning of a PAC eligible Airman through the casualty reporting process, AFPC/DPFCS creates a PAC case, using the Case Management System (CMS), and refers it to DFAS, continuing the member's eligible pay and allowances. (T-1).

2.26.5.1. Should a Casualty Report not be generated, and the individual is identified after-the-fact, the Airman, physician, or other care provider must provide appropriate documentation to confirm eligibility. This documentation must include MEDEVAC orders and/or a signed statement from a medical provider that details the date of evacuation/hospitalization, the reason for evacuation/hospitalization, significant events in

the care of the Airman, and either the date RTD or the current status of the Airman on the date the statement is signed.

2.26.5.1.1. Airman or unit commander submits the documents to Air Force Casualty for review. Air Force Casualty forwards package to AF/A1SAZ for adjudication.

2.26.5.1.2. If AF/A1SAZ determines the individual qualifies for PAC, AF/A1SAZ notifies AF Casualty in writing. AFPC/DPFCS, in turn, provides the member with the written determination.

2.26.6. Determining PAC Start and Termination Dates: (T-0).

2.26.6.1. PAC is a monthly entitlement; it is not prorated (pay starts on the first day of the month and ends on the last day of the month as outlined in [2.26.4.3](#))

Section 2E—Reporting Air Force Retiree Deaths

2.27. Reporting Air Force Retiree Deaths, Within 120 Days After Retirement.

2.27.1. When an Air Force retiree dies within 120 days after retiring, the CAR notifies AFPC/DPFCS by telephone, then submits a DCIPS message within one duty day of notification.

2.27.2. If the following documents are available in ARMS, the CAR immediately uploads the following to DCIPS-CM: (T-1).

2.27.2.1. Airman's RED or DD Form 93

2.27.2.2. VA Form SGLV 8286

2.27.2.3. VA Form SGLV 8283, *Claim for Death Benefit*

2.27.2.4. Any other VA forms related to Servicemembers' Group Life Insurance

2.27.2.5. DD Form 214

2.27.2.6. Retirement order

2.27.2.7. Medical Evaluation Board or Physical Evaluation Board Report, if applicable

2.27.2.8. Civilian death certificate

2.27.2.9. DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment*

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

2.27.2.11. VA Certification for death gratuity (DG) or Dependency and Indemnity Compensation (DIC) letter

2.27.2.12. DD Form 4

2.27.3. If the CAR cannot obtain the documents listed above, contact AFPC/DPFCS for guidance.

2.28. Reporting Air Force Retired General Officer Deaths. The CAR must report the deaths of retired general officers to AFPC/DPFCS by telephone immediately upon receiving notification, and submit, email or fax, required information, IAW DCIPS-CR Guide. (T-1).

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

2.29.1. When an Air Force retiree dies more than 120 days after retiring, the CAR: (T-1).

2.29.1.1. Obtains initial information from the NOK to report the death and assist them in completion of benefit claim applications.

2.29.1.2. Completes and submits a DFAS Form 9221, *Notification of Death for Military Retirees* online at <http://www.dfas.mil/retiredmilitary/survivors/Retiree-death.html>.

NOTE: Print the completed form before submission for your records. Once the completed form is submitted, it cannot be printed..

2.29.1.3. If the NOK does not reside in the CAR's area of responsibility, the CAR immediately calls the appropriate CAR and provides all known information on the deceased retiree. The appropriate CAR then obtains initial information from the NOK and completes and submits a DFAS Form 9221.

Section 2G—Reporting Air Force Dependent Deaths

2.30. Deceased Dependents of Members in an Active Duty Status.

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

2.30.2. The CAR will provide assistance IAW [Table 1.1](#) (T-1).

2.31. Deceased Dependents of Retired Personnel.

2.31.1. Upon learning of the death of a dependent, the CAR:

2.31.1.1. Obtains a copy of the death certificate.

2.31.1.2. Provides a copy to MPS Customer Support Section to update the retiree's DEERS record.

2.31.1.3. If the retiree elected Survivor Benefit Plan (SBP), fax the death certificate to DFAS-CL at 1-800-982-8459 (this will stop SBP Premium deduction from their retired pay).

2.31.2. The CAR will provide the retiree with assistance for completing a new DD 2894, *Designation of Beneficiary Information*, and faxing it to DFAS-CL at 1-800-469-6559.

Table 2.1. Addresses for Reports on Deceased, Missing, and DUSTWUN (including ANG and AFR) Members.

Casualty Is	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to:
A RegAF Member	The home installation, the	AFPC/DPFCS IAW the DCIPS-

An active status AFR member	installation where assigned, or attached for duty, or an Air Force installation having knowledge of the casualty	CR Guide
An active status ANG member		
An AFROTC applicant or cadet		
A DoD, DAF or NAF civilian employee, or Contractor		
A retired RegAF, ANG or AFR member, when death occurs within 120 days of retirement	Any Air Force installation having knowledge of the casualty	AFPC/DPFCS IAW the DCIPS-CR Guide
A retired Air Force General		
A retired RegAF, ANG, or AFR member receiving or eligible to receive retirement pay when death occurs more than 120 days after retiring		DFAS/CL Note: 2 ANG/AFR see Chapter 6

Notes: Table 2.1.

1. Refer to **Table 1.1.** for reporting requirements.
2. Initial and supplemental reports are sent to AFPC/DPFCS, the reporting MAJCOMs, the intermediate command, and the casualty's home installation CAR. The home installation CAR will forward reports to the members leadership and courtesy copy the installation's leadership chain of command and MAJCOM.
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-CF or 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 4 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-Air Force (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 installation	Any Air Force installation having knowledge of the casualty when the appropriate Service commander is unable or unable to report	AFPC/DPFCS IAW the DCIPS-CR Guide
Notes: Table 2.2. 1. Refer to Table 1.1. for reporting requirements. 2. Initial and supplemental reports are sent to AFPC/DPFCS, appropriate MAJCOMs, 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 and Not Seriously Ill or Injured.

Casualty is:	Preparation of the appropriate report is with the commander of:	Submit the appropriate report to:
A RegAF member, DoD or DAF qualified civilian employee, or a member of their family An ANG or AFR member in a duty status An AFROTC applicant or cadet Moved from one overseas hospital to another (see Note 4) Evacuated from the overseas MTF to a CONUS MTF (see Note 4) Medically evacuated from an overseas area and remains at any hospital other than the destination hospital more than 24 hours (see Note 4) Moved or medically evacuated from an overseas hospital and arrived at another hospital overseas, or in the CONUS (see Note 4) Removed from VSI, SI, NSI list (see Note 4)	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 installation having knowledge of the casualty	AFPC/DPFCS Notes: 1-5
A US Army, Navy, Marine Corps, or Coast Guard member		AFPC/DPFCS
A US Army, Navy, Marine Corps, or Coast Guard member		
An American Red Cross representative, Air Force contract employee, or United Service Organization (USO) entertainer		

A VIP in the CONUS		
A foreign national under the auspices of the Air Force		
Notes: Table 2.3. <ol style="list-style-type: none">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 DCIPS-CF or DCIPS-CR.		

Chapter 3

CASUALTY NOTIFICATIONS

Section 3A—General Information

3.1. Overview.

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

3.1.1.1. Notification will be completed as soon as possible, but no later than 12-hours after receipt of the initial DCIPS casualty message.

3.1.1.1.1. If delays prevent the notification within 12-hours (i.e., incorrect address on Airman's RED, unable to locate NOKs, etc.) immediately contact AFPC/DPFCS for guidance and instructions.

3.1.2. Casualty notifications are provided to NOK IAW [Table 1.1](#) and [paragraph 3.2](#)

3.1.3. All facts and circumstances on the casualty incident, known at the time of the initial notification, shall be provided to the PNOK.

3.2. Persons to Notify.

3.2.1. All NOK and other persons listed on the Airman's RED or DD Form 93, to include the SGLV 8286, will be notified IAW [paragraph 3.3](#) except those identified by the member not to be notified due to ill health. (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, PADD, and other persons listed on the Airman's RED or DD Form 93 and the VA Form SGLV 8286 who will receive monetary benefits as a result of the military member being declared deceased.

3.2.2. Notifying NOK of Non-DoD Civilians.

3.2.2.1. If Air Force 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 35-103, Public Affairs Travel, 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 (MAAG, DAO, etc.) notifies NOK in the foreign national's home country IAW 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. (T-1).

3.3.2. For personnel declared deceased, DUSTWUN, or missing, initial notification(s), as expeditiously as possible, are made in person by an Air Force representative to the PNOK, Children not residing with the spouse, and to the parents, who are the secondary NOK, unless unusual circumstances prevent such procedure. (T-1).

3.3.2.1. **EXCEPTION:** If a PNOK contacts the installation, either in person or telephonically, regarding a member's well-being and the Commander or First Sergeant has confirmed the death of the member, the Commander or First Sergeant has an obligation to inform the PNOK immediately of the member's status after verification of the PNOK's identity and relationship to the member is confirmed. Ascertaining the caller's identity and need to know can be done by asking them to confirm two or more biographical data points (i.e., Date of Birth, Home of Record (HOR), etc.) for the member.

3.3.2.2. If the PNOK wants to notify the spouse or parents, advise them that the Air Force has already dispatched a notification team to the member's home.

3.3.2.3. Telephonic notifications are only used in extreme cases when in person notifications would severely delay notification to the PNOK and will not be used without prior consultation and approval by AFPC/DPFCS.

3.3.3. For ill or injured personnel in a VSI, SI, or NSI casualty status, notification is performed IAW [paragraph 3.22](#)

3.3.4. Beneficiaries and other concerned individuals (e.g., PADD, siblings, fiancées, friends, etc.) will be notified, as expeditiously as possible, either in person, telephonic, or as directed by AFPC/DPFCS.

3.3.4.1. If the PNOK wants to notify beneficiaries and other concerned individuals, the notification officer should encourage them to do so before they depart. **NOTE:** *Relay this information to AFPC/DPFCS immediately so we can avoid duplicating notification efforts.*

3.3.4.2. If the PNOK requests the Air Force to notify a NOK or other concern individual, telephone AFPC/DPFCS as soon as possible from the PNOK's area, but not from their home, and provide the names, addresses, and telephone numbers of those NOK.

3.3.5. Follow-on notification for members in a DUSTWUN or Missing status will be accomplished IAW [paragraph 3.21](#)

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

3.4.1. AFPC/DPFCS:

3.4.1.1. Supports commanders in the notification process.

3.4.1.2. Assists 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: (T-1).

3.4.1.2.1. Identifies and directs CARs at other installations to facilitate notification or assign officers to make personal notifications.

3.4.1.2.2. Provides support and guidance to the notification officer when a CAR is not available.

3.4.2. Installation or GSU commanders, or designated representatives:

3.4.2.1. Appoints notification officers (field grade officers and above) and ensures they are trained by their installation CAR. (T-1).

3.4.2.1.1. 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. Determines length of time officers are assigned notification responsibilities. (T-3).

3.4.2.3. Ensures the installation CAR receives a list of selected notification officers.

3.4.2.4. Ensures all notification team stand-up are coordinated through the installation CAR and AFPC/DPFCS kept informed. (T-1).

3.4.2.5. Ensures 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. Determines whether to notify NOK of non-DoD civilians (see [paragraph 3.2.2](#)) killed on their installation or during: (T-3).

3.4.2.6.1. An orientation flight.

3.4.2.6.2. A civic leader tour airlift.

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 IAW AFPCI 36-106 or AFPCI 36-104.

3.4.7. The CAR:

3.4.7.1. Is responsible for training notification officers:

3.4.7.1.1. Potential notification officers will view the Casualty Notification Video, PIN #612640. (T-1).

3.4.7.1.1.1. To order this video or obtain additional copies, send a request to the Joint Visual Information Activity (JVISDA) through their web site at: <http://defenseimagery.mil/imagery.html>.

3.4.7.1.2. Potential notification officers will complete (one-time requirement) the Casualty Notification Training, Course ID: OSD-SIMM01, located in Joint Knowledge Online (JKO) website: <http://jko.jfcom.mil/>. (T1)

3.4.7.2. Provides support and guidance to the notification officer. (T-1).

3.4.7.2.1. If a CAR is not readily available, AFPC/DPFCS will provide guidance.

3.4.7.3. Gives notification officers a copy of the Casualty Notification Officer Checklist (see **Attachment 5**). (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.

3.6.1. 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.

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

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, group, squadron commander, or other officer, as determined by the installation commander, effects personal notification to the NOK, provides all releasable circumstances surrounding the incident, and expresses condolences. Commanders should check with JA and PA prior to releasing information.

Work all notification team stand-up 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: (T-1).

3.7.2.1. AFPC/DPFCS assigns the Air Force activity (i.e., RegAF, AFROTC, ANG, or AFR) nearest to residence(s) of the person(s) to be notified to accomplish the casualty notification.

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. **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. 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: (T-1).

3.7.3.1. Is performed on behalf of the Chief of Staff of the Air Force.

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

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.

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.*

3.8.1.1. Medical personnel capable of rendering medical assistance to the NOK, if needed, and an Air Force chaplain, if available, accompany the notification officer to attend to any reaction of the NOK. (T-1).

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

3.8.1.1.2. The commander or notification officer may invite another person to accompany the notification team such as a friend, coworker, or clergy/leader from the member's faith community, known by the member's NOK, and whose presence may

be comforting to the NOK if it does not delay the notification process. Minimal information is provided to the accompanying individual.

3.8.2. PA 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.

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

3.8.2.1.1. The notification officer will provide the NOK a copy of the PA Information Fact Sheet and provide the NOK with PA contact information. PA officers will assist families in how to deal with the civilian media, offer assistance with any public statements, and NOK's desires on how and when to answer media questions. (T-1). The PA Fact Sheets are located on the AF Casualty SharePoint site.

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

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

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

3.8.3.1. The SERE Psychologist/member assists families in understanding the conditions their loved one may be dealing with in captivity/detention and works with the PA officer in providing assistance to families dealing with the media.

3.8.4. On RegAF installations, notification team members assemble in the CAR's office within one-hour after receiving notification from the CAR.

3.8.4.1. The CAR immediately contacts AFPC/DPFCS to advise if there is a delay or issue in assembling the notification team and obtaining [paragraphs 3.9](#) and [3.10](#) support.

3.9. Arranging Transportation for the Notification Officer or Team.

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

3.9.1.1. GSU commanders should establish arrangements for use of a government vehicle if available.

3.9.2. AFI 24-301, *Vehicle Operations*, provides for use of base vehicles for official government use.

3.9.3. Notification officers must use military vehicles when available; otherwise, use of a POV is authorized. (T-3).

3.9.3.1. When travel must be performed using a POV, the notification officer submits Standard Form (SF) 1164, *Claim for Reimbursement for Expenditures on Official Business*, to their servicing Financial Services Office (FSO) for reimbursement of expenses.

3.9.3.2. Reimbursement of expenses is chargeable to unit O&M funds.

3.10. Communication Support for Notification Officer and Team.

3.10.1. The FSS or GSU 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):

3.11.1.1. Encourage the notification officer to contact local law enforcement officials if assistance is necessary to protect the notification team in a dangerous area, when weather conditions may endanger the lives of the team, or to help the officer locate NOK with rural route or post office box addresses.

3.12. Inability to Locate the NOK.

3.12.1. If individual(s) 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 person(s) 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.

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 GSU to make a casualty notification, AFPC/DPFCS completes the appropriate notification letter and faxes or emails it to the installation CAR or officer at the GSU (See [Attachment 6](#) and [Attachment 7](#)).

3.13.3. The installation CAR or officer at the GSU signs the notification letter and emails or faxes it to AFPC/DPFCS. (T-1).

3.13.4. When circumstances prevent AFPC/DPFCS from providing the letter, the notification officer or CAR completes the letter using these instructions: (T-1).

3.13.4.1. See [Attachment 6](#) and [Attachment 7](#) for sample notification letters.

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 should: (T-1).

3.14.1.1. Be as compassionate as possible.

3.14.1.2. Advise the caller of the Air Force's progress in notifying other NOK (i.e., tell them if a notification team is on the road).

3.14.1.3. Be alert to the needs of the NOK and represent the Air Force in a professional manner.

3.14.1.4. Avoid using acronyms, slang, or military terminology.

3.14.1.5. Introduce themselves and any other members of the team to the NOK.

3.14.1.6. Verify the identity of the individual being notified by confirming their full first, middle, and last name.

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.

3.14.1.8. Without reading from the notification letter, verbally relate to the NOK the information contained in the letter, if applicable. Paraphrase any additional circumstances described in the notification letter (see [Attachment 6](#) and [Attachment 7](#)).

3.14.1.8.1. Be articulate and speak as naturally as possible.

3.14.1.8.2. Do not extend overly sympathetic gestures that may be taken the wrong way.

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

3.14.1.8.4. Avoid making detailed statements about the incident.

3.14.1.8.5. Inform the NOK, if stated in the notification letter, that the deceased/missing member's commander will send a letter explaining and confirming the circumstances surrounding the incident, if applicable.

3.14.1.8.5.1. 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.

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 2 hours of notification.

3.14.1.9. Give the notification letter to the NOK, if applicable.

3.14.1.10. If the NOK has questions or needs additional assistance, refer them to AFPC/DPFCS. A technician will put the NOK in touch with the member's commander.

3.15. Information Not Discussed With NOK.

3.15.1. 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.

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

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

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

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

3.15.6. 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.

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

3.16. After the Notification.

3.16.1. The notification officer: (T-1).

3.16.1.1. Confirms the NOK's address is correct and obtains their telephone number for future contact.

3.16.2. If at all possible, do not leave the NOK alone.

3.16.2.1. Encourage 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.

3.16.2.2. Summon emergency medical assistance if warranted.

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: (T-1).

3.17.1.1. Time notification was completed.

3.17.1.2. Confirmed name, address, and telephone number.

3.17.1.3. Any unusual events or comments.

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

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 NOK.

3.18.1. Under normal circumstances, the notification officer will not have any further contact with the NOK. An exception might occur when a military member is initially declared DUSTWUN. In this case, the notification officer may be initially called upon to notify the NOK of this status and again later if the member is declared deceased or missing.

3.19. Updating the PNOK on Search Progress.

3.19.1. The unit commander provides the PNOK with daily search progress updates. (T-1).

3.19.1.1. The unit commander with search responsibility uses the most expedient method of communication when updating the PNOK.

3.19.2. For members who are DUSTWUN 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 NOK for DUSTWUN 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 RMC are managed through AFPC/DPFCM and IAW AFI 10-3001, *Reintegration*, if applicable.

Section 3C—Notifications for VSI, SI, and NSI 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, physician, or AFPC/DPFCS 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 noncommissioned 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 MTF 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.

3.21.4.1. The commander may 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, NOK/individuals listed on the member's RED 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: (T-1).

3.21.6.1. Within 24 hours of the initial notification and at least every day thereafter.

3.21.6.2. Immediately when the member's condition changes.

3.21.7. Refer to [paragraph 2.25](#) for guidance on EFMT Program.

Chapter 4

CASUALTY ASSISTANCE

Section 4A—General Information for RegAF, ANG, and AFR Members in a Duty Status, and Retiree Deaths Within 120 Days After Retirement

4.1. Overview.

4.1.1. The Air Force provides casualty assistance to the NOK and other designated beneficiaries of deceased and missing members (see [Table 4.1](#)).

4.1.2. Casualty assistance includes:

4.1.2.1. Counseling regarding rights and benefits/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/requested.

4.2. Responsibilities.

4.2.1. AFPC/DPFCS is the authority regarding benefits/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/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/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, etc.), 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 ANG/AFR casualties in an active duty status, AFPC/DPFCS assigns a CAR to assist from the nearest RegAF installation.

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

4.2.9. AFPC/DPFCM is the authority regarding benefits/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 AFPC Benefits and Entitlements Service Team (BEST) (AFPC/DP2SB) on issues related to pay, benefits, and entitlements of civilians in a missing status.

4.2.10. The CPS provides casualty assistance to the NOK of DoD and DAF civilian employees IAW AFI 36-809. (T-1).

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

4.3.1. The CAR should contact the PNOK within 24 hours of notification. (T-1).

4.3.1.1. 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 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. A casualty assistance visit with the NOK is mandatory when: (T-1).

4.3.3.1. A RegAF, ANG, or AFR member in a duty status, dies or is declared missing.

4.3.3.2. A retiree dies within the first 120 days of retirement.

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, Secondary NOK (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. (T-1).

4.4.1. If a CAR receives relevant new information from any NOK, immediately notify AFPC/DPFCS or AFPC/DPFCM for missing persons.

4.4.2. Confirm the information with a supplemental message to AFPC/DPFCS by close of business or within 24-hours of receiving the information and update DCIPS-CM.

4.5. Casualty Assistance Visits or Contacts with NOK.

4.5.1. The CAR makes an in person visit to the PNOK/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. 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. Brief the PNOK and provide a copy of DoD Publication - *A Survivor's Guide to Benefits - Taking Care of Our Own*, and The Days Ahead Binder or Retiree Survivor's Guide to Benefits and Entitlements - *Keeping the Promise*, and the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*. See [Attachment 1](#). (T-1).

4.5.4.2. Explain and complete the necessary claim applications for applicable benefits:

4.5.4.2.1. See [Table 4.1](#) for laws and publications concerning survivor benefits.

4.5.4.2.2. See [Table 4.2](#) or [Table 4.3](#) for required claim applications, forms, documents, and supporting documentation to submit with all claims.

4.5.4.2.3. The CAR should contact the Casualty Assistance Coordinator (CACO) at the Veterans Affairs Regional Office (VARO) and request their attendance at the first 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 the first visit with the NOK, the CAR:

4.5.4.2.4. 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).

4.5.4.2.5. Mails, emails, or faxes the claim applications, with supporting documentation to the appropriate agency, as listed in [Table 4.2](#) or [Table 4.3](#), as soon as possible. (T-1).

4.5.4.3. The CAR obtains a copy of the civilian death certificate from the mortuary officer (RegAF) 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).

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

4.5.4.3.2. 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.

4.5.4.4. Contact the PNOK of a deceased member: (T-1).

4.5.4.4.1. At least once a week until all monetary benefits and entitlements are paid or adjudicated.

4.5.4.4.2. Within 30-days of the RegAF, ANG or AFR member in duty status' death, facilitate the introduction to the Community Readiness Consultant (CRC) who will be assigned to provide long term assistance and support.

4.5.4.4.3. If the NOK has or anticipates any legal problems.

4.5.4.4.4. If the NOK needs assistance in arranging for increased or special allotments through DFAS-IN.

4.5.4.4.5. When requested by AFPC/DPFCS.

4.5.5. For members in a missing status, the CAR contacts the NOK:

4.5.5.1. At least once every 30-days for the first year.

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

4.5.5.3. Make additional contacts as directed by AFPC/DPFCM or if requested by the NOK. (T-3).

4.5.5.4. Provides the NOK additional advice regarding benefits/entitlements, and ensures beneficiaries complete applications and file claims, if necessary. (T-1).

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. 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. (T-1).

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 advises 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 [Attachment 9](#) and [Attachment 10](#)) to the parents no later than 5 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.

4.7.1. Informs the NOK of their right under Public Law 102-484, Section 1072, to request a copy of the casualty case file and documentation obtained relating to the casualty, and provide it when requested. (T-1).

4.7.2. Assists the NOK request/obtain: (T-1).

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, or to the Air Force Safety Center, Judge Advocate Mishap Records Division (AFSC/JAR), 9700 G Avenue SE, Suite 236B, Kirtland AFB NM 87117-5670. (T-1).

4.7.3.1. Request investigation reports on ANG aircraft accidents from the National Guard Bureau, Judge Advocate (NGB/JA), 2500 Army Pentagon, Room 2E358, Washington DC 20310-2500.

4.7.4. If an AFOSI investigation is in progress regarding a death (e.g., suicides, homicides, suspicious deaths, 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 FOIA. (T-1).

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

4.7.4.2. 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.

4.7.4.3. Sends requests for AFOSI reports in writing to HQ AFOSI/SCR, P.O. Box 2218, 3235 Old Washington Road, Waldorf MD 20604-2218.

4.7.4.4. The PNOK, and parents, who are considered secondary NOK, shall be kept informed on matters relating to DoD investigations. At a minimum, they 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 RegAF, ANG, and AFR Members in a Duty Status

4.8. General Procedures.

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

4.8.2. Provides the NOK the DoD--*The Days Ahead Binder*.

4.8.3. Completes the necessary claim applications for applicable benefits (see [Table 4.2](#)).

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

4.8.5. Obtains a signed Privacy Act Release (PAR) form from the PNOK, parents, and all minor children living with a member's former spouse, or a guardian. 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/entitlements, the reporting CAR will obtain a signed PAR.

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 notified AFPC/DPFCS.

4.9. Death Gratuity (DG). 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, or inactive duty training,, or full-time National Guard duty. Refer to DoDR 7000.14-R, *DoD Financial Management Regulation, Volume 7A, Military Pay Policy and Procedures Active Duty and Reserve Pay*, [Chapter 36](#), *Payment on Behalf of Deceased Members*, and [Tables 36-13/36-14](#), *Responsibility for Payment of Death Gratuity—Air Force*.

4.9.1. The member may select one or more persons of their choosing to receive the death gratuity. Death Gratuity is designated on the Airman's RED or DD Form 93, in 10% increments. **NOTE:** *If a married member designates less than 100% of DG to their spouse, AFPC will generate a letter of advisory and send it to the spouse using the spouse's address of record in DEERS. Any returned letters will be destroyed IAW Air Force policy.*

4.9.2. In the absence of a designation, the DG 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:** *DFAS-IN/JFLTBA (Special Accounts Branch) makes payment to minor children within 30 days after receipt of DD Form 397, Claim Certificate and Voucher Death Gratuity Payment, and supporting documentation (court appointment of conservatorship or legal guardian of the child(ren) estate) not the local FSO (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, DG is paid to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.9.3. The CAR provides the base FSO a copy of the Airman's RED or DD Form 93 and the Initial Death Report. The FSO 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 FSO.

4.9.4. DFAS-IN initiates a CMS 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 FSO. The FSO scans and uploads the documents into the CMS 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, ensure they are referred to a CRC in the A&FRC. (T-1). If the CAR is not at an installation with an A&FRC, contact the nearest RegAF A&FRC.

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 Airman's RED 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. DFAS-IN Center will audit the decedent's pay records and issue a check for any amount due to the designated beneficiary.

4.11.1. When there is no written designation by the member, any money due is paid 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 descendants of that child (see [paragraph 4.9.3](#) 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 CMS. An example can be found on the Air Force Casualty SharePoint site. DFAS-IN requires minor children to have or be on the bank account for disbursement of payment.*

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 was domiciled—not the state in which they resided.

4.11.2. To apply for the unpaid pay and allowances, the FSO completes an 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) (refer to [Table 4.2](#)). (T-1).

4.11.3. DFAS-IN initiates a CMS case on all active duty status deaths. The CAR provides the claim form and supporting documentation to the FSO who scans and uploads the documents into the CMS case. (T-1).

4.11.4. 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 (BAH). Eligible dependents of deceased active duty status members (who are receiving BAH) 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, BAH will be paid for the remaining unused days.

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 BAH on behalf of the spouse.

4.12.2. The FSO is responsible for briefing and providing the SCO the Casualty Checklist within the CMS case.

4.12.2.1. The SCO completes and returns the Casualty Checklist to the FSO.

4.12.2.2. The FSO scans and attaches the completed Casualty Checklist into the CMS case and forward to DFAS-IN. **NOTE:** *DFAS-IN will not release Arrears of Pay (AOP)/BAH without the completed Casualty Checklist.*

4.13. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by the Air Force via EFT to the surviving spouse or, in some cases, eligible children of a member who dies on active duty status in the LOD. The annuity is equal to 55 percent of the retired pay to which the member would have been entitled as if retired for total disability on the date of death. The spouse's annuity is reduced by the amount of the monthly DIC payment awarded and paid to the surviving spouse by the VA. The annuity is paid until the spouse dies, but is suspended upon remarriage before age 55. The annuity to a surviving spouse may be reinstated if the subsequent marriage ends in death or divorce. The annuitant must send a certified copy of the divorce decree or death certificate to DFAS-CL (Defense Finance and Accounting Service, U.S. Military Annuitant Pay, 1240 East 9th Street, Cleveland, OH 44199-2005) to reinstate the annuity. If a second SBP benefit resulted from the remarriage, the surviving spouse must elect which of the two SBP benefits to receive. Should the surviving spouse remarry at age 55 or older, the annuitant will continue to receive the monthly annuity. The surviving spouse must notify DFAS of any changes in marital status. See AFI 36-3006 for additional information.

4.13.1. The CAR faxes the claim forms and any supporting documentation as listed in [Table 4.2](#) to DFAS-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), contact AFPC/DPFFF (SBP Branch) at DSN 665-2273 for guidance in processing steps to establish appropriate annuity.

4.13.2.1. AFPC/DPFFF processes the active duty status claim when the surviving spouse requests SAF waive spouse's SBP in favor of the member's children. All required SBP documentation/forms is forwarded to AFPC/DPFFF. (T-1).

4.13.3. The surviving spouse must request SAF pay SBP to either the spouse or the child(ren). All required SBP documentation/forms must be forwarded to AFPC Sustainment Support Branch (AFPC/DP1SS).

4.13.3.1. CAR ensures the surviving spouse is properly counseled on his or her options regarding the receipt of SBP annuity for both spouse and child only coverage. (T-1).

4.13.4. The CAR ensures the claim is processed and the annuity established prior to closing out the case. (T-1). In some cases, the VA DIC entitlement will totally offset the SBP annuity. However, an annuity must be established regardless of the amount. There is a six-year statute of limitations on filing an SBP 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 VA DIC completely offsets the SBP annuity and the surviving spouse remarries after age 55 but before age 57 when he or she loses DIC entitlement, but the SBP annuity may be reinstated.

4.13.4.1. **ARC members who die in and IDT status, in the line of duty are eligible for RCSBP not SBP. Refer to AFI 36-3006.**

4.14. Reserve Component Survivor Benefit Plan (RCSBP). RCSBP is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children of an AFR member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The member must have made an election within 90 days of notification of eligibility to participate in the program. Members on an active Guard/Reserve 10211 (officer) or 12310 (enlisted) tour, are eligible to participate in the plan. Coverage is not automatic unless the member dies before the 90-day period established by law. The initial annuity paid to a surviving spouse is equal to 55 percent of the retired pay to which the member would have been entitled 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 [Table 4.2](#), to DFAS-CL. (T-1).

4.14.2. If the CAR does not have access, contact the base FSO to check on the payment status of the RCSBP annuity prior to checking with DFAS. (T-1).

4.15. Montgomery GI Bill Death Benefit. The VA will pay a special Montgomery GI Bill death benefit to a designated survivor in the event of the service-connected death of an individual while on active duty status. Service connection is determined by the VA using an AF Form 348. 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 SGLI certificate (SGLV 8286), and a copy of the DD Form 1300 *Report of Casualty* and AF 348 *Line of Duty Determination*, as listed in [Table 4.2](#) to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830. See [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 inception of the Post 9/11 GI Bill will be posted on the Casualty Share Point Site at: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx.

4.16. Dependency and Indemnity Compensation (DIC). DIC is payable via EFT by the VA to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a VA-approved school, and low-income parents of members who die from a disease or injury incurred or aggravated while on AD or ADT, an injury incurred or aggravated in the line of duty while on IDT, or a disability otherwise compensable under laws administered by the VA. DIC is not paid if the VA determines that the member's own misconduct contributed to the death. DIC paid to a surviving spouse is not based on the member's military pay grade. The amount paid for a spouse with one or more children of the deceased is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 57. Should the surviving spouse remarry, payments are terminated, but may be restored if the subsequent marriage ends in death, divorce, or annulment. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. CARs are required to apply for DIC benefits in **ALL** death cases and ensure claims are submitted within one year of the death. (T-1).

4.16.1. To apply for DIC, the CAR should complete the appropriate claim application as listed in [Table 4.2](#) (T-1).

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

4.17. Non-Service-Connected Death Pension. If the VARO determines that the NOK is not eligible for DIC, they may be eligible to apply for a non-service-connected death pension. Surviving spouses of deceased members with wartime service and unmarried children under age 18, or age 23 if attending a VA-approved school, may be eligible for this pension if they meet income limitations prescribed by law. Qualifying children who become incapable of self-support because of a disability before age 18 may be eligible for a pension as long as the condition exists unless the child marries or the child's income exceeds the income limit. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. The VA will determine their eligibility. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.17.1. Eligible survivors should visit their local VA office to complete the appropriate claim application with the supporting documentation as listed in [Table 4.2](#)

4.18. Servicemembers' Group Life Insurance (SGLI). The SGLI payment is the maximum allowable by law, unless the member elected a lesser amount or declined coverage in writing. Monthly premium payments for the level of coverage selected by the member are automatically deducted from the member's pay. The OSGLI under the jurisdiction of the Department of VA makes determination and payment of proceeds. The claim form required to apply for this benefit is VA Form SGLV 8283. Payment of proceeds to a beneficiary is exempt from taxation. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation or legal entity, including his/her estate, individually or as a trustee. If the member designated a trust, he/she indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, he/she annotated "Last Will and Testament" in the beneficiary block. If the member chose not to designate a specific beneficiary, but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation.

4.18.1. When the "By Law" designation is used, the proceeds are automatically paid in the following order of precedence:

4.18.1.1. The member's lawful surviving spouse.

4.18.1.2. The child(ren) of the member in equal shares, with the shares of any deceased child to be distributed among the descendants of that child.

4.18.1.3. 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 domiciled.

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 should complete the required claim form listed in [Table 4.2](#) (T-1).

4.18.4. Fax the claim form and a copy of the initial DD1300 to OSGLI at 1-877-832-4943. (T-1).

4.18.5. Upload the form and copies of any supporting documentation, as listed in [Table 4.2](#) into DCIPS-CM. (T-1).

4.18.6. To check on the payment status of the SGLI review the monthly report on the casualty share point site. (T-1).

4.19. Social Security Payments. Social Security monthly benefits are paid via EFT 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 SSA, 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 SSA 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) is a retirement savings and investment plan for Federal employees. Participation can be confirmed through the base FSO or by calling TSP at 1-877-968-3778 to report the death of the member. If the member contributed to this program, the death benefit will be paid to whoever is a designated beneficiary. To apply for the death benefit, the CAR should fax the Form TSP-17, *Information Relating to Deceased Participant*, available at <http://www.tsp.gov>, DD Form 1300, and civilian death certificate to (703) 592-0170. (T-1).

4.22. Other Assistance. The CAR should address these 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 IAW AFI 24-101, *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 US State Department regarding US citizens residing overseas.

4.22.2. Status of Forces Agreements (SOFA). The CAR should:

4.22.2.1. Advise the NOK that due to host country restrictions in SOFA they may have to live independently of the overseas installation. Refer questions to the SJA 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.
 - 4.22.7.4.1. 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 U.S.C., 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.
 - 4.22.8.1.1. NOK Lapel Button. The CAR provides this lapel button (Stock number NSN 8455-01-088-4946, DSA number 100-80-C-2997) to the NOK (widow or widower; each child, stepchild, and child through adoption; each brother, half brother, sister, and half sister; and each of the parents (this includes mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents in loco parentis) of members who died while serving on active duty or while assigned to an ANG or AFR unit in any duty status. (T-3).
 - 4.22.8.2. The Gold Star Lapel Button. The CAR provides the Gold Star Lapel Button (Stock number NSN 8455-00-265-4891, DSA number 100-69-C-2619) to the 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 brother, each sister, each half brother, each half sister, each stepchild, and each adopted child of a member of the U.S. Armed Forces who lost his or her life:

- 4.22.8.2.1. During World War I, World War II, or any subsequent period of armed hostilities in which the US was engaged before 1 July 1958.
- 4.22.8.2.2. After 30 June 1958, while engaged in action against an enemy of the US; 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 US is not a belligerent party against an opposing armed force.
- 4.22.8.2.3. After 28 March 1973, as a result of an international terrorist attack against the US or a foreign nation friendly to the US, recognized as such an attack by the Secretary of Defense; or military operations while serving outside the US (including the commonwealths, territories, and possessions of the US) as part of a peacekeeping force.
- 4.22.8.3. 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.
- 4.22.8.4. Airmen issued the Gold Star Lapel Button or the Next of Kin 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.
- 4.22.9. Air Force Families Forever (AFFF) Program.
 - 4.22.9.1. AFFF Program provides proactive outreach and assistance to survivors of deceased active duty Airmen IAW AFI 36-3009. The program provides resources, support and information to help survivors adapt to life without their loved one.
 - 4.22.9.2. Eligible survivors include the PNOK and known members of the PNOK household, the designated PADD, the deceased Airman's parents, the deceased Airman's children, and all individuals listed on the deceased Airman's vRED, whether legally defined as family or not.
 - 4.22.9.3. These survivors will receive five prescribed contacts within the first year following an active duty death, occurring at the 10, 30, 90 and 180-day dates from the date of death, concluding with a 1-year anniversary letter.
 - 4.22.9.4. Referrals to the AFFF Program will be primarily made by the AFPC AFFF Program Manager (AFPC/DPFFS), however, surviving family members may also be referred by a CAR, FAR or other support personnel. In addition, eligible survivors may self-refer if they have not previously been identified and included in the program.

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, etc.), projected departure date, and date of arrival.
- 4.23.2. The losing CAR must ensure all new addresses and contact information that is available is updated in DCIPS-CM.
- 4.23.3. The CAR should: (T-1).

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.

4.23.3.2. Immediately notify AFPC/DPFCS, who will reassign assistance support.

4.23.3.3. Review the data in DCIP-CM to ensure all items are up to date, to include new contact information.

4.24. Gaining CAR's Initial Contact with NOK.

4.24.1. The gaining CAR must contact the NOK within 24-hours of the NOK's projected date of arrival at the new address and comply with [paragraph 4.5](#) and [4.6](#): (T-1).

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

4.24.1.2. Verify contact information and address and update in DCIPS-CM.

4.24.1.3. 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 six (6) months from the date of death, but not before the CAR confirms all monetary benefits have been received. (T-1).

4.25.2.1. If benefits applied for are denied or delayed beyond six (6) months, contact AFPC/DPFCS for assistance.

4.25.3. The CAR ensures all actions in DCIPS-CM are completed IAW the DCIPS-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 DCIPS-CM cases.

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

4.26. General Procedures. (T-1).

4.26.1. Provide Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise and explain applicable benefits.

4.26.2. Use the guide during the counseling session.

4.26.3. Complete the necessary claim applications for applicable benefits, see [Table 4.3](#)

4.26.4. Scan and upload copy of all claim applications, forms, and supporting documentation as outlined in DCIPS-CM Users Guide.

4.27. Death Gratuity. A lump sum gratuitous payment made by DFAS-CL Center to eligible beneficiaries of a retiree who dies within 120 days following placement on the permanent or temporary disability retired list (PDRL/TDRL), or who is retired for years of service. Payments can be made only after the VA determines death was caused by an illness or injury incurred while the retiree was on active duty, active duty for training, or inactive duty for training. Under

no circumstances will the local FSO make payments in these cases. (T-1). The claim forms required to apply for this benefit are DD Form 397, VA DIC Worksheet, VA Form 21-534, *Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child*, or VA Form 21-535, *Application for Dependency and Indemnity Compensation by Parent(s)*.

4.27.1. The member may select one or more persons of their choosing to receive the death gratuity. Death Gratuity is designated on the Airman's RED or DD Form 93, in 10% increments.

4.27.1.1. In the absence of a designation the death gratuity payment is made to survivors of the deceased in this order:

4.27.1.2. The member's lawful surviving spouse.

4.27.1.3. The child(ren) of the member, regardless of age or marital status, in equal shares. **NOTE:** DFAS-CL (*Special Accounts Branch*) makes payment to minor children within 30-days after receipt of DD Form 397 and supporting documentation (court order appointment of legal guardian of child(ren) estate) not the local FSO (see [paragraph 4.30.2](#)).

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

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

4.27.1.6. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.27.2. Refer to DoDR 7000.14-R, Volume 7B, *Military Pay Policy and Procedures-Retired Pay*, Chapter 30, *Death of a Retiree*.

4.27.2.1. To apply for the death gratuity, the CAR should prepare the DD Form 397. (T-1).

4.27.2.2. Complete all items on the DD Form 397 except Items 1, 2, 3, 4, and 15 which are left blank.

4.27.2.3. Add the payee's SSN in Item 5.

4.27.2.4. Fax the DG coversheet (copy is on the Air Force Casualty SharePoint site), DD Form 397, and copies of any supporting documentation (as outlined in the DG coversheet) to DFAS-CL/FRCAE to 1-800-469-6559 or (216) 204-3884, see [Table 4.3](#)

4.28. Financial Assistance.

4.28.1. The CAR should ask the NOK about their immediate financial needs.

4.28.2. If the NOK is not eligible for the death gratuity payment, or if immediate payment is not possible, with the NOK's permission, contact the nearest American Red Cross or Air Force Aid Society representative located in the A&FRC, for possible assistance.

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

4.29. Unpaid Pay and Allowances for Retirees within 120 days. The retirement pay of an Air Force retired member stops on the first day of the month in which the retiree died. Upon death

of a retired member, any pay and allowances due, but not paid to the member, are paid to the designated beneficiary named by the member prior to retirement. Normally, this amounts to the retirement pay from the first day of the month of death through the date of death. Retirement pay electronically deposited into an account held by a retiree will automatically be recouped by DFAS-CL and reissued to the beneficiary for the correct amount.

4.29.1. When the designated beneficiary is deceased, or if the member elected “order of precedence,” any money due is paid to the first eligible recipient in the following order:

4.29.1.1. The member’s lawful surviving spouse.

4.29.1.2. If there is no spouse, to the child or children of the member in equal shares, with the share of any deceased child to be distributed among the descendants of that child (see [paragraph 4.29.2](#) for payment to minor children).

4.29.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.29.1.4. If none of the above, to the duly appointed legal representative of the member’s estate.

4.29.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.29.2. To apply for the unpaid pay and allowances, the CAR should complete the required claim forms and provide copies of any supporting documentation as listed in [Table 4.3](#) to DFAS-CL at 1-800-469-6559. (T-1).

4.29.3. When the unpaid pay and allowances are divided, the base with primary assistance responsibility submits all claim forms in one package.

4.30. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by the Air Force. This program allows personnel who retired on or after 21 September 1972, to receive reduced retired pay in order to provide a monthly annuity to their beneficiaries after the death of the retiree. The retiree designates the beneficiaries. Participation in this program is voluntary. SBP provides an eligible surviving spouse or former spouse or, in some cases, eligible children financial security similar to the financial security a retiree had in retired pay—a cost-of-living-adjusted monthly income for life. See AFI 36-3006 for additional benefit information.

4.30.1. If the retiree participated in SBP mail, email, or fax the required claim forms and copies of any supporting documentation as listed in [Table 4.3](#) to DFAS-CL at 1-800- 982-8459. (T-1).

4.31. Reserve Component Survivor Benefit Plan (RCSBP). Reference [4.14](#) for program details.

4.31.1. If the retiree participated in RCSBP, fax the claim forms and supporting documentation as listed in [Table 4.3](#)

4.31.2. Fax the claim forms and copies of supporting documentation to DFAS-CL at 1-800-982-8459. (T-1).

4.32. Dependency and Indemnity Compensation (DIC). DIC is payable by the VA to surviving spouses, unmarried children under age 18, disabled children, children between the ages

of 18 and 23 if attending a VA-approved school, and low-income parents of retirees who die from a disease or injury incurred or aggravated while on AD or ADT, an injury incurred or aggravated in the line of duty while on IDT, or a disability otherwise compensable under laws administered by the VA. DIC is not paid if the VA determines that the retiree's own misconduct contributed to the death. The monthly DIC rate paid to a surviving spouse of a retiree for deaths occurring after 1 January 1993 is the same for all pay grades. The DIC amount paid for a spouse with one or more children of the deceased retiree is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 57. Should the surviving spouse remarry, payments are terminated, but may be restored if the subsequent marriage ends in death, divorce or annulment. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.32.1. When assisting the survivor of a member who dies within 120 days following retirement or placement on the PDRL or TDRL:

4.32.1.1. Follow the procedures for death gratuity in [paragraph 4.29](#) (T-1).

4.32.1.2. Complete the appropriate DIC claim application as listed in [Table 4.3](#) (T-1).

4.32.1.3. Mails, emails, and faxes the claim application and copies of required documents and any supporting documentation as listed in [Table 4.3](#) to VARO-CL, ATTN: Adjudication Officer 21, (216) 522-8262. (T-1).

4.32.2. When assisting the survivor of a member retired for years of service who dies within 120 days following retirement: (T-1).

4.32.2.1. Follow the procedures for death gratuity in [paragraph 4.29](#)

4.32.2.2. Complete the appropriate DIC claim application and send copies of required documents as listed in [Table 4.3](#) to the servicing VARO to process the claim.

4.32.3. If no one is eligible for DIC, submit the appropriate claim application to VA for determination of service connected death, enabling DFAS-CL to pay death gratuity.

4.32.4. When the VARO makes a determination of service connection, upload the signed VA Rating Decision into DCIPS-CM. (T-1).

4.32.4.1. The rating should contain the signature of the VA rating specialist, and state approval or denial of eligibility for death gratuity, under Title 38 U.S.C., [Chapter 35](#).

4.32.4.2. DFAS-CL will annotate their case file accordingly and make payment if authorized.

4.32.5. When assisting the spouse of a retiree who is in receipt of VA disability compensation, the spouse can receive the member's final month's VA disability compensation through the DIC application only.

4.33. 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 condition exists, unless the child marries or the child's income exceeds the income limit. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. The VA will determine their eligibility. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.33.1. To apply for a non-service-connected death pension, eligible survivors should visit their local VA office to complete the appropriate claim application and provide supporting documentation as listed in [Table 4.3](#)

4.34. Servicemembers' Group Life Insurance (SGLI). Retirees are covered for 120 days following retirement with no additional premium during the 120 day period. Retirees rated totally disabled on the date of retirement retain SGLI coverage until the disability ceases to be total in degree, but not for more than two years. Determination and payment of proceeds are made by the OSGLI under the jurisdiction of the VA. Payment of proceeds to a beneficiary is exempt from taxation. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation or legal entity, including his/her estate, individually or as a trustee. If the member designated a trust, he/she indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, he/she annotated "Last Will and Testament" in the beneficiary block. If the member chose not to designate a specific beneficiary but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation. See [paragraphs 4.18.1](#) through [4.18.2](#)

4.34.1. To apply for the SGLI benefit, the CAR should complete the claim form as listed in [Table 4.3](#) (T-1).

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

4.34.3. Upload the form and copies of any supporting documentation, as listed in [Table 4.3](#) into DCIPS-CM.

4.34.4. To check on the payment status of the SGLI review the monthly report on the Air Force Casualty SharePoint site.

4.35. Service Disabled Veterans Insurance (SDVI) or National Service Life Insurance RH (NSLI-RH). See [paragraphs 4.59](#) and [4.60](#) for program details.

4.36. Montgomery GI Bill Death Benefit. The VA will pay a special Montgomery GI Bill death benefit to a designated survivor if the death is determined to be in the LOD or within one (1) year after discharge or release. The deceased must either have been entitled to educational assistance under the Montgomery GI Bill program or a participant in the program. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. The death benefit is paid to the SGLI beneficiary. The CAR should submit a letter, along with the member's SGLV 8286 listing the beneficiary, and a copy of the DD Form 1300 and AF Form 348, *Line of Duty Determination*, as listed in [Table 4.3](#) to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.37. Social Security Payments. See [paragraph 4.19](#) for program details.

4.38. Social Security Lump Sum Death Payment. See [paragraph 4.20](#) for program details. Survivors will need to provide supporting documentation as listed in [Table 4.2](#)

4.39. The Thrift Savings Plan (TSP). See [paragraph 4.21](#) for program details.

4.40. Other Assistance. The CAR addresses these other matters:

4.40.1. Uniformed Services Identification (ID) and Privilege Card. The CAR should:

4.40.1.1. Obtain from the NOK the member's DD Form 2 (Retired), *United States Uniformed Services ID Card*. (T-1). Document the issue and expiration date in DCIPS-CM and turn in the ID card to MPS customer service. (T-3).

4.40.1.2. Escort the NOK and assist them with applying for new ID cards. (T-1).

4.40.1.3. Refer the NOK to the funeral director for assistance in obtaining copies of the death certificate.

4.41. Transferring Casualty Assistance. See [paragraph 4.23](#) for details.

4.42. Gaining CAR's Initial Contact With NOK. See [paragraph 4.24](#) for details.

4.42.1. A casualty assistance visit to the NOK is mandatory whenever a retiree dies within 120 days of retiring. **EXCEPTION:** If the losing CAR has already made a casualty assistance visit or the NOK advises that additional visits are not necessary, this requirement is waived. This does not preclude a visit if the NOK wants one.

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

4.43. Maintenance and Administrative Closing of Casualty Assistance Case Files. See [paragraphs 1.21](#) and [4.25](#) for details. (T-1).

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

4.44. General Procedures.

4.44.1. If assistance with the NOK is by personal visit:

4.44.1.1. Explain to the NOK all benefits listed on the AF Form 58 and in the Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise.

4.44.1.2. Give the NOK a copy of the Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise. (T-1).

4.44.1.3. Use the AF Form 58 as a checklist and guide during the counseling session. (T-1).

4.44.1.4. Explain to the NOK that the AF Form 58 is used to track and document benefits and entitlements applied for and received. (T-1).

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

4.44.1.5.1. See [Table 4.1](#) for laws and publications concerning benefits.

- 4.44.1.5.2. See [Table 4.3](#) for required claim forms, applications, and supporting documentation needed to submit with all claims.
- 4.44.1.6. Complete all items on the AF Form 58 using the instructions in [Attachment 8](#), and briefly summarize relevant information discussed with the NOK in Item 11, and any problems in Item 12, Additional Comments. (T-1).
- 4.44.1.7. Submit the claim applications and supporting documentation to the appropriate agencies as soon as possible. (T-1).
- 4.44.1.8. Keep a copy of all claim applications, forms, and supporting documentation in the case file. (T-1).
- 4.44.2. If assistance with the NOK is by mail and/or telephone, send the NOK: (T-1).
 - 4.44.2.1. A copy of the Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise.
 - 4.44.2.2. All necessary claim forms (partially completed before mailing).
 - 4.44.2.3. A signed a cover letter tailored to their needs (see [Attachment 11](#)).

4.45. Establishing Initial Contact With NOK.

- 4.45.1. Initial contact may be made by telephone or in person.
- 4.45.2. Determine if a casualty assistance visit is necessary or if you can assist the NOK through mail or telephone contact.
- 4.45.3. Contact other NOK or the estate executor according to their needs, as determined during the initial contact with the NOK.
- 4.45.4. 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.
 - 4.45.4.1. 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.
- 4.45.5. Each contact, by personal visit, telephone, or mail, must be annotated on AF Form 58 IAW [paragraph 4.46.1.6](#) (T-1).

4.46. Benefit Assistance to Parents of a Deceased Member. (T-1).

- 4.46.1. The CAR must advise the parents of a deceased member of their possible entitlement to VA and Social Security benefits and how to apply.
- 4.46.2. Send a letter (see [Attachment 9](#) and [Attachment 10](#)) to the parents no later than 5-days after the first contact with the PNOK. **EXCEPTION:** If the parent(s) are the PNOK and are receiving an initial casualty assistance visit, advise them in person during the initial visit.

4.47. 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 DFAS-CL and reissued to the beneficiary for the correct amount.

4.47.1. When the designated beneficiary is deceased, or if the member elected “order of precedence,” any money due is paid to the first eligible recipient in the following order:

4.47.1.1. The member’s lawful surviving spouse.

4.47.1.2. When there is no spouse, to the child or children of the member in equal shares, with the share of any deceased child to be distributed among the descendants of that child.

4.47.1.3. If none of the above, to the parents of the member in equal shares or to the surviving parent.

4.47.1.4. If none of the above, to the duly appointed legal representative of the member’s estate.

4.47.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.47.2. To apply for the unpaid pay and allowances, the CAR should complete the claim form as listed in [Table 4.3](#) (T-1).

4.47.2.1. Fax the claim form and copies of any supporting documentation, as listed in [Table 4.3](#), to DFAS-CL at 1 800-469-6559

4.47.2.2. When unpaid pay and allowances are divided, the base with primary assistance responsibility submits all claim forms in one package.

4.48. Retired Serviceman’s Family Protection Plan (RSFPP). The RSFPP program allowed personnel who retired before 21 September 1972 to receive reduced retired pay in order to provide an annuity for certain beneficiaries after the death of the retiree. Participation in this program was voluntary. If the retiree elected to participate in RSFPP, follow the applicable instructions listed in [paragraph 4.51](#) or [4.52](#)

4.49. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by the Air Force. This program allows personnel who retired on or after 21 September 1972, or before if they enrolled in the program during an open season, to receive reduced retired pay in order to provide a monthly annuity to their beneficiaries after the death of the retiree. The retiree designates the beneficiaries. Participation in this program is voluntary. SBP provides an eligible surviving spouse or former spouse or, in some cases, eligible children, financial security similar to the financial security a retiree had in retired pay—a cost-of-living-adjusted monthly income for life. See AFI 36-3006 for additional information.

4.49.1. If the retiree elected to participate in SBP, follow the applicable instructions listed in [paragraph 4.49](#) or [4.50](#)

4.50. 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 AFR member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The retiree designates the beneficiaries. The beneficiary choices are the same as for SBP. Participation in the program is voluntary. See AFI 36-3006 for additional benefit information.

4.50.1. The three options that were available to the member at time of election are:

4.50.1.1. Option A. Member declines to make an election until age 60. If death occurs prior to age 60, no annuity is payable.

4.50.1.2. 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.

4.50.1.3. Option C. Coverage provides for an annuity to begin immediately, whether death occurs before or after age 60.

4.50.2. If the retiree participated in RCSBP, follow the applicable instructions listed in [paragraph 4.59](#) or [4.60](#)

4.50.3. Fax the claim forms and copies of any supporting documentation, as listed in [Table 4.3](#), to DFAS-CL at 1-800-982-8459.

4.51. Processing RSFPP, SBP, or RCSBP Annuities at Installations With Defense Retiree and Annuitant Pay System (DRAPS) Access.

4.51.1. Payment should begin within 30-days of the death notification date. The CAR and FSO must process the annuity in time to meet this goal. (T-1).

4.51.2. If the retiree participated in RSFPP, SBP, or RCSBP, the CAR should: (T-1).

4.51.2.1. Inform the local FSO of a confirmed death.

4.51.2.2. Give the FSO the retiree's name, SSN, date of retirement, grade, and date of death.

4.51.3. The FSO provides the CAR information on the deceased's retired pay and beneficiary's annuitant pay.

4.51.4. Within 10 workdays, the CAR obtains from the NOK the required claim forms and supporting documentation as listed in [Table 4.3](#), and provides them to the base FSO for processing: (T-1).

4.51.4.1. When RSFPP, SBP or RCSBP is divided between more than one child and they do not reside together, the assisting CARs send all documentation using overnight mail service to the CAR with primary assistance responsibility, who then submits all claim applications in one package to the FSO.

4.51.4.2. Fax all claim forms and supporting documentation directly to DFAS-CL at 1-800-982-8459.

4.51.5. The local FSO:

4.51.5.1. Determines the need for additional documents, depending on data already in DRAPS, and advises the CAR accordingly.

4.51.5.2. Advises the CAR if security restrictions or questionable entitlements prevent DFAS from processing the annuity package.

4.52. Processing RSFPP, SBP or RCSBP Annuities at Installations Without DRAPS Access.

4.52.1. When the casualty assistance base does not have DRAPS access, claim applications for RSFPP, SBP or RCSBP, with supporting documentation, should be submitted directly to DFAS for processing.

4.52.2. Payment should begin within 30 days of the death notification date. The CAR and DFAS should process the annuity in time to meet this goal.

4.52.3. The CAR must inform DFAS by telephone at 1-800-321-1080 of a confirmed death on the same day the CAR is notified.

4.52.4. When informed of the death, DFAS-CL/FRCAE immediately gives the CAR information relative to the retired pay account of the deceased, to include RSFPP or SBP election, allotments, net pay, VA and retirement pay, and beneficiary data.

4.52.5. The CAR contacts the NOK to arrange a personal visit to complete the claim forms and obtain the supporting documentation as listed in [Table 4.3](#) to establish the account.

4.52.5.1. The CAR should consider the wishes of the NOK when arranging an assistance visit.

4.52.6. Within 10 workdays of being notified of the death, the CAR faxes the claim forms along with copies of any supporting documentation, as listed in [Table 4.3](#), to DFAS-CL at 1-800-982-8459.

4.53. Dependency and Indemnity Compensation (DIC). DIC is payable by the VA to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a VA-approved school, and low-income parents of retirees who die from a disease or injury incurred or aggravated while on active duty or active duty for training, an injury incurred or aggravated in the line of duty while on inactive duty for training, or a disability otherwise compensable under laws administered by the VA. DIC payments may also be authorized for the survivor of a retiree who had a service-connected total disability at the time of death but whose death was not the result of his/her service-connected disability. The survivor qualifies if the retiree was continuously rated totally disabled for a period of 10 or more years immediately preceding death, or the retiree was prorated for a period of not less than 5 years from the date of discharge from military service. Payments under this provision are subjected to offset by the amount received from judicial proceedings brought on account of the retiree's death. DIC is not paid if the VA determines that the retiree's own misconduct contributed to the death. The monthly DIC rate paid to a surviving spouse of a retiree for deaths occurring after 1 January 1993 is the same for all pay grades. The DIC amount paid for a spouse with one or more children of the deceased retiree is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 57. Should the surviving spouse remarry, payments are terminated, but may be restored if the subsequent marriage ends in death, divorce or annulment. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.53.1. To apply for DIC, complete the appropriate claim application as listed in **Table 4.3** and mail the original claim application and copies of any supporting documentation to the appropriate Pension Management Center. View the Pension Management Center website located at http://www.va.gov/SURVIVORS/Contact_Us.asp to determine which Pension Management Center you fall under and to view its corresponding contact information.

4.54. 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 VA 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.

4.54.1. To apply for a non-service-connected death pension, eligible survivors should visit their local VA office to complete the appropriate claim application and provide supporting documentation as listed in **Table 4.3**

4.55. 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 VA. Payment of proceeds to a beneficiary is exempt from taxation. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation, or legal entity, including his/her estate, individually or as a trustee. If the member designated a trust, he/she indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, he/she annotated "Last Will and Testament" in the beneficiary block. If the member chose not to designate a specific beneficiary, but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation. See **paragraphs 4.18.1 through 4.18.2**

4.55.1. If the retiree was covered under SGLI, complete and fax the claim form and any supporting documentation, as listed in **Table 4.3**, to OSGLI, at 1-877-832-4943. (T-1).

4.56. Veterans' Group Life Insurance (VGLI). This program allows retirees, upon retirement, to convert their SGLI coverage during the first 120 days following retirement, or one (1) year following retirement for totally disabled retirees. VGLI is a five (5) year renewable term policy, administered by the OSGLI under the jurisdiction of the VA. VGLI is issued up to the maximum allowed by law for SGLI, but not for more than the amount of SGLI the retiree had in force at the time of retirement.

4.56.1. See the *Servicemembers' and Veterans' Group Life Insurance Handbook*, for additional information.

4.56.2. If the retiree was covered under VGLI, complete and fax the claim form and any supporting documentation, as listed in **Table 4.3**, to OSGLI, at 1-877-832-4943. (T-1).

4.57. Service Disabled Veterans Insurance (SDVI). SDVI is life insurance limited to veterans who left the Service after 24 April 1951. A member who had a service-connected disability but was otherwise in good health could apply to the VA for up to \$10,000 in SDVI life insurance coverage at standard rates. Members rated totally disabled by the VA could apply for a waiver of premiums. For those members eligible for this waiver, additional coverage of up to \$30,000 is available, but the premiums cannot be waived. See [Attachment 1](#), the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

4.57.1. If the retiree was covered under SDVI, complete and mail the original claim form and copies of any supporting documentation, as listed in [Table 4.3](#), to the VARO and Insurance Center, Box 7208, Philadelphia PA 19101 or Fax to 215-381-3561. (T-1).

4.58. National Service Life Insurance (NSLI). No retiree has enrolled in this program since 23 April 1951. (T-1).

4.58.1. If the retiree was covered under NSLI, complete and mail the original form and copies of any supporting documentation, as listed in [Table 4.3](#), to the VARO and Insurance Center, Box 7208, Philadelphia PA 19101 or fax to 215 381-3561.

4.59. Veterans' Educational Assistance Program (VEAP) and Montgomery GI Bill Refunds. The VA will pay a special death benefit to a designated survivor in the event of the service-connected death of an individual within 1-year after discharge or release. The deceased must either have been entitled to educational assistance under these programs or a participant in the programs. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. If the retiree contributed to these programs, the NOK may be entitled to the death benefit. The death benefit is paid to the SGLI beneficiary. The CAR should submit a letter, along with the SGLI Certificate (SGLV 8286) and a copy of the DD Form 1300 as listed in [Table 4.3](#), to the appropriate VARO listed below. See [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.

4.59.1. Claims for the Montgomery GI Bill death benefit should be sent to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830.

4.59.2. Claims for a VEAP refund should be sent to:

4.59.2.1. Eastern Region (CT, DE, DC, MA, MD, ME, NH, NJ, NY, OH, PA, RI, VA, VT, WV, and Foreign Schools). VARO, PO Box 4616, Buffalo NY 14240-4616, ATTN: Chapter 30, Death Benefit.

4.59.2.2. Central Region (CO, IA, IL, IN, KS, KY, MI, MN, MO, MT, NE, ND, SD, WI, WY). VARO, PO Box 66830, St. Louis MO 63166-6830, ATTN: Chapter 30, Death Benefit.

4.59.2.3. Southern Region (AL, AR, FL, GA, LA, MS, NC, SC, TN, and Puerto Rico). VARO, PO Box 54346, Atlanta GA 30308-0346, ATTN: Chapter 30, Death Benefit.

4.59.2.4. Western Region (AK, AZ, CA, HI, ID, NM, NV, OK, OR, TX, UT, WA, and Philippines). VARO, PO Box 8888, Muskogee OK 74402-8888, ATTN: Chapter 30, Death Benefit.

4.60. 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 SSA, which has a record of the wages earned by the member during the period of both military and civilian employment under the Social Security Program. To apply for this benefit, eligible survivors should make application through the nearest Social Security Office. This office will explain the benefit, determine their eligibility, the amount to be paid, and help them complete the required claim forms. Survivors should apply early, as the law generally permits retroactive payments of only 12 months. Survivors will need to provide supporting documentation as listed in [Table 4.3](#)

4.61. Social Security Lump Sum Death Payment. See [paragraph 4.20](#) for program details. Survivors will need to provide supporting documentation as listed in [Table 4.3](#)

4.62. The Thrift Savings Plan (TSP). See [paragraph 4.21](#) for program details.

4.63. Other Assistance. The CAR should:

4.63.1. Escort the NOK to MPS Customer Service for assistance in obtaining new ID cards noting their status as survivors and disposition of the members ID card. (T-1).

4.63.1.1. Tell the NOK they might need copies of the civilian death certificate in the future.

4.63.1.2. Refer the NOK to the funeral director or mortuary officer (OCONUS) for assistance in obtaining copies of the death certificate.

4.64. Additional Casualty Assistance Contacts. The CAR:

4.64.1. Applies for DIC in every case. (T-1). If local VA or service agencies are not available, it is your responsibility to ensure the NOK applies when appropriate.

4.64.2. Monitors the case for receipt of DIC, unpaid pay and allowances, RSFPP, SBP, RCSBP, and SSA entitlements. (T-1).

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

4.64.2.2. Returns 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.

4.64.2.3. Annotates each contact with the NOK, and summarize relevant information on the AF Form 58, using [Attachment 8](#).

4.65. Administrative Closing of Casualty Assistance Cases. The CAR follows these procedures:

4.65.1. 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.

4.65.1.1. All benefits should be paid and cases closed within six months. If not, the case must remain open until all benefits are paid and annotated on the AF Form 58.

4.65.1.2. 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.

4.65.1.3. Email the error-free AF Form 58 to ARMS, within five (5) workdays, as outlined in [Attachment 8](#) 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.

4.65.1.4. 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.

4.65.1.5. If more than one installation provided assistance, make sure other NOK or persons designated beneficiaries applied for and received the benefits.

4.66. Maintenance of Casualty Assistance Case Files. See [paragraphs 1.21](#) for details. (T-1).

4.67. Processing RSFPP, SBP, or RCSBP Annuity Payment When a Retiree Is Missing. An SBP beneficiary may apply for an annuity if the participating member's retired pay has been suspended because the member is missing.

4.67.1. See [paragraphs 4.50](#) and [4.51](#) for RSFPP and SBP information.

4.67.2. DFAS-CL suspends a missing retiree's retired pay, but the CAR may begin processing annuity claims if the retiree is an RSFPP or SBP participant. *NOTE: This procedure is not officially casualty assistance because there is no legal determination of death.*

4.67.3. Due to the unique circumstances of these cases, the CAR should immediately telephone AFPC/DPFFF at DSN 665-2273 for guidance on each case.

4.67.4. Because it is not officially casualty assistance, do not start a case file or track annuity payment.

4.67.5. If requested, the CAR helps the beneficiary collect and submit evidence that:

4.67.5.1. The retiree has been missing for at least 30-days.

4.67.5.2. A reasonable person would conclude that the retiree is deceased.

4.67.5.3. Such evidence must include:

4.67.5.3.1. A statement signed by the applicant describing the circumstances of the retiree's disappearance.

4.67.5.3.2. Supporting documents such as:

4.67.5.3.2.1. A police missing person report.

4.67.5.3.2.2. Signed statements from persons who last saw the retiree alive.

4.67.5.3.2.3. 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.

4.67.6. DFAS/GC determines whether to start RSFPP or SBP annuity payments. A decision to begin payments does not constitute a legal determination of death.

4.67.7. The date the Air Force suspended retired pay will be considered the date of death for payment purposes.

4.67.8. If the retiree participated in RSFPP or SBP, the CAR completes and faxes the claim form with copies of any supporting documentation, as listed in [Table 4.3](#), to DFAS-CL at 1-800-982-8459. (T-1).

4.67.9. 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 RegAF, ANG, and AFR Members in a Duty Status, and applicable Civilians Declared Missing

4.68. General Procedures.

4.68.1. 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.

4.68.2. Do not provide any documents or use verbiage in communication with the NOK that convey death or death benefits (e.g., DoD Survivor's Guide to Benefits, express "condolences," etc.) as they may suggest to the NOK that the member is not missing, but presumed to be deceased.

4.69. Financial Assistance.

4.69.1. The CAR should ask the NOK about their immediate financial needs.

4.69.2. If applicable, refer the NOK to the A&FRC for financial counseling. If the CAR is not at an installation with an A&FRC, contact the nearest RegAF A&FRC.

4.70. Pay and Allowances.

4.70.1. 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 DoD 7000.14-R.

4.70.2. All allotments in effect at the time of the missing status are continued.

4.70.2.1. The Secretary of the Air Force (SECAF) or designee, through DFAS-IN, may initiate, suspend, resume, increase, decrease, or stop allotments on behalf or interest of the missing member, dependents, or the USAF.

4.70.2.2. The SECAF (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 (USSDP) as well as authorize withdrawal of deposits.

4.71. Servicemembers' Group Life Insurance (SGLI)

4.71.1. If the member was paying premiums at the time they became missing, they will continue to be covered by SGLI.

4.71.2. SGLI coverage may not be initiated, increased, decreased, or stopped while the member is in a missing status.

4.72. Social Security Administration

4.72.1. A DD Form 1300 reflecting the member's missing status will be provided to the SSA. The purpose is two-fold:

4.72.1.1. Serves as a statement of intent for possible future claim of benefits.

4.72.1.2. 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.

4.73. Other Assistance.

4.73.1. 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.

Table 4.1. Laws and Publications Concerning Survivor Benefits.

Rule	Benefits	Laws	Publications
1	Insurance (Government)	38 U.S.C. § 1901-1988	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own and the Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise
			See Attachment 1 , U.S. Department of VA guide and handbook
2	Death Benefits Accountability and Responsibility Leave (Death Gratuity and Unpaid Pay and Allowances)	10 U.S.C. § 1475-1489	DoD 7000.14-R, Vol 7A; DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise
		10 U.S.C. § 2771	
		37 U.S.C. § 501(d)	
3	Compensation for Service-Connected Disability or Death DIC for Service-Connected Deaths Pension for Non-Service-Connected Disability or Death or for Service	38 U.S.C. § 1101-1142	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise
		38 U.S.C. § 1301-1323	See Attachment 1 , U.S. Department of VA guide and handbook
		38 U.S.C. § 1501-1543	

4	Social Security	42 U.S.C. § 417	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise; www.ssa.gov
5	Payment to Missing Persons	37 U.S.C. § 551-559	DoD 7000.14-R, Vol 7A; JTR; AFSUP1; AFI 24-101; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise
		5 U.S.C. § 5561 - 5569	
6	Emergency Financial Assistance (American Red Cross, AFAS)		www.redcross.org and www.afas.org
7	Housing and Small Business Loans Income Taxes of Members of Armed Forces on Death	38 U.S.C. § 3701-3751	DoD Publication A Survivor's Guide To Benefits – Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise; See Attachment 1 , U.S. Department of VA guide and handbook
		26 U.S.C § 692	
8	Medical and Dental Care	10 U.S.C. § 1071-1107	DoD Publication A Survivor's Guide to Benefits- Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise; DoDD 6010.4
9	Decorations and Awards		AFI 36-2803
10	Base Exchange and Commissary		AFI 34-211(I); AFI 36-3026; DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise
11	Survivors' and Dependents' Educational Assistance	38 U.S.C. § 3500-3566	DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own; Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise; Attachment 1 , U.S. Department of VA guide, handbook, and M22-4
12	Government Employment	5 U.S.C. § 2108	www.opm.gov/
13	Claims for Loss from Destruction of Personal Property		AFI 51-502
14	Annuities Based on Retired or Retainer Pay (RSFPP, SBP,	10 U.S.C. § 1431-1467	AFI 36-3006; DoD Publication A Survivor's Guide to Benefits – Taking Care of Our Own; Retiree

	RCSBP)		Survivor's Guide to Benefits and Entitlements - Keeping the Promise
15	Compensation for Work Injuries (Federal Employees' Compensation)	5 U.S.C. § 8101-8152	AFI 36-809
16	Mortgage Insurance for Servicemen	38 U.S.C § 1922	Available at www.va.gov
17	Savings Deposit Program (Missing Persons)	10 U.S.C § 1035	DoD 7000.14-R, Volume 7A, Chapter 51

Table 4.2. Documentation for Survivor Benefits for RegAF, ANG, and AFR Casualties.

Rule	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
1	Death Gratuity (see note 1)	DD Form 397. (See Note 2). Initial Death Report. Copy of Airman's RED or DD Form 93. (See Note 3).	Death certificate of beneficiary, if deceased. Birth certificates. Civilian court custodianship certificate or guardianship order.
2	Unpaid Pay and Allowances	SF 1174, <i>Claim for Unpaid Compensation of Deceased Member of the Uniformed Services</i> . Paid copy of DD Form 397 (include a DD Form 2058, <i>State of Legal Residence Certificate</i> for death gratuity payment if paid to a beneficiary different from unpaid pay and allowances). Copy of Airman's RED or DD Form 93 (see note 3). DD Form 2058, <i>State of Legal Residence Certificate</i> (signed by the beneficiary who will receive unpaid pay and allowances). SF 1199A, <i>Direct Deposit Sign-Up Form</i> , or <i>Financial Management System (FMS) Form 2231, Fast Start Direct Deposit</i> .	Death certificate of beneficiary, if deceased. Marriage certificate, if marriage information on death certificate is contradictory. Birth certificate for children, if not designated beneficiaries. Civilian court custodianship certificate or guardianship order. Civilian court appointment of executor of estate. Affidavit of residency (required when the surviving spouse is a foreign national. May be obtained from the base legal office.)
3	Basic Allowance for Housing (BAH)	Included with Unpaid Pay and Allowances or requested separately if paid to someone other than eligible family member	DD Form 1300, <i>Report of Casualty</i> or civilian death certificate.

Rule	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
		using SF 1174, <i>Claim for Unpaid Compensation of Deceased Member of the Uniformed Services</i> . SF 1199A, <i>Direct Deposit Sign-Up Form</i> , or <i>Financial Management System (FMS) Form 2231, Fast Start Direct Deposit</i> .	
4	Survivor Benefit Plan (SBP), or Reserve Component Survivor Benefit Plan (RCSBP)	DD Form 2656-7, <i>Verification For Survivor Annuity</i> . Treasury Department (TD) Form W-4P, <i>Withholding Certificate for Pension or Annuity Payment</i> . SF 1199A, <i>Direct Deposit Sign-Up Form</i> , or <i>Financial Management System (FMS) Form 2231, Fast Start Direct Deposit</i> . Civilian death certificate or DD Form 1300, <i>Report of Casualty</i> . AF Form 348, <i>Line of Duty Determination</i>	Birth certificates of children. Civilian court custodianship certificate or guardianship order. School certification for full-time student between ages 18 and 22. Medical statement for child disabled prior to age 18. Divorce decree or death certificate for proof of termination of previous marriage. Police report, court verdict, or coroner's report, as applicable.
5	Montgomery GI Bill Death Benefit	Letter or Support of Claim VA Form 21-4138. AF Form 348, <i>Line of Duty Determination</i> SGLV 8286, <i>SGLI Election and Certificate</i>	Proof of relationship.
6	Dependency and Indemnity Compensation (DIC), or Non-service-Connected Death Pension	VA Form 21-534, <i>Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child</i> , or VA DIC Worksheet VA Form 21-535, <i>Application for Dependency and Indemnity Compensation by Parent(s)</i> . DD Form 1300, <i>Report of Casualty</i> , or civilian death certificate.	Marriage certificate if claimant is a spouse. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Civilian court adoption or custody documents. School certification for full-time students up to age 23. Medical statement for certain disabled children. Immigration or naturalization

Rule	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
			documents.
7	Servicemembers' Group Life Insurance (SGLI) and Family Member Servicemember's Group Life Insurance	VA Form SGLV 8283, <i>Claim for Death Benefits</i> . VA Form SGLV 8283A, <i>Claim for Family Coverage Death Benefits</i> . VA Form SGLV 8700, <i>Report of Death of Family Member</i> , DD Form 1300, <i>Report of Casualty</i> , or civilian death certificate.	Marriage certificate. Death Certificate Divorce decree if member divorced within the last 5 years. Birth certificates. If minor child, documentation of court appointed guardian of the child's property or estate. Other supporting documentation as determined by OSGLI.
8	Social Security Payments Social Security Lump Sum Death Payment	Application for monthly benefits. DD Form 1300, <i>Report of Casualty</i> , or civilian death certificate.	<p>Marriage certificate. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Adoption or custody documents.</p> <p>School certification for full-time students up to age 19. Prior year's tax forms (TD Form W-2, <i>Wage and Tax Statement</i>).</p>
Notes: Table 4.2. 1. The FSO does not issue the death gratuity payment for minor children, the payment is issued by DFAS-IN. 2. The FSO issuing the death gratuity payment completes the DD Form 397. 3. Provide a copy of the Airman's RED or DD Form 93 to the local FSO for Death Gratuity and Unpaid Pay and Allowances when the assistance base is also the member's home installation.			

Table 4.3. Documentation for Survivor Benefits for Retired Casualties.

Rule	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
1	Death Gratuity (for retirees who die within 120 days after retiring) (see paragraph 4.29.).	DD Form 397. SF 1199A, <i>Direct Deposit Sign-Up Form</i> , or <i>Financial Management System (FMS)</i>	Marriage certificate. Birth certificates. Copy of Airman's RED or DD Form 93, <i>Record of Emergency Data</i> . DD Form 214 (showing character of service) Civilian death certificate, or DD Form 1300, <i>Report of Casualty</i> . Civilian court custodianship certificate or guardianship order. VA Certificate of Eligibility for Death Gratuity.
2	Unpaid Pay and Allowances	SF 1174, <i>Claim for Unpaid Compensation of Deceased Member of the Uniformed Services</i> .	Death certificate of beneficiary, if deceased. Marriage certificate, if marriage information on death certificate is contradictory. Birth certificates for children, if not designated beneficiaries. Civilian court appointment of executor of estate. Civilian court custodianship certificate or guardianship order. Affidavit of residency (required when the surviving spouse is a foreign national. May be obtained from the base legal office).
3	Retired Serviceman's Family Protection Plan (RSFPP), Survivor Benefit Plan (SBP), or Reserve Component Survivor Benefit Plan (RCSBP)	DD Form 2656-7, <i>Verification For Survivor Annuity</i> . TD Form W-4P, <i>Withholding Certificate for Pension or Annuity Payment</i> . SF 1199A, <i>Direct Deposit Sign-Up Form</i> , or <i>FMS Form 2231, Fast Start Direct Deposit</i> .	Representative payee documentation. Civilian court custodianship certificate or guardianship order. School certification for

Rule	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
		DD Form 1300, <i>Report of Casualty</i> , or civilian death certificate.	full-time student between ages 18 and 22. Medical statement for child disabled prior to age 18. Divorce decree or death certificate for proof of termination of previous marriage. If the spouse is drawing SBP on a previous member, a letter from the spouse must be included that states which member she wants SBP payment from. Birth certificate for child, if the spouse was married to the member for less than one year. Police report, court verdict, or coroner's report, as applicable.
4	Dependency and Indemnity Compensation (DIC) or Non-service-Connected Death Pension	VA Form 21-534, <i>Application for Dependency and Indemnity Compensation, or Death Pension Accrued Benefits by Surviving Spouse or Child</i> , or VA DIC Worksheet, VA Form 21-535, <i>Application for Dependency and Indemnity Compensation by Parent(s)</i> . Civilian death certificate. DD Form 214, <i>Certificate of Release or Discharge From Active Duty</i> . Retirement order. Physical Evaluation Board Narrative (PDRL and TDRL members only). AF Form 348, <i>Line of Duty Determination</i> (if completed prior to retirement)	Marriage certificate. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Civilian court adoption or custody documents. School certification for full-time students up to age 23. Medical statement for certain disabled children. Immigration and Naturalization documents. DD Form 2058, <i>State of Legal Residence Certificate</i> . Medical Records. AF Form 618, <i>Medical Board Report</i> (for PDRL and TDRL members only).

Rule	Benefit	Required Claim Forms, Applications, and Documents	Supporting Documentation
5	Servicemembers' Group Life Insurance (SGLI), or Veterans Group Life Insurance (VGLI)	VA Form SGLV 8283, <i>Claim for Death Benefit</i> .	Civilian death certificate. Divorce decree if member or spouse divorced within the last 5-years.
6	Service Disabled Veterans Insurance (SDVI), or National Service Life Insurance (NSLI)	VA Form 29-4125, <i>Claim for One Sum Payment</i> .	For minor child, documentation of court appointed guardian of the child's property or estate.
7	Veterans' Educational Assistance Program (VEAP) or Montgomery GI Bill	Letter.	SGLI Certificate (SGLV 8286), Civilian death certificate, or DD Form 1300, <i>Report of Casualty</i> .
8	Social Security Payments Social Security Lump Sum Death Payment	Application for monthly benefits. Death certificate.	Marriage certificate. Divorce decree or death certificate for proof of termination of previous marriage. Birth certificates for children. Adoption or custody documents. School certification for full-time students up to age 19. Prior year's tax forms (TD Form W-2, <i>Wage and Tax Statement</i>).

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 member's Airman's RED or DD Form 93 are provided all releasable information whenever a military member is declared deceased or missing.

5.2. When to Send a Circumstance Letter.

5.2.1. Circumstance letters provide the NOK with as much releasable information as possible concerning events leading up to and surrounding the death or missing status of a member.

5.2.2. Letters are always sent to the NOK when members are declared missing.

5.2.3. Letters for members declared deceased are sent to the NOK who are:

5.2.3.1. Unaware of the circumstances.

5.2.3.2. Notified of the casualty by an unofficial source such as another NOK or friend of the casualty.

5.2.3.3. Notified by an Air Force notification officer other than the member's commander or designated representative.

5.3. When Not to Send a Circumstance Letter.

5.3.1. Circumstance letters are not sent to the NOK:

5.3.1.1. When the member is declared DUSTWUN. The responsible commander personally informs NOK of all releasable information/circumstances surrounding the member's status who were:

5.3.1.2. Present at the time the casualty occurred and are aware of the circumstances.

5.3.1.3. Informed, in person, of the circumstances by the member's commander or a designated representative.

5.3.1.4. Informed of the circumstances by an official source other than the Air Force:

5.3.1.4.1. Applies to an individual or agency in a position of authority such as law enforcement agencies, physicians, or coroners.

5.3.1.5. 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 [Attachment 12](#) through [Attachment 17](#)), and:

5.4.1.1. Sends circumstance letters to the NOK of deceased members within five calendar days from the date the Air Force 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 [Attachment 13](#)):

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 Air Force is compiling a detailed report containing all releasable information concerning the incident.

5.4.1.4. 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).

5.4.1.5. AFPC/DPFCM handles all subsequent correspondence with the NOK of missing members. (T-1).

5.4.1.6. Refers letters from the NOK of missing personnel, along with any information that would be helpful in answering their questions to AFPC/DPFCM.

5.4.1.6.1. 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).

5.4.2. If the member was assigned TDY, the TDY commander may write the circumstance letter, in coordination with the home station commander.

5.4.3. The CAR: (T-1).

5.4.3.1. Reviews all circumstance letters before the commander mails them to the NOK.

5.4.3.2. Ensures circumstance letters are IAW this AFI.

5.4.3.3. Verifies that no conflict exists between information previously furnished by message to AFPC/DPFCS and information in the letter.

5.4.3.4. Scans and uploads a copy of the circumstance letter into DCIPS-CM.

5.5. Aircraft Accidents. (T-1).

5.5.1. In the event of mass casualties, AFPC/DPFCS drafts a single circumstance letter and provides it to the appropriate commanders for signature.

5.5.2. For military accidents involving only aircrew members or a limited number of casualties (generally less than 20), such as an AMC operational support airlift, the members' commanders prepare and mail circumstance letters (see [Attachment 12](#)).

5.5.3. In all cases, AFPC/DPFCS will provide guidance and make the final determination as to who provides circumstance letter.

5.6. Review of Military Aircraft Accident Circumstance Letters. (T-1).

5.6.1. The installation legal office reviews all circumstance letters.

5.6.2. The installation safety office must review circumstance letters concerning military aircraft accidents to ensure compliance with AFI 91-204, *Safety Investigations and Reports*.

5.6.3. AFPC/JA reviews all circumstance letters drafted by AFPC/DPFCS for mass casualty incidents.

5.7. Second or Subsequent Circumstance Letters.

5.7.1. When an investigation, autopsy, medical examiner's, or coroner's report reveals that the cause or circumstances originally reported to the NOK were incorrect:

5.7.1.1. The CAR or unit commander immediately notifies AFPC/DPFCS by telephone. (T-1).

5.7.1.2. The member's commander, after consultation with AFPC/DPFCS, decides whether a second or subsequent circumstance letter describing the new findings is needed or whether a personal visit with the NOK is more appropriate after coordination with AFPC/PA, AFPC/JA, and AFPC/DPF. (T-3).

5.7.1.3. The CAR or unit commander notifies AFPC/DPFCS by telephone before sending updated circumstance letters.

5.8. Sensitive New Information.

5.8.1. 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 Air Force discovers that a casualty initially reported as killed by enemy fire actually died from friendly fire, the commander would, after coordination with AFPC/DPFCS, personally advise the NOK.*

5.9. Guidance for Preparing the Circumstance Letter.

5.9.1. Commanders include all releasable circumstances relevant to the casualty in the letter. See [Attachment 12](#) through [Attachment 17](#) for examples of commander's circumstance letters for a variety of situations. (T-1).

5.9.2. Avoid a shocking narrative of the incident.

5.9.3. If the member's conduct was improper, the facts should be related truthfully and tactfully, with as much empathy as possible.

5.9.4. Include known facts about the member, and if appropriate, include complimentary remarks about character, personality and achievements.

5.9.5. 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.*

5.9.6. Tailor each letter to the individual case and its circumstances. **NOTE:** *The examples in [Attachment 12](#) through [Attachment 17](#) must not be copied or paraphrased too closely.*

5.9.7. The commander may write one letter to all minor children living with a member's former spouse, or a guardian.

5.9.7.1. Send the letter to the former spouse or guardian, and request that it is given to the child(ren) when it's appropriate (see [Attachment 17](#)).

5.9.8. Use letterhead stationery without captions and the personalized format discussed in AFMAN 33-326 for all originals and copies.

5.9.9. Date all letters and copies.

5.9.10. Identify the casualty by full grade and name in the opening paragraph. **EXAMPLE:** *Airman First Class John J. Doe, Jr.*

5.10. Guidance for Circumstance Letters Written to NOK of Foreign Nationals.

5.10.1. Circumstance letters written to the NOK of foreign nationals who were in the United States under the auspices of the Air Force are not mailed directly to the NOK.

5.10.2. Mail all circumstance letters written to NOK of foreign nationals, with a letter of transmittal, to the Air Force International Affairs Division (HQ USAF/CVAI), 1040 Air Force Pentagon, Washington DC 20330-2006. (T-1).

5.10.2.1. The letters will be translated into the appropriate foreign language and mailed to the foreign country.

Section 5B—Condolence Letter

5.11. Overview. NOK and persons listed on the Airman's RED or DD Form 93 should receive a proper expression of sympathy whenever a military member is declared deceased or missing.

5.11.1. Member's commander provides a proper expression of sympathy by letter or in person.

5.11.2. 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), and Chief Master Sergeant of the Air Force (CMSAF); and special condolence letters for signature by SecAF and CSAF based on the unit commander's determination of appropriateness to condole.

5.11.2.1. The member's commander reviews the member's records and unfavorable information file (UIF), as applicable, and deems if a condolence letter is appropriate. For examples of when not to recommend a special condolence letter, refer to the Air Force DCIPS-CR User Guide.

5.11.2.2. The determination is transmitted to AFPC/DFCS through the Casualty Report IAW Air Force DCIPS-CR User Guide.

5.12. When to Send a Condolence Letter.

5.12.1. Commanders send a condolence letter without including circumstances: (T-1).

5.12.1.1. When NOK are already aware of the circumstances (e.g., the spouse was a passenger in the automobile where the member died).

5.12.1.2. Whenever a circumstance letter is not written by the home station commander.

5.12.2. Although not required, a member's commander may want to send a condolence letter even if he/she or a representative conveyed condolences in person.

5.12.3. Any commander in the member's chain of command may send a letter of condolence (see [Attachment 18](#) through [Attachment 20](#)).

5.12.4. Under certain circumstances, AFPC/DPFC prepares NODs for the President of the United States (POTUS), Secretary of Defense, Chairman of the Joint Chiefs of Staff (CJCS), and Chief Master Sergeant of the Air Force (CMSAF); and special condolence letters for signature by SECAF and CSAF based on information provided in the casualty report and IAW Air Force DCIPS User Guides.

5.12.5. See AFI 36-809 for commander's condolence letters to NOK of deceased civilian employees.

5.13. When Not to Send a Condolence Letter. Commanders are not required to send a condolence letter to NOK who, through their willful actions, might have caused the member's death.

5.14. Responsibilities.

5.14.1. Member's Commander:

5.14.1.1. Condolence letters are normally the responsibility of the member's commander (see [Attachment 18](#)), to include making the determination if special condolence letters are appropriate, as reflected in [paragraph 5.11](#)

5.14.1.2. Other commanders in the member's chain of command (i.e., installation or MAJCOM) may send a letter of condolence (see [Attachment 19](#) and [Attachment 20](#)).

5.14.1.3. Commanders send condolence letters to the NOK of deceased members within five (5) calendar days from the date NOK were personally aware or notified of the death. (T-1).

5.14.2. If the member was assigned TDY, the member's home station commander writes the condolence letter. However, this does not preclude the TDY commander from sending a condolence letter if he or she considers a letter appropriate.

5.14.3. The CAR: (T-1).

5.14.3.1. Reviews all condolence letters before the commander mails them to the NOK.

5.14.3.2. Ensures condolence letters are IAW this AFI.

5.14.3.3. Verifies that no conflict exists between information previously furnished by the casualty message to AFPC/DPFCS and information in the letter.

5.14.3.4. Scans and uploads a copy of the condolence letter into DCIPS-CM.

5.15. Guidance for Preparing the Condolence Letter. (T-1).

5.15.1. Do not mention posthumous awards, decorations, or promotion. *NOTE: Revealing this information could be embarrassing to the Air Force if the decoration or promotion is disapproved or a lesser decoration is awarded.*

5.15.2. Tailor each letter to the individual case and its circumstances. *NOTE: The examples in [Attachment 18](#) through [Attachment 20](#) must not be copied or paraphrased too closely.*

5.15.3. The commander may write letters to all minor children living with a member's former spouse, or a guardian.

5.15.3.1. Send the letters to the former spouse or guardian, and request that it be given to the child(ren) when appropriate (see [Attachment 17](#)).

5.15.4. Use letterhead stationery without captions and the personalized format discussed in AFMAN 33-326 for all originals and copies.

5.15.5. Date all letters and copies.

5.15.6. Identify the casualty by full grade and name in the opening paragraph. **EXAMPLE:** *Airman First Class John J. Doe, Jr.*

Section 5C—Documentation on Cause and Circumstances of Death

5.16. Special Documentation Requirements for Suicide, Homicide, and Summary Courts Martial.

5.16.1. The CAR consults the local OSI or law enforcement before obtaining documentation on 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 should follow these guidelines for cases in which a beneficiary is under investigation for or convicted of involvement in the member's death. (T-1).

5.16.2.1. Obtain a copy of the record of conviction against a beneficiary.

5.16.2.2. AFPC/DPFCS decides if the CAR must obtain a copy of the record of conviction against any other person.

5.17. Required Documentation for ANG and AFR Casualties.

5.17.1. Title 10 U.S.C., *Armed Forces*, [Chapter 75](#), *Death Benefits*, requires the Air Force to certify the duty status and travel arrangements of AD, ADT, and IDT ANG and AFR members who die or suffer a fatal injury enroute to their assignment. Certification is provided by ARPC and ARC.

5.17.2. The CAR uploads into DCIPS-CM a statement from the member's commander if other documentation does not verify all of these circumstances. The member's commander or IR detachment commander certifies this information:

5.17.2.1. The Air Force authorized the member to perform the duty. Use the member's ADT or IDT 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. The member's scheduled reporting time or the time when the member ceased to perform the duty.

5.17.2.5. The method of travel used and whether the member was the driver or a passenger.

5.17.2.6. Where the incident occurred and whether it was on a direct route between the place of residence and the place of duty.

5.17.2.7. The immediate cause of death.

5.17.2.8. The travel time and distance from the member's duty station to his or her home.

5.18. Preparing Documentation for Distribution. The CAR should follow these guidelines: (T-1).

5.18.1. Include a cover memorandum listing individual documents as attachments.

5.18.2. Include legible copies of all documents.

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.

5.18.4. Complete and sign a statement explaining why you couldn't obtain any required documents and include it as an attachment.

5.18.5. Have documents in a foreign language translated into English prior to distribution. This will require use of the Government Purchase Card to acquire a translation service if there is not a translator available to you on the base.

5.19. Distributing Documentation. The CAR follows these guidelines when NOK request distribution: (T-1).

5.19.1. Distribute documentation IAW [Attachment 21](#).

5.19.2. Distribute documentation within 30-days from the date of death.

5.19.3. If you can't distribute the requested documentation within the 30 calendar days, inform AFPC/DPFCS by telephone and the primary assistance CAR by email, if applicable, of the date when the documentation will be uploaded in DCIPS-CM and reason for the delay.

Table 5.1. Documents Required.

If the deceased has eligible NOK and the death was due to:	then distribute these documents no later than 30 days from the date of death if required by the VA (see note 1): (Note: A Line of Duty Determination, AF Form 348, is required for all active duty status deaths)					
	DD Form 1569, Incident/ Complaint Report; AF Form 1315, Accident Report; or civilian law enforcement	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
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	X	X			X	X
A military or commercial aircraft accident					X	X
Other accidents, including burns, falls, drowning, natural disasters, runway	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: Table 5.1.

1. In all instances provide the DD 1300 to the MTF's medical and dental records section to allow the appropriate disposition of the member's records IAW AFI 41-210 paragraph 5.7.2.

2. If the NOK or a beneficiary was implicated in the member's death, furnish certified true copies of the court

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	AFSC/JAR 9700 G Avenue, SE, Suite 236B	JA
2	AFOSI Report	AFOSI/SCR P.O. Box 2218, 3235 Old	OSI office
3	Civilian Law Enforcement Agency	Civilian law enforcement agency	Base -level OSI or Security
4	DD Form 1569 <i>Incident/Complaint Report</i> ; or AF Form 1315, <i>Accident</i>	Base Security Forces Organization	Security Forces office
5	Autopsy/toxicology reports	Individual or organization conducting or directing autopsy (hospital, coroner,	

6	Coroner's or medical examiner's report or results of coroner's or summary court inquest, if	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: Table 5.2.

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).

Chapter 6

AIR NATIONAL GUARD AND AIR FORCE RESERVE

6.1. General Information. This chapter outlines the responsibilities and procedures for reporting the deaths of ANG and AFR members in a *non-duty status*, retired members awaiting pay at age 60, and assisting their surviving NOK.

6.1.1. Usually a surviving NOK notifies the member's assigned unit of the member's death.

6.1.2. In the unusual case where the NOK is not aware of the member's death, the member's commander notifies the NOK in person.

6.2. Responsibilities.

6.2.1. Commander of the unit notified of the member's death: (T-1).

6.2.1.1. Determines the member's unit of assignment or other participation or nonparticipation status information. *NOTE: HQ ARPC Casualty Office will provide the member's unit of assignment.* Call DSN 665-0102 or 1-800-525-0102 and ask for the Casualty Office.

6.2.1.2. Notifies AFPC/DPFCS of ANG and AFR casualties if the member was in a duty status (e.g., ADT, IDT, MPA, RPA, etc.).

6.2.1.3. Ensures the CAR prepares the initial Death Message. *NOTE: All messages will be sent using DCIPS.*

6.2.2. AFPC/DPFCS notifies the appropriate ANG state headquarters using contact lists provided by NGB/A1PS or HQ ARPC Casualty Office.

6.2.3. Member's Commander: (T-1) Note: If member is AFR, the member's commander is their reserve component commander.

6.2.3.1. Ensures the FSS submits the initial Death Message (see Air Force DCIPS User Guides available on the Air Force Casualty SharePoint Site), within 24-hours of learning of the member's death.

6.2.3.2. Makes every effort to notify the NOK in person, if they are not aware of the member's death.

6.2.3.3. Helps the NOK apply for benefits.

6.2.3.4. Ensures the FSS prepares and distributes documentation (see [Section 5C](#) on deaths from injuries or diseases incurred or aggravated while the member was in a duty status). FSS servicing the member's unit should:

6.2.3.4.1. Have Mortuary Officer or NCO determine eligibility for mortuary services benefits.

6.2.3.4.2. Help commanders with casualty services, including the preparation of initial and supplemental Death Reports.

6.2.3.4.3. Forward documents IAW [Table 6.1](#)

6.2.3.4.4. Obtain a statement from the investigating authority if a beneficiary was or might have been involved in the member's death and send it to HQ ARPC Casualty Office.

6.2.3.4.5. Develop written casualty reporting instructions.

6.3. Reporting Casualties.

6.3.1. Submit an initial death message to addressees listed in [Table 6.1](#)

6.3.1.1. Within 24-hours (for active duty status) or next duty day (for members not in duty status or retiree) of learning of the member's death, the member's assigned unit at the time of death (or retirement) prepares the initial message. (T-1).

6.3.1.1.1. Guard unit representative immediately contacts the unit command post, which in turn will contact the ANG Readiness Center's Operations Center (ANG/A3XC) at DSN 858-6001, or by fax at DSN 858-7505. (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. For Individual Mobilization Augmentees (IMAs) and participating Individual Ready Reserve (PIRR), the commander of the member's attached unit forwards appropriate documents to the member's servicing HQ/RIO Detachment Commander and provides casualty assistance. (T-1).

6.3.1.4. If you do not have all the necessary data, the member's commander asks the Air Force unit or installation nearest the place of death to verify the death and furnish all relevant data to unit or the installation CAR.

6.3.1.5. Units and installations receiving requests for data must send it to the member's commander as soon as possible. (T-1).

6.3.1.6. Follow these steps to report the death of an ANG or AFR general officer: (T-1).

6.3.1.6.1. Immediately telephone AFPC/DPFCS.

6.3.1.6.2. For ANG, contact the ANG/A3XC at DSN 858-6001.

6.3.1.6.3. For AFR, contact HQ USAF/RESOMO at DSN 332-3245 and HQ ARPC/Casualty Office at DSN 847-3611.

6.3.1.6.4. Follow up with a supplemental death message (see Air Force DCIPS User Guides available on the Air Force Casualty SharePoint Site).

6.4. Providing Casualty Assistance.

6.4.1. The Reserve/Guard Unit CAR helps the NOK: (T-1).

6.4.1.1. Complete and submit applications for monetary benefits and other privileges.

6.4.1.2. Locate resources to help resolve any problems in settling the deceased's estate or concerns from the NOK.

6.5. Determining Eligibility for Benefits.

6.5.1. In general, HQ ARPC/Casualty Office determines whether the NOK of ANG and AFR members who die in a *non-duty status* are entitled to receive benefits. (T-1).

6.5.2. Servicemembers' Group Life Insurance (SGLI).

6.5.2.1. HQ ARPC/Casualty office certifies a deceased member's SGLI coverage.

6.5.2.2. The Office of Servicemembers' Group Life Insurance (OSGLI) determines each claimant's eligibility to be an SGLI beneficiary.

6.5.2.3. Locate and verify deceased members VA Form SGLV 8286. The servicing FSS gives each potential beneficiary a VA Form SGLV 8283 after forwarding the required casualty package to HQ ARPC/Casualty Office (see **Table 6.1.**).

6.5.2.4. The CAR:

6.5.2.4.1. Emails or faxes claim forms to HQ ARPC/Casualty office via vPC incident to Benefits and Entitlements with "Non-Duty Status Casualty" as subject, or fax to: DSN 847-3611. (T-1).

6.5.2.4.2. Refers inquiries regarding SGLI to HQ ARPC/Casualty Office, 18420 E. Silver Creek Ave, Bldg 390 MS 68, Buckley AFB, CO 80011 (DSN 847-3611). (T-1).

6.5.3. Reserve Component Survivor Benefit Plan (RCSBP).

6.5.3.1. HQ ARPC/Casualty Office:

6.5.3.1.1. Reviews the deceased member's records to determine: (T-1).

6.5.3.1.1.1. NOK eligibility for RCSBP benefits.

6.5.3.1.1.2. The beneficiary(ies).

6.5.3.1.1.3. The amount of retired pay the member would have been entitled to receive.

6.5.3.1.2. Issues the authorization for payment by DFAS. (T-1).

6.5.3.1.3. Sends a copy of the authorization and a letter of eligibility to the beneficiary. (T-1).

6.5.3.2. The CAR refers inquiries about RCSBP to HQ ARPC/Casualty office by mail.

6.5.4. DOD, Veterans Affairs, and Social Security Benefits.

6.5.4.1. The CAR: (T-1).

6.5.4.1.1. Informs the NOK of benefits they might be entitled to claim and assist with filing applications.

6.5.4.1.2. Advises the NOK to contact the VARO and the SSA nearest their residence for further information.

6.5.4.1.3. Advises the NOK to contact their local and state office or department of veterans' services or affairs for information on any additional benefits.

6.6. Contacting the NOK.

6.6.1. Member's Commander: (T-1).

6.6.1.1. Confirms the death of the member before contacting the NOK when the Air Force learns of an ANG or AFR member's death from any source other than the NOK, such as a neighbor or friend.

6.6.1.2. Notifies, in person if at all possible, the NOK who are unaware of the death and reside near the member's unit of assignment of the circumstances of the member's death and extends their condolences.

6.6.1.3. Contacts the NOK within 24-hours of learning of the death to arrange for casualty assistance.

6.6.2. The CAR: (T-1).

6.6.2.1. Telephones the NOK to assist them in applying for benefits/entitlements.

6.6.2.2. Advises the NOK that the Air Force can provide further assistance by mail or in person at the FSS.

6.6.2.3. Verifies the NOK's address.

6.6.2.4. Gives the NOK the CAR's address and telephone number.

6.6.3. For IMAs and PIRR the HQ/RIO Detachment contacts the NOK.

6.7. Identification Card.

6.7.1. The NOK must return the deceased member's:

6.7.1.1. DD2AFACT, DD2AFRES, or DD2RET ID.

6.7.1.2. AF Form 1199, *USAF Restricted Area Badge*, if applicable.

6.7.1.3. DD Form 1173-1, *Department of Defense Guard and Reserve Family Member Identification Card*, issued to the NOK, unless the person is authorized to keep it (see AFI 36-3026, *Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and Other Eligible Personnel*).

6.7.2. The CAR should ask the NOK if there are any TRICARE claims pending.

6.7.2.1. If there are pending TRICARE claims, the CAR documents on the AF Form 58 the card issue and expiration date for the claims (see [Attachment 8](#)).

6.7.3. If there are no pending TRICARE claims, the CAR should see MPS Customer Support Element to surrender the member's ID card(s).

6.8. Condolence Letters.

6.8.1. The member's commander should prepare condolence letters when appropriate (see [Chapter 5, Section 5B](#)).

6.8.2. The FSS servicing the member's unit should help the commander prepare condolence letters (see [Attachments 18-20](#)). (T-1).

6.9. ANG Memorial Certificate.

6.9.1. NGB/A1PS should prepare the ANG Memorial Certificate after receiving the Death Report and send it to the appropriate FSS. **NOTE:** *The Air Force issues this certificate only as a unique memorial for the NOK. It is not a substitute for condolence letters.*

6.9.2. For retired or prior service-members, including those deceased prior to the creation of this certificate, the unit or NOK may request a memorial certificate through any ANG FSS, who should verify the service and forward the request to NGB/A1PS (see [Attachment 22](#)).

6.9.3. If the NOK requests additional copies of the certificate, the ANG FSS may request them through NGB/A1PS.

6.9.4. The FSS arranges for the member's commander and a chaplain to present the certificate to the NOK (in person whenever possible). (T-3). **NOTE:** See [Attachment 23](#) for a sample presentation letter.

Table 6.1. Casualty Reporting for Non-Duty Status ANG and AFR Members.

If the casualty is:	then send the message to the following addresses: (see Note 1)	and send these documents to HQ ARPC/ Casualty office, 18420 E. Silver Creek Ave, Bldg 390 MS 68, Buckley AFB, CO 80011: (see Note 2)
an AFR member not on AD, ADT, or IDT or traveling to or from such duty	Casualty.arpc@arpc.denver.af.mil (see Note 3)	Death certificate. Any information that could affect the status of a potential beneficiary. Airman's RED or DD Form 93. VA Form SGLV 8286. Current Leave and Earnings Statement.
an ANG member not on AD, ADT, or IDT or traveling to or from such duty	Casualty.arpc@arpc.denver.af.mil and NGB.A1PS@ANG.AF.MIL (see Note 3)	
an AFR member assigned to HQ ARPC not officially on AD, ADT, or IDT or traveling to or from such duty (this includes IMAs)	Casualty.arpc@arpc.denver.af.mil (see Note 3)	
an AFR nonparticipating member assigned to HQ ARPC or a retired AFR member awaiting pay at age 60	Casualty.arpc@arpc.denver.af.mil (see Note 3)	Death certificate. Any information that could affect the status of a potential beneficiary.
an ANG senior officer (O-6	Casualty.arpc@arpc.denver.af.mil;	Death certificate. Any

If the casualty is:	then send the message to the following addresses: (see Note 1)	and send these documents to HQ ARPC/ Casualty office, 18420 E. Silver Creek Ave, Bldg 390 MS 68, Buckley AFB, CO 80011: (see Note 2)
and above)	NGB.A1PS@ANG.AF.MIL and Ngb.a1p.actions@ang.af.mil	information that could affect the status of a potential beneficiary. Airman's RED or DD Form 93. VA Form SGLV 8286. Report of death.
Notes: Table 6.1. 1. Include AFPC/DPFCS as an action addressee on the initial Death Message if asking for their help in making casualty notifications. 2. All documents can be emailed along with the message. 3. Create a MyPers incident for benefits and entitlements, and put "Casualty" in the subject line of the email.		

Chapter 7

AIRMAN'S RECORD OF EMERGENCY DATA (RED) AND DD FORM 93

7.1. Overview. The DD Form 93, *Record of Emergency Data*, 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 Airman's Record Of Emergency Data (RED), available via Virtual Military Personnel Flight (vMPF), is used for all personnel other than those who are newly accessed and have yet to be issued a Common Access Card (CAC).

7.1.2. The DD Form 93 is used for members who are newly accessed to any Air component, but not yet gained into MilPDS and issued a CAC. 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 RED 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 vMPF either from their home or work location.

7.1.2.2.1. A copy of the completed DD Form 93 is sent to AFPC/DP10S and is placed in the member's ARMS record. For civilian contractors a copy of the DD Form 93 is provided to the PERSCO team.

7.2. Responsibilities.

7.2.1. AFPC/DPFCS: (T-1).

7.2.1.1. Establishes procedures for the Airman's RED.

7.2.1.2. Conducts a continuing publicity program to ensure each member is aware of the use and effect of the RED.

7.2.2. Unit Commanders: (T-1).

7.2.2.1. Ensure each member completes and updates their Airman's RED annually.

7.2.2.2. Stress the importance of assigned member's keeping the Airman's RED current to assist with prompt notification of NOK and other designated persons should the member become a casualty.

7.2.2.3. Ensure newly assigned members review and update their Airman's RED once gained to the base.

7.2.2.4. Establish procedures to ensure members departing TDY in excess of 30-days have a current Airman's RED prior to departure.

7.2.3. FSS/CC: (T-1).

7.2.3.1. Ensures that only two (2) FSS personnel (should be Primary and Alternate CARs) are appointed to retrieve local Airman's RED. One of the appointed personnel must be the CAR. 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 IAW instructions on the Air Force Casualty SharePoint site.

7.2.3.1.1. Removes an individual's access to Airman's RED immediately when that individual no longer requires access or the individual has shown cause to have this access removed by completing, within 24-hours, a DD Form 2875 IAW instructions on the Air Force Casualty SharePoint site.

7.2.3.1.2. SSN is required to be provided in member's email request, but not on the DD Form 2875.

7.2.3.1.2.1. Exception to SSN Reduction Act is based on the Airman's RED program being a legacy system interface.

7.2.4. CAR: (T-1).

7.2.4.1. Is the installation OPR for the overall management of the Airman's RED program.

7.2.4.1.1. Provides continuing publicity on the Airman's RED.

7.2.4.2. Establishes local procedures to:

7.2.4.2.1. Ensure all accessions are made aware of vMPF and their responsibility to complete an Airman's RED immediately upon being gained to their first duty station.

7.2.4.2.2. Ensure all newly assigned personnel update their Airman's RED upon being gained.

7.2.4.2.3. Ensure hard copy DD Forms 93s are kept until confirming a valid Airman's RED is on file and in their personnel record.

7.2.4.3. Provides each unit commander a report listing assigned personnel indicating currency of their Airman's RED at least annually. **NOTE:** *Listings are updated on the 10th day of every month.*

7.2.5. Individual members: (T-1).

7.2.5.1. Ensure they have a current Airman's RED on file.

7.2.5.2. Ensure beneficiary designations agree with any existing wills. **NOTE:** *Members should seek advice through the base legal assistance program, as necessary.*

7.2.5.3. Update Airman's RED whenever a change occurs in NOK, address, or beneficiary. Members should update their Airman's RED upon reporting to a new duty station, TDY in excess of 30 days, prior to all deployments (regardless of length), prior to departure on PCS orders, 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 Airman's RED 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 CAC.

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 MEPS or MPF for training at Basic Military Training (BMT), the MEPS completes DD Form 93 and sends two copies with original signature to 319 TRS/TPPER, 1561 Stewart Street, Suite 13, Lackland AFB TX 78236-5242.

7.2.6.5. For members enlisting at a MEPS or MPF for training at Officer Training School (OTS):

7.2.6.5.1. MEPS completes DD Form 93 and sends two copies with original signature to 24 TRS/DPM, 50 Chennault Circle, Maxwell AFB AL 36116-6417.

7.2.7. Officer Training School (OTS)/Commissioned Officer Training (COT) (trainees only):

7.2.7.1. Ensure trainees complete the Airman's RED during in-processing or the earliest date possible after arrival at OTS or COT. (T-1).

7.2.7.2. Develop procedures to ensure officer trainees have a current Airman's RED on file prior to graduation.

7.2.8. Air Force Academy Cadet Wing (for cadets only):

7.2.8.1. Establish procedures to ensure cadets complete a USAFA Form 0-143, *Record of Emergency Data for Cadet Personnel*, during in-processing and reviewed annually. (T-1).

7.2.9. Technical Training Center: (T-1).

7.2.9.1. Ensures members have access to vMPF and the opportunity to complete and/or update a RED.

7.2.9.2. If a DD Form 93 is completed, ensures a copy is sent to ARMS.

7.2.10. PERSCO: (T-1).

7.2.10.1. Assists deployed members (to include civilian and contractors) in accessing vMPF to update the Airman's RED or completing a DD Form 93 for those without vMPF access.

7.2.10.2. Ensures DD Forms 93 are retained until confirming the document is uploaded into ARMS.

7.2.10.3. Obtains and maintains a copy of DoD civilian and civilian contractor orders (i.e., CED and LOA) and DD Form 93.

7.2.11. Members accepting an appointment or enlistment in the ANG or AFR:

7.2.11.1. The member's unit or the MPS servicing the member's gaining unit assists the member in completing a DD Form 93.

7.2.11.1.1. 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 ARMS.

7.2.11.2. Unit procedures must be established to ensure each ANG or AFR member has a current RED on file immediately after being gained into MilPDS.

7.2.12. Air Force Reserve Officer Training Corps (AFROTC) Detachment: (T-1).

7.2.12.1. Establishes procedures to ensure cadets complete a DD Form 93 prior to departing for field training or anytime a cadet is on official travel orders.

7.2.12.2. Establishes local procedures to ensure all cadets are made aware of vMPF and the Airman's RED prior to commissioning.

7.2.13. Unit Deployment Manager (UDM): (T-3).

7.2.13.1. Establishes procedures to ensure that members have a current Airman's RED prior to processing through the Installation Deployment Readiness Cell (IDRC) or Installation Personnel Readiness (IPR) section.

Chapter 8

SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI), FAMILY MEMBER SERVICEMEMBERS' GROUP LIFE INSURANCE (FSGLI), TRAUMATIC INJURY PROTECTION (TSGLI), AND VETERANS' GROUP LIFE INSURANCE (VGLI)

8.1. General Information. This chapter outlines the responsibilities and procedures for SGLI, FSGLI, TSGLI, and VGLI. It also outlines the implementation and procedures for the Servicemembers' Group Life Insurance Online Enrollment System (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: (T-1).

8.2.2.1. Advertising new programs or benefits.

8.2.2.2. Collecting claim forms from MPSs or CARs and certifying the claim.

8.2.2.3. Sending the claim form to OSGLI for processing and payment.

8.2.3. HQ ARPC Entitlements Branch 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 ANG and AFR. (T-1).

8.2.4. DFAS-IN, Defense Joint Military Pay System (DJMS), Support Division, (SJGJ), 8899 East 56th Street Indianapolis, IN 46249-1200, provides system support for appropriate DJMS transactions.

8.2.5. The FSS/CC ensures MPS and CAR complies with this instruction. (T-1).

8.2.6. The MPS Customer Support Element:

8.2.6.1. Manages this program IAW this AFI, and the Servicemembers' Group Life Insurance Handbook. (T-1).

8.2.6.2. Counsels and provides members with the appropriate monthly premium rates, as required. (T-1).

8.2.6.3. Assists members with completing and submitting the following VA forms, as required. (T-1).

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

8.2.6.3.2. SGLV 8286A, *Family Coverage Election*.

8.2.6.4. Processes and updates transactions IAW AFI 36-2608 for SGLI and IAW FSS Personnel Services Deliver (PSD) Guide for FSGLI. (T-1).

8.2.6.5. Ensures that two (2) FSS personnel are appointed, by completing a DD Form 2875, to be Site Security Manager (SSM) for the DMDC Family Service Members Group

Life Insurance (FSGLI) website, IAW instructions available at the Air Force Casualty SharePoint site:

<https://www.dmdc.osd.mil/familysgli/consent?continueToUrl=%2Ffamilysgli%2Findex.jspin>

8.2.6.5.1. These two FSS personnel will also act as the SSM for SOES, granting system access at the installation level.

8.2.6.6. Directs service members to use SOES once implemented to make all coverage elections, i.e., initial, increase, decrease, reinstatement, or cancellation of coverage.

8.2.7. The CAR: (T-1).

8.2.7.1. Provides initial and periodic SGLI training and updates to all assigned MPS personnel.

8.2.7.2. Provides policies and procedures and is the focal point of contact on all SGLI matters.

8.2.7.3. Assists members with completing and submitting the following VA forms, as required:

8.2.7.3.1. SGLV 8283, *Claim for Death Benefits (SGLI and VGLI)*.

8.2.7.3.2. SGLV 8283A, *Claim for Family Coverage Death Benefits*.

8.2.7.3.3. SGLV 8284, *Claim for Accelerated Benefits Option (SGLI/VGLI)*.

8.2.7.3.4. SGLV 8284A, *Claim for Accelerated Benefits Option (FSGLI)*.

8.2.7.3.5. SGLV 8600, Servicemembers' Group Life Insurance Traumatic Injury Protection Program (*TSGLI*).

8.2.7.3.6. SGLV 8700, *Report of Death of Family Member*.

8.2.7.3.7. SGLV 8714, *Application for Veterans' Group Life Insurance*.

8.2.8. The SSM provides access to FSS personnel who need access to the DMDC Family Service Members Group Life Insurance (FSGLI) website:

<https://www.dmdc.osd.mil/familysgli/consent?continueToUrl=%2Ffamilysgli%2Findex.jspwill> Use the following site to provide access:

<https://www.dmdc.osd.mil/appj/audit/logon?continueToUrl=/appj/audit/indexAction.do>

8.3. Minimum Counseling Information for Members Making SGLI Elections.

8.3.1. Title 38 U.S.C., Section 1967(d), 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: (T-1).

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. Although SGLI and VGLI are considered to be term-type life insurance policies, they are "renewable for life" unlike many commercial term policies. Premiums for whole life insurance depend on the age at which the policy is purchased, but generally do not increase. However, the premiums are initially greater than term insurance premiums at the same age, but then in later years the premiums are less than term policies at that age. During the early years of a whole life policy, when higher premiums are being paid, the policy may carry a cash value because the premiums paid exceed the actual cost of coverage. At some point, the cash value may grow large enough that no more premiums need to be charged in order to assure a given "face value" of the policy for life. If the insured takes this option, the policy is paid up for their whole life.

8.3.4. SGLI and VGLI. Another important benefit of SGLI insurance is the ability to convert to VGLI after leaving the military. VGLI can be taken 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 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 5-year age group, becoming significantly more expensive after age 65. Thus, VGLI is similar to most other term insurance programs.

8.3.5. Commercial insurance. Almost anyone on active duty or in the Ready Reserve should be qualified to buy a commercial life insurance policy at reasonable cost. It all depends on the company and type of policy desired. Many military associations provide term insurance at a group rate. Because they may screen applicants for health and high-risk practices like

smoking, flying, parachute jumping, premiums can be fairly competitive, while allowing for some profit. Some associations offer the insurance more as a benefit than as a money-making proposition and this helps keep premiums down. However, the SGLI premiums are the same for everyone, regardless of the risk factors involved and there is no clause for wartime death. Some private policies may not pay in the event of a war casualty or if there is no war clause, the company may not have the financial resources to pay if war casualties are high.

8.3.6. Family Member Servicemembers' Group Life Insurance (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), 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 SGLI 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 and submit an SGLV 8286A, to include the health questions and request coverage. (See instructions in [paragraph 8.4](#))

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 the VA 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 is responsible for completing and verifying the qualified family member information and completing the SGLV 8283A and SGLV 8700. The CAR will forward the completed forms, along with any required

documentation to AFPC/DPFCS for certification prior to being sent to OSGLI for payment. (T-1).

8.3.6.8. Reserve and Guard units will report the death of a covered family member by sending completed SGLV 8283A and SGLV 8700 to HQ ARPC Casualty office for certification prior to being forwarded to OSGLI for payment. (T-1).

8.3.6.9. Advise service members to review and update their SGLI election upon life changing events, e.g., Marriage, Divorce, Death, etc. Checklists are available on the AF Casualty SharePoint site.

8.4. MPS/FSS Customer Service Element Actions.

8.4.1. When an SGLV 8286 or SGLV 8286A is properly completed, signed and dated by the member in the appropriate blocks, make three copies. (T-1). *NOTE: Ensure the most current version of the form is completed by using the VA website at: <http://www.benefits.va.gov/INSURANCE/resources-forms.asp>.*

8.4.1.1. The date the forms are completed should be accurately recorded as it determines the effective date for the reduction or cancellation of insurance. (T-1).

8.4.1.2. The spouse is sent a letter of advisory by the customer service element when the member reduces or declines coverage or elects someone other than the spouse to receive SGLI benefits when executing a paper election. An example of the letter can be located at: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx.

8.4.1.2.1. A copy of the letter sent to the spouse is forwarded to ARMS at AFPC/DP1ORM, 550 C St West Suite 21, JBSA-Randolph AFB TX 78150-4723 to be uploaded in the member's ARMS record.

8.4.1.3. Director DoD Human Resources Activity (DoDHRA) will send a letter of advisory to the spouse for all SGLI election coverages performed through SOES meeting **paragraph 8.4.1.2** criteria IAW 38 U.S.C., **Chapter 19**, Subchapter III, §1967.

8.4.1.3.1. SOES will retain a transactional record of date the advisory letter was sent to the spouse.

8.4.1.4. A personnelist must witness the member's signature and review the form IAW the directions on the SGLV 8286/8286A. The personnelist provides the information in the "For Branch of Service Use Only" block of the SGLV 8286/8286A and dates the form immediately following the member's signing and dating. (T-1).

8.4.2. The completed forms serve as the basis for:

8.4.2.1. Establishing payroll deductions.

8.4.2.2. Authorizing collections in a reduced amount or none at all.

8.4.3. Distribution of SGLV 8286 and SGLV 8286A: (T-1).

8.4.3.1. After completion of the updated transaction (if applicable), the signed originals are sent weekly to ARMS using a mail system with tracking capabilities AFPC/DP1ORM, 550 C St West Suite 21, JBSA-Randolph TX 78150-4723. The envelope must be marked URGENT TIME SENSITIVE SGLI TRANSACTION.

8.4.3.1.1. The MPS Customer Service Element retains a copy of the SGLV 8286/8286A and any supporting documentation resulting from SGLV 8286/8286A elections on file until verified the documents are in ARMS.

8.4.3.1.2. Forms processed by PERSCO units are mailed, emailed, scanned, or faxed to the member's servicing FSS immediately.

8.4.3.2. Provide the member with a copy.

8.5. 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 Form SGLV 8286/SGLV 8286A. (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 SGLI benefit. An example of the letter can be located at: https://cs3.eis.af.mil/sites/AF-DP-00-60/AFKN_Docs/Forms/AllItems.aspx.*

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 ARMS for processing. (T-1). A paper copy should be kept on file until the MPS can see the document in ARMS.

8.5.2.3. Reduction or cancellation is effective at midnight of the last day of the month in which the MPS Customer Service Element receives the form.

8.5.3. During initial accession processing, if a member elects not to be insured or elects less than the maximum coverage, that election is effective immediately.

8.5.3.1. If the election is made after the initial accession, the election is effective at midnight of the last day of the month in which the MPS Customer Service Element receives the form.

8.6. Request for Reinstatement or Increase of SGLI/FSGLI.

8.6.1. If a member elects to cancel or reduce SGLI or FSGLI coverage, or elects not to be insured under SGLI or FSGLI, and later elects to increase the level of coverage, or reinstate coverage, the member must complete and submit a new SGLV 8286/8286A. (T-1).

8.6.2. If all medical questions on the SGLV 8286/8286A are answered "NO," performs the following actions: (T-1).

8.6.2.1. Completes the appropriate update(s) for the new SGLI/FSGLI coverage to initiate withholding of monthly premium deductions effective the date the member completes and submits the SGLV 8286/SGLV 8286A.

8.6.2.1.1. SGLI coverage is updated in MilPDS.

8.6.2.1.2. FSGLI coverage and changes to FSGLI coverage must be updated to the DMDC Family Service Members Group Life Insurance (FSGLI) website the same month that the member completes the form for change in coverage:

<https://www.dmdc.osd.mil/familysgli/consent?continueToUrl=%2Ffamilysgli%2Findex.jsp>.

8.6.2.1.3. If the change to coverage is not updated the same month that the member completes the form to change coverage, the MPS initiates a CMS case and uploads the SGLV 8286A and current coverage verification from the DMDC Family Service Members Group Life Insurance (FSGLI) website and refers it to AFPC/DPFCS.

8.6.2.2. Send SGLV 8286/8286A to ARMS. File a copy of the SGLV 8286/8286A until the form appears in ARMS.

8.6.3. If any of the medical questions on the form are answered “YES,” perform the following actions:

8.6.3.1. Keep one copy of the SGLV 8286/8286A on file until the medical underwriting decision letter is received.

8.6.3.2. Forward the completed SGLV 8286/8286A to OSGLI for review and decision.

8.6.3.2.1. Do not complete the MilPDS transaction until the decision for acceptance or rejection is received from the OSGLI.

8.6.3.3. Members submitting SGLV 8286/8286A should be informed that when 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 MPS Customer Service Element will be advised of the acceptance or rejection of the application by OSGLI.

8.6.3.5. If the application is accepted:

8.6.3.5.1. Complete the appropriate MilPDS transaction.

8.6.3.5.2. The effective date of coverage is the date the member signed the completed SGLV 8286/8286A.

8.6.3.5.3. Send the SGLV 8286/8286A and the medical underwriting letter to ARMS and keep a paper copy on file until the new form is reflected in ARMS.

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 ARMS and keep a paper copy on file until the new form is reflected in ARMS.

8.7. MilPDS Transaction Requirements. (T-1).

8.7.1. Use PTI DB04 to start, reduce, delete, or increase SGLI option.

8.7.1.1. Multiple DB04 transactions may not be input within the same month unless a PTI DB06 (CANCEL) has been input to cancel the previous selection.

8.7.1.2. If PTI DB04 is input incorrectly wait one (1) duty day then input a PTI DB06 with data matching the incorrect DB04.

8.7.1.2.1. Wait one duty day, then input PTI DB04 with the correct data. **NOTE:** *The DB06 must process before the correct DB04 can be updated.*

8.7.2. Use PTI DB06 to cancel a previous DB04 input.

8.7.3. Use the appropriate code for amount of SGLI elected: 0 – None; 5 - \$50,000; A - \$100,000; F - \$150,000; K - \$200,000; Q - \$250,000; R - \$300,000; S - \$350,000; T – \$400,000; and, Z – Unknown. **NOTE:** Do not use “Z – Unknown” without prior discussion with AFPC/DPFCS.

8.8. SGLI Beneficiaries.

8.8.1. An insured member may designate as principal beneficiary or contingent beneficiary any person, firm, corporation, or legal entity (including the member’s estate), individually or as a trustee.

8.8.2. The following are guidelines to be used in the preparation of the SGLV 8286:

8.8.2.1. A member should be encouraged to name a specific beneficiary. Use of the “By Law” designation should be discouraged.

8.8.2.2. If a member does not want to designate a specific beneficiary, but prefers the proceeds to be paid in the order of precedence, the member should enter “By Law” by his or her own hand (printed or cursive) in the appropriate space in [part 2](#) of the form.

8.8.2.2.1. The insurance proceeds will automatically be paid in the following order of precedence:

8.8.2.2.1.1. Surviving spouse of member.

8.8.2.2.1.2. Child or children of the member, in equal shares, with the share of any deceased child to be distributed among the descendants of that child.

8.8.2.2.1.3. Parents in equal shares, or all to the surviving parent. **NOTE:** Biological parents are not always who the member intended to receive the proceeds, and in cases of abandonment, they are not always recognized as legal parents. Claim disputes involving the recognition of “rightful” parents can be avoided by discouraging the use of “By Law” designations and listing the parent(s) by name.

8.8.2.2.1.4. A duly appointed executor or administrator of the member’s estate.

8.8.2.2.1.5. Other qualified family members.

8.8.3. When a member is likely to be survived by a spouse, children, or parents and member designates some other person or entity as beneficiary, MPS Customer Service Element: (T-3).

8.8.3.1. Counsels the member to the fact that the SGLI law was specifically designed to provide some form of security for spouse, children, or parents.

8.8.3.2. Encourages the member to designate spouse, children, or parents as beneficiaries.

8.8.3.3. 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 SGLI benefits.

8.8.3.4. If the designation is to be continued, a memorandum indicating that this was discussed with the member should be sent to ARMS along with the forms and a paper copy should be kept until ARMS is updated.

8.8.3.5. Under no circumstances should a member be compelled to designate any beneficiary.

8.8.4. When a member wishes to name minors as beneficiaries such as his or her own children, nephews, nieces, etc., the member should be advised that the proceeds of the insurance cannot be paid to a minor beneficiary, other than a minor surviving spouse, without a court-appointed guardian of the children's financial estates.

8.8.4.1. The appointment of a guardian is often time-consuming and costly, which may delay the payment of proceeds.

8.8.4.2. The amount of the proceeds can be materially reduced by the payment of court costs, attorney fees, and expenses incurred by the guardian. One way to avoid such complications and expense is to designate a pre-appointed trustee of the minor beneficiary.

8.9. Accelerated Benefit Option (ABO). Anyone who is insured by SGLI or VGLI and whose life expectancy is 9-months or less may be eligible for the ABO. Up to 50 percent of the face value of an 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.

8.9.1. Service members with FSGLI coverage have access to up to 50% of the face value of the spousal coverage through the ABO. The ABO is available in \$5,000 increments. In order to qualify, the spouse must have a life expectancy of 9-months or less. This benefit will be paid only to the service member.

8.9.2. Personnel wanting to claim this benefit should have their provider complete page 3 of the SGLV 8284/8284A or provide a letter from their attending physician to the OSGLI stating the member or spouse has a life expectancy of less than 9-months.

8.9.3. If accelerated benefits are paid, the remaining SGLI/VGLI/FSGLI coverage will be reduced correspondingly with the amount of accelerated benefits paid and the insured must continue to pay premiums on the remaining coverage.

8.9.3.1. When accelerated benefits are paid, a new Form SGLV 8286/8286A for the remaining coverage must be completed. (T-1).

8.10. Election for Method of Payment of Insurance Proceeds.

8.10.1. An insured member may elect the proceeds of SGLI be paid to the beneficiary in a lump-sum payment or in 36 equal monthly installments.

8.10.1.1. An insured member may also change the method of settlement at any time without the consent of the beneficiary.

8.10.2. If the insured member elects a lump-sum payment or makes no election, the beneficiary may choose either the lump-sum settlement either through the Prudential Alliance Account check, electronic funds, or 36 monthly installments.

8.10.3. If the insured member elects 36 monthly installments, the beneficiary may not elect a lump-sum payment.

8.10.4. For additional information refer to the VA website: <http://www.benefits.va.gov/insurance>.

8.11. Servicemembers' Group Life Insurance (SGLI) Online Enrollment System (SOES).

8.11.1. A Self Service Application replacing current paper-based process enabling Airmen to make changes to their SGLI and FSGLI elections, 24/7.

8.11.2. The Defense Enrollment Eligibility Reporting System (DEERS) database is the authoritative source for eligibility and coverage information for the enrollment system.

8.11.2.1. Pay transaction will flow to appropriate DFAS pay system for premium deductions and updates. Premium discrepancies will resolved IAW [paragraph 8.12](#)

8.11.3. All Airmen 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)

8.11.3.1. Use of the Form SGLV 8286 is only permissible in emergent situations where a member is unable to access SOES within a reasonable time frame.

8.11.3.2. Members with part-time SGLI coverage will continue to use SGLV Form 8286.

8.11.3.3. Accessions will update SOES with appropriate beneficiary information at their first duty station when proper credentials are fully available for system access.

8.11.4. Provides FSS personnel and commanders with the ability to monitor members SGLI elections and key SGLI data for an entire unit or a single individual.

8.11.4.1. FSS SSM personnel will provide appropriate access to unit leaders enabling units to generate an organization status report with their members' SGLI coverage information.

8.11.5. Produces spousal notifications letters IAW 38 U.S.C., [Chapter 19](#), Subchapter III, §1967.

8.12. Processing Requests for SGLI Premium Reimbursement.

8.12.1. When a member claims SGLI premium deductions exceed the level of intended coverage, review the member's SGLV 8286/8286A, and DFAS Military Leave and Earnings Statement (LES).

8.12.2. If a discrepancy is validated, the MPS initiates a CMS case and uploads the SGLV 8286/8286A, LES, and system update verification and refers it to DFAS-IN. (T-1).

8.13. Application for Correction of Military Record.

8.13.1. When a member requests reimbursement for overpayment of premium deductions for any reason other than the MPS erroneously updating the wrong election, and all other administrative remedies are exhausted, the member should:

8.13.1.1. Complete DD Form 149, *Application for Correction of Military Record*.

8.13.1.2. Mail the DD Form 149 to the Secretary of the Air Force, Review Board Office (SAF/MRBR), 550 C Street West, JBSA-Randolph AFB TX 78150-4722.

8.14. Traumatic Servicemembers' Group Life Insurance (TSGLI).

8.14.1. 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 this OSGLI and VA program are provided in the TSGLI procedural guide (see [Attachment 1](#)). All definitions, regulations, and final determinations are under the authority of OSGLI.

8.14.1.1. 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.

8.14.1.2. Effective 1 October 2011, the Veterans' Benefit Improvement Act of 2010 removed the requirement that injuries during the retroactive period be incurred in Operations Enduring or Iraqi Freedom.

8.14.1.3. The TSGLI procedural guide and SGLV 8600 provides detailed information on eligibility requirements for members applying for losses in this category.

8.14.2. 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.

8.14.2.1. The member must be insured under full-time SGLI in any amount at the time of the traumatic injury. TSGLI coverage applies to AD, ANG, and AFR members, funeral honors duty, and one-day muster duty.

8.14.2.1.1. 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.

8.14.2.1.2. Members eligible for part-time coverage become eligible for full-time coverage when they perform AD or ADT, under calls or orders that specify 31 days or more.

8.14.2.2. 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. The schedule of losses and applicable program definitions may be found in the TSGLI procedural guide.

8.14.2.3. 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.

8.14.2.4. The member must suffer a scheduled loss within two years (730 days) of the traumatic event, as defined in the TSGLI procedural guide.

8.14.2.5. The member must survive for a period of not less than seven (7) full days from the date of the traumatic event. The 7-day period begins on the date and time of the

traumatic event, as measured by Zulu [Greenwich Meridian] time and ends 168 full hours later.

8.14.3. Exceptions to eligibility can be found in the TSGLI procedural guide.

8.14.3.1. Injuries caused by the following are excluded from eligibility:

8.14.3.1.1. A mental disorder.

8.14.3.1.2. 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.

8.14.3.1.3. Attempted suicide.

8.14.3.1.4. Self-inflicted wounds.

8.14.3.1.5. 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.

8.14.3.1.6. The members' willful use of an illegal or controlled substance, unless administered or consumed on the advice of a medical professional.

8.14.3.1.7. Injuries sustained while committing, or attempting to commit, a felony.

8.14.4. Beneficiary(ies) of TSGLI benefit:

8.14.4.1. If the member is deemed incompetent, payment will be made to the guardian, power of attorney, or military trustee.

8.14.4.2. If the member dies after qualifying for payment, the payment will be made to the member's listed SGLI beneficiary(ies). The member must survive for seven (7) days (168 hours) from the date of the traumatic event and suffer a scheduled loss to be eligible for TSGLI.

8.14.4.3. Payment of TSGLI benefits will be IAW the published schedule of losses in Title 38, U.S.C., Chapter I, **Part 9**, Section 9.20., *Traumatic Injury Protection*. The OSGLI issues payments after a claim is certified for by AFPC/DPFCS.

8.14.4.4. Payment details are discussed at the time of application with the CAR. Additional details are located in the TSGLI procedural guide.

8.14.5. CAR:

8.14.5.1. Is the focal point of contact on all TSGLI matters. Duties include, but are not limited to:

8.14.5.1.1. Establishes policies and procedures to ensure the MTF notifies the CAR of all traumatic events.

8.14.5.1.2. Provides TSGLI annual training for assigned MTF physicians, social workers, commanders, and first sergeants. (T-1).

8.14.5.1.3. Counsels 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 MPR with confirmed counseling information. (T-1).

8.14.5.1.4. Provides potential qualifying members with SGLV 8600 and program material.

8.14.5.1.5. Submits a one-time casualty report to AFPC/DPFCS on Airmen who suffered injuries due to a traumatic event and were not placed in a casualty status of Seriously Injured/Very Seriously Injured (SI/VSI). In the "Remarks" section, confirm that no TSGLI disqualifying factors were involved. (T-1). **NOTE:** *A second casualty report is submitted at AFPC's discretion.*

8.14.5.2. Reviews 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.*

8.14.5.3. Forwards completed SGLV 8600 and supporting medical documentation to AFPC/DPFCS.

8.14.6. AFPC/DPFCS:

8.14.6.1. Reviews all claims for accuracy and validation. (T-1).

8.14.6.2. Determines if additional information is needed from the member or physician and, if needed, contacts the assisting CAR to obtain information.

8.14.6.3. Determines if the claim requires an additional medical assessment, and if needed, forwards the claim to appointed TSGLI medical representative.

8.14.6.4. Completes the TSGLI claim certification worksheet with required certification signature and forwards approved claims to OSGLI for payment.

8.14.7. TSGLI Claim Denials:

8.14.7.1. AFPC/DPFCS drafts and distributes initial claim denial letter to the service member IAW guidance outlined in the TSGLI SOP.

8.14.7.2. AFPC/DPFD drafts and distributes first level appeal denial letter to the service member.

8.14.7.3. Air Force Board of Correction for Military Records (AFBCMR) is the second level appeals authority for TSGLI and establishes procedures to adjudicate these appeals.

GABRIEL O. CAMARILLO
Assistant Secretary of the Air Force
(Manpower and Reserve Affairs)

BEGIN SIGNATURE

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

Title 5, United States Code (U.S.C.) Annotated, *Government Organization and Employees*, Chapter 21, *Definitions*, Section 2108, 14 November 2014

Title 5, U.S.C. Annotated, Chapter I, Subchapter B, Part 630, *Absence and Leave*, 04 September 1968

Title 5, U.S.C. Annotated, Part III, Subpart E, Chapter 63, *Absence and Leave*, 14 November 2014

Title 5, U.S.C. Annotated, *Government Organization and Employees*, Chapter 81, *Compensation for Work Injuries*, Sections 8101-8152, 14 November 2014

Title 10, U.S.C. Annotated, *Armed Forces*, Chapter 55, *Medical and Dental Care*, Sections 1071-1107, 14 November 2014

Title 10, U.S.C. Annotated, *Armed Forces*, Chapter 73, *Annuities Based on Retired or Retainer Pay*, Sections 1431-1467, 14 November 2014

Title 10, U.S.C. Annotated, *Armed Forces*, Chapter 75, *Deceased Personnel*, Sections 1475-1489, 14 November 2014

Title 10, U.S.C. Annotated, *Armed Forces*, Chapter 76, *Missing Persons*, Sections 1501-1513, 14 November 2014

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Title 10, U.S.C. Annotated, *Armed Forces*, Chapter 803, *Department of the Air Force*, Section 8011-8017, 14 November 2014

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Title 10, U.S.C. Annotated, *Armed Forces*, Chapter 1223, *Retired Pay for Non-Regular Service*, Section 12731-12740, 14 November 2014

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Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 3, *Department of Veterans Affairs*, Sections 301-318, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 5, *Authority and Duties of the Secretary*, Sections 501-545, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 7, *Employees*, Sections 701-712, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 11, *Compensation for Service-Connected Disability or Death*, Sections 1101-1142, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 13, *Dependency and Indemnity Compensation for Service-Connected Deaths*, Sections 1301-1323, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 15, *Pension for Non-Service- Connected Disability or Death or for Service*, Sections 1501-1543, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 17, *Hospital, Nursing Home, Domiciliary Care, and Medical Care*, Sections 1701-1754, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 19, *Insurance*, Sections 1901-1988, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 31, *Training and Rehabilitation for Veterans with Service-Connected Disabilities*, Section 3100-3121, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 35, *Survivors' and Dependents' Educational Assistance*, Section 3500-3566, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 37, *Housing and Small Business Loans*, Sections 3701-3751, 14 November 2014

Title 38, U.S.C. Annotated, *Veterans' Benefits*, Chapter 53, *Special Provisions Relating to Benefits*, Sections 5301-5318, 14 November 2014

Title 42, U.S.C. Annotated, *The Public Health and Welfare*, Chapter 7, *Social Security*, Section 417, *Benefits for Veterans*, 14 November 2014

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AF Form 484, *Non-Hostile Missing Person(s) Supplementary Report*

AF Form 1075, *Casualty Personnel Roster*

AF Form 4455, *Emergency Family Member Travel Worksheet*

Adopted Forms

AF Form 9, *Request for Purchase*

AF Form 348, *Line of Duty Determination*

AF Form 356, *Findings and Recommended Disposition of USAF Physical Evaluation Board*

AF Form 570, *Notification of Patient's Medical Status*

AF Form 618, *Medical Board Report*

AF Form 623, *Individual Training Record*

AF Form 847, *Recommendation for Change of Publication*

AF Form 1199, *USAF Restricted Area Badge*

AF Form 1315, *Accident Report*

AF Form 1613, *Statement of Service*

DD Form 2, (Active) *Armed Forces of the United States*

DD Form 2, (Reserve) *Armed Forces of the United States*

DD Form 2, (Retired) *United States Uniformed Services ID Card*

(SCOTTAFB) 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 261, *Report of Investigation*

DD Form 397, *Claim Certificate and Voucher for Death Gratuity Payment*

DD Form 1173, *United States Uniformed Services Identification and Privilege Card*

DD Form 1173-1, *Department of Defense Guard and Reserve Family Member Identification Card*

DD Form 1300, *Report of Casualty*

DD Form 1569, *Incident/Complaint Report*

DD Form 1884, *Application for Annuity Under the Retired Serviceman's Family Protection Plan (RSFPP) and/or Survivor Benefit Plan (SBP)*

DD Form 1966, *Record of Military Processing - Armed Forces of the United States*

DD Form 2058, *State of Legal Residence Certificate*

DoD Form 2765, *Department of Defense/Uniformed Services Identification and Privilege Card*;
FMS 2231, *FASTSTART DIRECT DEPOSIT*

(SCOTTAFB) Scott AFB Form 30, *After Hours Notification Roster*

SF 50, *Notification of Personnel Action*

SF 1034, *Public Voucher for Purchases and Services Other Than Personal*

SF 1164, *Claim for Reimbursement for Expenditures on Official Business*

SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*

SF 1199A, *Direct Deposit Sign-Up Form*

SGLV Form 8283, *Claim for Death Benefits*

SGLV Form 8283A, *Claim for Family Coverage Death Benefits*

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

SGLV Form 8286A, *Family Coverage Election*

SGLV Form 8700, *Report of Death of Family Member*

SGLV Form 8714, *Application for Veterans' Group Life Insurance*

TD W-2, *Wage and Tax Statement*

TD W-4P, *Withholding Certificate for Pension or Annuity Payments*

TD W-9, *Tax Identification Number Certification*

USAFA 0-143, *Record of Emergency Data for Cadet Personnel*

VA Form 21-534, *Application for Dependency and Indemnity Compensation or Death Pension
Accrued Benefits by Surviving Spouse or Child*

VA Form 21-534a, *Application for Dependency and Indemnity Compensation by a Surviving
Spouse or Child – In Service Death*

VA 21-535, *Application for Dependency and Indemnity Compensation by Parent(s)*

VA 29-4125, *Claim for One Sum Payment*

VA 21-4138, *Statement in Support of Claim*

Abbreviations and Acronyms

A&FRC—Airman and Family Readiness Center

ABO—Advanced Benefit Option

AD—Active Duty

ADT—Active Duty for Training

AF—Air Force

AF/A1SAZ—Air Force Warrior and Survivor Care

AFAS—Air Force Aid Society
AFBCMR—Air Force Board of Correction for Military Records
AFFF—Air Force Families Forever
AFI—Air Force Instruction
AFIP—Armed Forces Institute of Pathology
AFJI—Air Force Joint Instruction
AFOSI—Air Force Office of Special Investigations
AFPC—Air Force Personnel Center
AFMAO—Air Force Mortuary Affairs Operations Center
AFME—Armed Forces Medical Examiner
AFPD—Air Force Policy Directive
AFR—Air Force Reserve
(SCOTTAFB) AFRES—Air Force Reserves
AFRIMS—Air Force Records Information Management System
AFROTC—Air Force Reserve Officer Training Corps
AMC—Air Mobility Command
(SCOTTAFB) AMW—Air Mobility Wing
ANG—Air National Guard
(SCOTTAFB) AOR—Area of Responsibility
APO—Army/Air Postal Office
ARC—Air Reserve Component
ARPC—Air Reserve Personnel Center
ARMS—Automated Record Management System
(SCOTTAFB) ARW—Air Refueling Wing
(SCOTTAFB) AW—Airlift Wing
AWOL—Absent Without Leave
BAH—Basic Allowance for Housing
BMT—Basic Military Training
CACO—Casualty Assistance Coordinator
CAR—Casualty Assistance Representative
CAST—Casualty Augmentation Support Team
(SCOTTAFB) CES—Civil Engineer Squadron

CHAMPUS—Civilian Health and Medical Program of the Uniformed Services
CJMAB—Central Joint Mortuary Affairs Board
CJCS—Chairman of the Joint Chiefs of Staff
CMA—Commercially Contracted Aircraft
CMS—Case Management System
CMSAF—Chief Master Sergeant of the Air Force
(SCOTTAFB) CNO—Casualty Notification Officer
COIN—Coincidental Travel Assist Program
CONUS—Continental United States
(SCOTTAFB) CP—Command Post
CPS—Civilian Personnel Section
(SCOTTAFB) CPTS—Comptroller Squadron
CRC—Community Readiness Consultant
(SCOTTAFB) CS—Communications Squadron
CSAF—Chief of Staff of the Air Force
CSH—Combat Support Hospital
CTO—Commercial Travel Office
DAF—Department of the Air Force
DAO—Defense Attaché Office
DCIPS—Defense Casualty Information Processing System
DPCIPS-CM—Defense Casualty Information Processing System-Case Management
DCIPS-CR—Defense Casualty Information Processing System-Casualty Reporting
DCIPS-CF—Defense Casualty Information Processing System-Forward
DEERS—Defense Enrollment Eligibility Reporting System
DFAS-CL—Defense Finance and Accounting Service-Cleveland Center
DFAS-IN—Defense Finance and Accounting Service-Indianapolis
DG—Death Gratuity
DIC—Dependency and Indemnity Compensation
DJMS—Defense Joint Military Pay System
DNA—Deoxyribonucleic Acid
DOB—Date of Birth
DoD—Department of Defense

DoDD—Department of Defense Directive
DoDI—Department of Defense Instruction
DoDR—Department of Defense Regulation
DRAPS—Defense Retiree and Annuitant Pay System
DSN—Defense Switched Network
DUSTWUN—Duty Status-Whereabouts Unknown
EAD—Extended Active Duty
EAWUN—Excused Absence Whereabouts Unknown
(SCOTTAFB) EFAC—Emergency Family Assistance Center
EFMT—Emergency Family Member Travel
EFTO—Encrypt For Transmission Only
(SCOTTAFB) EOC—Emergency Operations Center
FAR—Family Assistance Representative
FBI—Federal Bureau of Investigation
(SCOTTAFB) FGO—Field Grade Officer
FLO—Family Liaison Officer
FMS—Financial Management System
FOA—Field Operating Agency
FOIA—Freedom of Information Act
FSA—Family Separation Allowance
FSGLI—Family Member Service members' Group Life Insurance
FSO—Financial Services Office
FSS—Force Support Squadron
FTNGD—Full-Time National Guard
GMU—Guard Medical Unit
GOV—Government Owned Vehicle
GSU—Geographically Separated Unit
(SCOTTAFB) HC—Headquarters Chaplain
HOR—Home of Record
HQ ARPC—Headquarters, Air Reserve Personnel Center
(SCOTTAFB) HRO—Human Remains Officer
IAW—In Accordance With

IDT—Inactive Duty Training
IMA—Individual Mobilization Augmentee
IRS—Internal Revenue Service
JFTR—Joint Federal Travel Regulation
JPRA—Joint Personnel Recovery Agency
JQS—Job Qualification Standards
JVISDA—Joint Visual Information Activity
KIA—Killed in Action
LES—Leave and Earnings Statement
LRS—Logistics Readiness Squadron
LOD—Line of Duty
(SCOTTAFB) MA—Mortuary Affairs
MAAG—Military Assistance Advisory Group
MAJCOM—Major Command
MC/FI—Mass Casualty/Fatality Incident
(SCOTTAFB) MDG—Medical Group
MEDCON—Medical Continuation
MEDEVAC—Medical Evacuation
MEPS—Military Entrance Processing Station
MIA—Missing in Action
MiLPDS—Military Personnel Data System
MPR—Medical Progress Report
MPS—Military Personnel Section
MTF—Medical Treatment Facility
NAF—Non-Appropriated Funds
NGB/A1PS—Air National Guard, Personnel Customer Operations
NGB/JA—National Guard Bureau, Judge Advocate
NOD—Notification of Death
NOK—Next of Kin
NPRC—National Personnel Records Center
NSLI—National Service Life Insurance
NSI—Not Seriously Ill or Injured

OASD/PA—Office of the Assistant Secretary of Defense, Public Affairs

OCONUS—Outside of the Continental United States

O&M—Operation and Maintenance

OPR—Office of Primary Responsibility

OSBR—On-Line Survivors Benefits Report

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

PCS—Permanent Change of Station

PDRL—Permanent Disability Retired List

PERSCO—Personnel Support for Contingency Operations

(SCOTTAFB) PHI—Protected Health Information

PL—Public Law

PME—Professional Military Education

PMT—Professional Military Training

PNOK—Primary Next of Kin

POC—Privately Owned Conveyance

POTUS—President of the United States

POV—Privately Owned Vehicle

POW—Prisoner of War

PSC—Postal Service Center

RCSBP—Reserve Component Survivor Benefit Plan

RDS—Records Disposition Schedule

RED—Airman's Record of Emergency Data

RMC—Returned to Military Control

RMU—Reserve Medical Unit

RSFPP—Retired Servicemen's Family Protection Plan

RTD—Return to Duty

SAAR—System Authorization Access Request
SAF/LL—Secretary of the Air Force, Office of Legislative Liaison
SBP—Survivor Benefit Plan
SBR—Survivor Benefits Report
SCO—Summary Court Officer
SDVI—Service Disabled Veterans Insurance
SECAF—Secretary of the Air Force
SERE—Survival, Evasion, Resistance and Escape
SF—Standard Form
SGLI—Servicemembers' Group Life Insurance
SGH—Chief Medical Staff
SI—Seriously Ill or Injured
SJA—Staff Judge Advocate
SNOK—Secondary Next of Kin
SOFA—Status of Forces Agreement
SOP—Standard Operating Procedure
SPR—Search Progress Report
SSA—Social Security Administration
SSBP—Supplemental Survivor Benefit Plan
SSN—Social Security Number
TAFMSD—Total Active Federal Military Service Date
TDRL—Temporary Disability Retired List
TDY—Temporary Duty
TSGLI—Traumatic Servicemembers' Group Life Insurance
TSP—Thrift Savings Plan
UCMJ—Uniform Code of Military Justice
UDM—Unit Deployment Manager
(SCOTTAFB) UOD—Uniform of the Day
USAFA—United States Air Force Academy
USAFSAM/PHRUSAFSAM/PHR—Air Force Research Laboratories, Human Effectiveness Bioeffects Division
U.S.C.—United States Code
USO—United Service Organization

USSDP—Uniformed Services Savings Deposit Program

VA—Veterans Affairs

VAH—Department of Veterans Affairs Handbook

VARO—Veterans Affairs Regional Office

VEAP—Veterans Educational Assistance Program

VGLI—Veterans Group Life Insurance

VIP—Very Important Person

vMPF—Virtual Military Personnel Flight Suite of Applications

VSI—Very Seriously Ill or Injured

VSO—Veterans Service Officer

Terms

NOTE—*These definitions are for the purpose of this AFI only. See Joint Publication 1-02, DoD Dictionary of Military and Associated Terms, for the official DoD definition of many of these terms. Throughout this AFI, the word “member” refers to military or retired personnel and the word “person” refers to either civilian or military personnel.*

Active Air Force—Members of the 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 Component (AC)—That portion of the armed forces as identified in annual authorization acts as “active forces,” and in 10 USC 115 as those active-duty personnel paid from funds appropriated for active-duty personnel (DODI 1215.06).

Active Duty Status—Full-time duty in the active Military Service of the United States. It includes full-time training duty, annual training duty, and attendance, while in active Military Service, at a school designated as a Service school by law and the Secretary of the Military Department concerned. It does not include full-time National Guard duty. At any time, an authority designated by the Secretary concerned may order a member of the RC under his or her jurisdiction to AD or retain the member on AD with the consent of the member under the authority of Sections 12301(d), 12301(h) and 12322 of reference (g). However, a member of the Army National Guard of the United States (ARNGUS) or Air National Guard of the United States (ANGUS) may not be ordered to AD under that authority without the consent of the

Governor or other appropriate authority of the State or territory, the Commonwealth of Puerto Rico, or the District of Columbia. For the RC, AD is comprised of the categories ADT and ADOT (DODI 1215.06).

Active Duty for Operations Support (formerly known as Active Duty for Special Work) — Authorized Reserve component personnel on voluntary Active Duty, funded through applicable military or Reserve personnel appropriations (ADOS-AC funded or ADOS-RC funded) to

support AC or RC programs, respectively. The purpose of ADOS is to provide the necessary skilled manpower assets to support existing or emerging requirements (DODI 1215.06).

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, U.S.C. federal status and may be referred to as annual training, special training, formal school training, and initial active duty for training. Active duty for training can be training under Title 10, U.S.C., Section 12301(b). This duty may satisfy the requirement for an individual to perform 15 days of active service for training per fiscal year.

Active Duty Other than for Training—A category of active duty used to provide Reserve component support to either active component or reserve component missions. It includes the categories of active duty for special work, active Guard/Reserve duty in Title 10, U.S.C. status, and involuntary active duty in accordance with Title 10, U.S.C., Sections 12301, 12302, and 12304. Training may occur in the conduct of active duty other than for training. Active duty other than for training in support of the active component is usually supported by Military Personnel Appropriation (MPA), man-days.

Active Service—Service on active duty or full-time National Guard duty.

Annuity—The monthly or annual payment a beneficiary receives.

AGATE—A patient is making normal improvement.

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.

Beneficiary—The individual who is entitled to receive certain benefits either by law or written designation of the service member.

Casualty—Any person who is lost to the organization by having been declared deceased, duty status— whereabouts unknown (DUSTWUN), missing, ill, or injured.

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 Category—A term used to specifically classify a casualty for reporting purposes based upon the casualty type and the casualty status.

Casualty Status—Used to classify a casualty for reporting purposes. There are six casualty statuses: deceased, DUSTWUN, missing, very seriously ill or injured (VSI), seriously ill or injured (SI), or not seriously ill or injured (NSI).

Casualty Type—Used to identify a casualty for reporting purposes as either a hostile casualty or a non-hostile casualty.

Civilian Employee—A civilian employee hired in the US and assigned overseas. The Air Force pays civilian employees from the Department of the Air Force or DoD appropriated or non-appropriated funds. A civilian employee must be either a US citizen or a permanent resident alien not a foreign national.

Community Readiness Consultant—A professional employee in the Airman and Family Readiness Center that provides social services related to non-medical counseling, financial assistance/counseling, employment and transition counseling, readiness and relocation information/planning assistance, and providing referrals to agencies in the local community to assist with a multitude of family needs.

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.

Days Ahead Binder—A binder intended as a comprehensive organizing tool designed to assist families in the days following the death of their loved one.

Date of Death—The date a person died based upon actual knowledge of when the death occurred, receipt of conclusive evidence, or a presumptive finding of death. For persons that suffer irreversible brain death, the law differs among States and countries concerning when a person is legally considered deceased. The date of death in these cases is the date determined by competent medical authority based upon either declaring the person brain dead or removal from life support systems, whichever the local law dictates. For persons declared missing and subsequently deceased, the date of death is dependent upon either receipt of conclusive evidence of death or a presumptive finding of death. The date of death based upon receipt of conclusive evidence is the date determined by competent medical authority or by the Military Department Secretary or his or her appointed designee. The date of death based upon a presumptive finding of death is the date the Military Department Secretary or his or her appointed designee signs the change in casualty status from missing to deceased.

Death Certificate (Military)—The official DD Form 1300, Report of Casualty, published by Headquarters, United States Air Force. The DD Form 1300 is used to provide an official record of the death of a military member. The form may be used in place of a civilian death certificate when proof of death is necessary. Government agencies and most commercial life insurance companies use the DD Form 1300 as the basis for paying benefits. It may be used to facilitate the cashing of bonds or in the settlement of any other claim in which proof of death is required.

Deceased—A casualty status applicable to a person who is either known to have died, determined to have died on the basis of conclusive evidence, or declared to be dead on the basis of a presumptive finding of death. The recovery of remains is not a prerequisite to determining or declaring a person deceased.

Defense Casualty Information Processing System (DCIPS)—DCIPS is an electronic system used in the collection and management of Casualty data and to produce the “Report of Casualty” DD Form 1300 and other documents and reports.

Defense Casualty Information Processing System-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 Casualty Information Processing System—Forward (DCIPS-CF)—The client-based application that provides field locations the ability to record, store, and submit casualty information.

Defense Finance and Accounting Service-Cleveland Center (DFAS-CL)—The agency that administers all retired military pay accounts.

Defense Finance and Accounting Service-Indianapolis Center (DFAS-IN)—The agency that administers all Air Force pay accounts.

Defense Travel System (DTS)—The Defense Travel System (DTS) is a fully integrated, automated, end-to-end travel management system that enables travelers authorizations (EFMT travel orders), prepare reservations, receive approvals, generate travel vouchers, split reimbursement, and advances directly to the travelers bank account.

Department of Defense Survivors Guide to Benefits “Taking Care of Our Own”—Guide presented to survivors intended to provide a brief overview including eligibility for certain benefits, privileges and entitlements.

Department of Veterans Affairs (VA)—The agency that administers all VA programs and survivors’ annuities.

Died of Wounds Received in Action—A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who dies of wounds or other injuries received in action after having reached a medical treatment facility.

Duty Status—Status in which a member serves, under Title 10, U.S.C. or Title 32, U.S.C. at the time the member becomes a casualty. Used to determine eligibility for survivor benefits and entitlements. As defined in U.S.C. 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 section 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 full-time 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.

Duty Status—Whereabouts Unknown (DUSTWUN)—A transitory status, applicable only to military personnel, that is used when the responsible commander suspects the member may be a casualty whose absence is involuntary, but does not feel sufficient evidence currently exists to make a definite determination of missing or deceased.

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 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 Liaison Officer (FLO)—An individual appointed by the commander, to assist seriously wounded, ill and injured Airmen, and their families. Serves as a facilitator assisting the member and their family navigate the various agencies involved in recovery, rehabilitation and reintegration.

Foreign Nationals—Military or civilian members of a foreign nation or its territories or possessions authorized to be in the United States while visiting Air Force activities, serving with the Air Force on an exchange basis, undergoing training under the jurisdiction of the Air Force, or otherwise under the auspices of the Air Force.

Friendly Fire—In casualty reporting, a casualty circumstance applicable to persons killed in action or wounded in action mistakenly or accidentally by friendly forces actively engaged with the enemy, who are directing fire at a hostile force or what is thought to be a hostile force.

Full-Time National Guard Duty (FTNGD)—Training or other duty, other than inactive duty, performed by a member of the Air National Guard of the United States under Title 32, U.S.C. Sections 316, 502, 503, 504, or 505. FTNGD does not include inactive duty training. FTNGD is always performed in Title 32, U.S.C. status and may only be performed in the United States to include Alaska and Hawaii, and United States territories to include the Commonwealth of Puerto Rico and the District of Columbia. It includes active Guard/Reserve duty; annual training, special training, formal training, and active duty for special work performed in a Title 32, U.S.C. status. This duty may satisfy the requirement for an individual to perform 15 days of active service for training per fiscal year. See Title 10, U.S.C. Section 101[d][5].

Retiree Survivor's Guide to Benefits and Entitlements—Keeping the Promise—Guide providing general information about Federal benefits and entitlements available to eligible survivors or family members, of deceased retired Air Force personnel.

Home Installation—The unit where the Air Force permanently assigns a member or the member's permanent duty station if temporarily assigned to another unit (i.e., air attachés). For a member on a permanent change of station move, the Air Force considers the last assigned unit the member's home installation until the member joins the new unit.

Home of Record—Where an individual was living when commissioned, reinstated, appointed, reappointed, enlisted, reenlisted, inducted, or ordered into his or her initial tour of duty. Used in determining a member's pay, allowances, and other entitlements under various federal statutes. A member's home of record remains constant throughout the member's career, unless he or she separates or has a definite break in service of longer than one day.

Hostile Casualty—A person who is the victim of a terrorist activity or who becomes a casualty "in action." "In action" characterizes the casualty as having been the direct result of hostile action, sustained in combat or relating thereto, or sustained going to or returning from a combat mission provided that the occurrence was directly related to hostile action. Included are persons killed or wounded mistakenly or accidentally by friendly fire directed at a hostile force or what is thought to be a hostile force. However, not to be considered as sustained in action and not to be interpreted as hostile casualties are injuries or death due to the elements, self-inflicted wounds, combat fatigue, and except in unusual cases, wounds or death inflicted by a friendly force while the individual is in an absent-without-leave (AWOL), deserter, or dropped-from-rolls status or is voluntarily absent without authority from a place of duty.

Immediate Family—The member's spouse, children, parents, and siblings.

In Loco Parentis—Any person(s) who act in place of the member's parent(s) for a period of not less than 1 year at any time before the member entered on active duty.

Inactive Duty Training (IDT)—Authorized training performed by a member of a Reserve component not on active duty or active duty for training and consisting of regularly scheduled unit training assemblies, additional training assemblies, periods of appropriate duty or equivalent training, and any special additional duties authorized for Reserve component personnel by the Secretary concerned, and performed by them in connection with the prescribed activities of the organization in which they are assigned with or without pay. Does not include work or study associated with correspondence courses.

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.

Insurable Interest Person—A natural person (not a company, organization, fraternity, etc.) with a financial interest in the member/retiree's life. It may be a close relative or business partner.

Killed in Action (KIA)—A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who is killed outright or who dies as a result of wounds or other injuries before reaching a medical treatment facility.

Medical Progress Report (MPR)—Provides updates or changes to a member's diagnosis, prognosis, or status.

Missing—A casualty status for which Title 37, U.S.C., [Chapter 10](#), provides statutory guidance concerning missing members of the Military Services, and Title 5, U.S.C., [Chapter 7](#) provides statutory guidance concerning missing civilians. Excluded are personnel who are in an absent without leave, deserter, or dropped-from-rolls status. A person declared missing is categorized as follows:

Beleaguered—The casualty is a member of an organized element that has been surrounded by a hostile force to prevent escape of its members.

Besieged—The casualty is a member of an organized element that has been surrounded by a hostile force for compelling it to surrender.

Captured—The casualty has been seized as the result of action of an unfriendly military or paramilitary force in a foreign country.

Detained—The casualty is prevented from proceeding or is restrained in custody for alleged violation of international law or other reason claimed by the government or group under which the person is being held.

Interned—The casualty is definitely known to have been taken into custody of a nonbelligerent foreign power as the result of and for reasons arising out of any armed conflict in which the Armed Forces of the United States are engaged.

Missing—The casualty is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown.

Missing In Action (MIA)—The casualty is a hostile casualty, other than the victim of a terrorist activity, who is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown.

Mortuary Affairs Officer—Plans and executes all mortuary affairs programs. Provides guidance to facilitate the conduct of all mortuary programs and to maintain data (as required) pertaining to the search for, recovery, identification, preparation, and disposition of remains of persons for whom the Services are responsible by status and Executive Order. Serves as the central clearing point for all mortuary affairs and monitors the deceased and missing personal effects program.

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 illegitimate children if acknowledged by the member or so determined by a court. The age of majority is 18 years. The rights of minor children, with the exception of disposition of remains, shall be exercised by their surviving parent or legal guardian.

b—Parents, in order of seniority, unless legal exclusive (sole) custody was granted to a person by reason of a court decree or statutory provision.

c—Blood or adoptive relative who was granted legal custody of the person by court decree or statutory provision.

d—Brothers or sisters of legal age in order of seniority.

e—Grandparents in order of seniority.

f—Other relatives in order of relationship to the member according to civil laws. Seniority of age will determine control when persons are of equal degree of relationship (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.

Non-Hostile Casualty—A person who becomes a casualty due to circumstances not directly attributable to hostile action or terrorist activity. Casualties due to the elements, self-inflicted wounds, and combat fatigue are non-hostile casualties.

Notification—When a service member dies on active duty, all next of kin and other persons listed on the Airman'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.

Not Seriously Ill or Injured (NSI)—The casualty status of a person whose illness or injury requires medical attention, may or may not require hospitalization, and medical authority classifies as less severe than SI.

On—Line Survivor Benefits Report (OSBR)—Both initial and annual are available to surviving spouses and dependent children of military members who died while on active duty status on or after September 11, 2001.

Overseas—All locations outside the continental United States (CONUS) including Alaska and Hawaii.

Pay and Allowance Continuation—Continuation of pays during hospitalization (i.e., inpatient) and rehabilitation resulting from wounds, injury, or illness incurred while on duty in a hostile or exposed to an event of hostile fire or other hostile action

Posthumous Promotion—A promotion that may be granted to a deceased active duty status member by the commander. Normally considered when the member was projected for promotion, or had a line number. Provides no monetary benefit.

Presumptive Finding of Death—A determination made by the Military Service Secretary or a designee of the Service concerned, based on a recommendation by a board or other official body, that a missing person is deceased.

Reserve Component—The Air National Guard and Air Force Reserve of the United States.

Retired Reserve—All Reserve members who receive retirement pay on the basis of their active duty and/or Reserve service; those members who are otherwise eligible for retirement pay but

have not reached age 60 and who have not elected discharge and are not voluntary members of the Ready or Standby Reserve.

Responsible Commander—The commander of a member's home installation, the installation where the member is assigned or attached for duty, or any Air Force installation having knowledge of the casualty depending on which is closer in locale to the casualty.

Returned to Military Control (RMC)—The status of a person whose casualty status of DUSTWUN or missing has been changed due to the person's return or recovery by US military authority.

Seriously Ill or Injured (SI)—The casualty status of a person whose illness or injury requires medical attention, and medical authority declares that death is possible, but not likely within 72 hours, and/or the severity is such that it is permanent and life-altering.

Survivor Benefits Report (SBR)— Provides both general and individualized benefits information to the survivors of a fallen Airman.

Terrorism—The calculated use of unlawful violence or threat of unlawful violence to create fear; intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological. A victim of a terrorist act directed against the United States or its allies is a hostile casualty (see Hostile Casualty definition above).

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 of Assignment—The unit where the Air Force assigns a member for strength accountability.

Unit of Attachment—An organization other than the member's unit of assignment (Regular or Reserve component of the United States Armed Forces), where a member performs training duty.

Unmarried Widow or Widower—A spouse who remarried after the sponsor died, but whose subsequent marriage ended by death, divorce, or annulment.

Un-remarried Spouse—A surviving spouse who never legally remarried.

Very Important Person (VIP)—Government officials to include but not limited to heads of local, state, and federal government, members of congress, and foreign dignitaries.

Very Seriously Ill or Injured (VSI)—The casualty status of a person whose illness or injury is such that medical authority declares it more likely than not that death will occur within 72 hours.

Record of Emergency Data (RED)—The Airman's RED serves as the official document required by law (Title 10, U.S.C., Sections 1475 - 1480 and 2271; and Title 44, U.S.C., Section 3101) to designate beneficiaries for certain benefits and designate the PADD in the event of the Service member's death. It is a guide for the disposition of that 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.

Wounded in Action—A casualty category applicable to a hostile casualty, other than the victim of a terrorist activity, who has incurred an injury due to an external agent or cause. The term encompasses all kinds of wounds and other injuries incurred in action, whether there is a piercing of the body, as in a penetration or perforated wound, or none, as in the contused wound. These include fractures, burns, blast concussions, all effects of biological and chemical warfare agents, and the effects of an exposure to ionizing radiation or any other destructive weapon or agent. The hostile casualty's status may be very seriously ill or injured, seriously ill or injured, or not seriously ill or injured.

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

SAMPLE, 9-MONTH INVESTIGATION REPORT

Figure A3.1. Sample 9-Month Investigation Report.

Appropriate Letterhead	
MEMORANDUM FOR AFPC/DPFCM	(date)
FROM: (Organization Mailing Address)	
SUBJECT: 9-Month Investigation Report on a Missing Person	
<p>This 9-month investigation report pertains to Major Roger C. Smith, 023-45-6789, missing from Eglin AFB FL since 15 May 1997. I am forwarding it IAW AFI 36-3002, <i>Casualty Services</i>, Chapter 2.</p> <p>The initial circumstances surrounding the loss of Major Smith in an Eglin AFB Aero club Cessna 172 aircraft incident remain unchanged. We have maintained close contact with Air Force, state, and federal investigative agencies in an attempt to establish Major Smith's true status. However, all follow-up actions have been negative. The only supplemental information you haven't received in subsequent reports is that on 14 December 1997, the Federal Aviation Administration office in Pensacola, FL thought a dredging machine had recovered the tail section of the missing aircraft in a body of water adjacent to Eglin AFB. Further analysis revealed it was from a Piper Cub rather than a Cessna.</p> <p>I based my decision to place Major Smith in a missing status on my belief that he probably encountered severe weather soon after his departure on a routine night training flight, and that the aircraft crashed within 20 miles of Eglin AFB. Given his outstanding physical condition, I felt it was possible for him to survive on one of the small islands in the area, even if injured, until he could be located by search and rescue personnel, recreational boaters, or fishermen. Considering the passage of time without any information from or about Major Smith or anything whatsoever concerning the missing aircraft, it now appears that Major Smith did not survive the crash of his aircraft, which apparently occurred over water. Accordingly, I recommend that the Air Force change the status of Major Roger C. Smith from missing to deceased.</p>	
JOHN J. DOE Brigadier General, USAF Commander	

Attachment 4**SAMPLE WITNESS STATEMENT****Figure A4.1. Sample Witness Statement.**

On 5 February 1991, I was pilot of an F-15C flying MIG cover for Shark 01, piloted by Colonel Barry T. Smith. Prior to reaching the target area, at approximately 0720L, I observed a MIG-25 making a high-speed attack on Colonel Smith's aircraft. As I dove to intercept, I alerted Colonel Smith and instructed him to break hard right. As Shark 01 began his break, the enemy fire hit him. I observed both Colonel Smith and Lieutenant Colonel Irwin ejecting and that they had good parachutes. I continued in pursuit of the MIG, got radar lock, and fired my missile, destroying the aircraft. I then returned to the incident location. At that time, I received bogey dope on inbound bandits and we were receiving a lot of radar-guided flak. We did not conduct an organized search due to the intense enemy flak and aircraft in the area. I saw both Colonel Smith and Irwin on the ground and both seemed to be good condition.

CARLOS M. COLÓN JR., Major, USAF

Attachment 5

CASUALTY NOTIFICATION OFFICER CHECKLIST

A5.1. Purpose of Notification. To provide dignified, compassionate and humane notification to NOK and other designated persons as promptly as possible after a member is placed in a casualty status of deceased, Duty Status-Whereabouts Unknown (DUSTWUN), or Missing.

A5.2. Background.

A5.2.1. This checklist provides guidance for preparing and completing casualty notifications.

A5.2.2. A casualty notification will probably be one of the hardest duties you will perform in your military career.

A5.2.3. You must convey, in every action and deed, the sincere concern of the Air Force for the feelings of the NOK.

A5.2.4. Your duty as a casualty notification officer is to “soften the blow,” if possible, and to show that the Air Force is genuinely concerned about its members and their families.

A5.2.5. Each notification is unique as a result of the individuals and circumstances surrounding the incident. We cannot cover all situations that you might encounter. We hope this checklist will provide enough information to assist you in preparing and completing a casualty notification and ease some of the anxiety often experienced by individuals when called upon to perform this sensitive task.

A5.2.6. Remember, nothing can substitute for common sense, good judgment, and sensitivity in making a casualty notification.

A5.3. Casualty Notification Responsibility.

A5.3.1. Air Force Personnel Center, Casualty Services Branch (AFPC/DPFCS) assigns the Air Force activity (RegAF, Air National Guard, AFR, and Air Force Reserve Officer Training Corps) nearest to the NOK residence to accomplish the casualty notification.

A5.3.2. If the NOK live on or near the member’s home installation, the member’s wing, group, squadron commander, or other officer, as determined by the installation commander, makes personal notification to the NOK, provides circumstances surrounding the incident and expresses condolences.

A5.3.2.1. The casualty notification duty:

A5.3.2.2. Is on behalf of the Air Force Chief of Staff.

A5.3.2.3. Has priority over all duties, except in emergencies.

A5.3.2.4. Is accomplished in service dress uniform with the exception of the medical technician who can wear whites (he/she remains in the vehicle).

A5.4. Notification Team Composition.

A5.4.1. Field grade officers, of equal or higher grade than the member about whom they are making notification, are assigned the responsibility for personal notification as directed by

the installation commander or Chief, AF Casualty Services Branch (AFPC/DPFCS).
EXCEPTION: AFPC/DPFCS may assign other officers to notification duty.

A5.4.1.1. Team composition will consist of a minimum of two military members.

A5.4.1.1.1. Medical personnel (e.g., doctor, nurse, or medical technician) and an Air Force chaplain, if available, accompany the notification officer to attend to any reaction of the NOK.

A5.4.1.1.2. Notification should not be delayed due to the inability to obtain a medical officer or chaplain. However, there must be two military members on the team and leadership should choose another team member.

A5.4.1.1.3. Public Affairs should accompany the notification officer if media attention is expected.

A5.4.2. The commander or notification officer may invite another person to accompany the notification team such as a friend, coworker or clergy/leader from the member's faith community, known by the member's NOK whose presence may be comforting to the NOK, if it does not delay the notification process.

A5.4.3. On RegAF installations, notification team members normally assemble in the CAR's office within one hour after receiving the telephone call from the CAR.

A5.4.3.1. In most instances, an error-free notification letter has already been prepared and is ready for the notification officer to deliver to the NOK.

A5.4.3.2. A notification letter is not required when the member's commander personally notifies the NOK.

A5.5. Transportation.

A5.5.1. The CAR, with help from the LRS vehicle dispatcher, provides a military vehicle, sedan, mini-van or other appropriate vehicle for the notification officer/team.

A5.5.1.1. Geographically separated unit (GSU) commanders establish arrangements for use of a government vehicle, if available.

A5.5.2. Notification officers must use military vehicles when available; otherwise, use of a privately owned vehicle (POV) is authorized.

A5.5.2.1. When travel must be performed using a POV, the notification officer submits SF 1164, *Claim for Reimbursement for Expenditures on Official Business*, to their servicing financial services office for reimbursement of expenses.

A5.5.2.2. Reimbursement of expenses is chargeable to unit O&M funds.

A5.6. Communication Support.

A5.6.1. The FSS or GSU 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.

A5.6.2. The immediate availability to communicate with your installation casualty office and AFPC/DPFCS is necessary should you or the team encounter obstacles that prevent effecting and confirming notifications in a timely manner.

A5.7. Preparing to Perform Casualty Notifications.

A5.7.1. Review the DoD film, Casualty Notification.

A5.7.2. Review AFI 36-3002, Chapter 3, *Casualty Notifications*.

A5.7.3. Ensure your service dress uniform is in good condition. You must wear it for all casualty notifications.

A5.7.4. Talk to your installation CAR to familiarize yourself with the Air Force Casualty Program and any unique local casualty notification procedures.

A5.7.5. Talk to other field grade officers who have performed a casualty notification. Their experiences might help you prepare to perform this sensitive task.

A5.7.6. Understand that your commander could call on you to perform a casualty notification at any time: Be prepared.

A5.8. Guidelines During the Pre-notification Phase.

A5.8.1. Once your installation commander or AFPC/DPFCS selects you for casualty notification duty, learn as much as you can about the casualty, the NOK, and the circumstances surrounding the incident. Verify if any information is not releasable or classified.

A5.8.2. The installation CAR or AFPC/DPFCS will provide you with:

A5.8.2.1. The notification procedures briefing.

A5.8.2.2. The notification letter.

A5.8.2.2.1. If assigned to a military installation, the CAR will give you the appropriate notification letter.

A5.8.2.2.1.1. If assigned to a GSU, AFPC/DPFCS will fax or email the appropriate notification letter for your signature.

A5.8.2.2.1.2. If faxed, you must retype the letter verbatim and error-free (see AFI 36-3002, Chapter 3, paragraph **3.13.**, and **Attachment 6** and **Attachment 7**, for further information).

A5.8.2.2.1.3. This notification letter provides condolences on behalf of the Air Force and known circumstances surrounding the incident.

A5.8.2.3. You will need to confirm the NOK's name, relationship, phone number, address, and note any special conditions (e.g., age, ill health, or precarious location of NOK) prior to leaving the base.

A5.8.2.4. Instructions if problems occur.

A5.8.2.5. Map of the area, if available.

A5.8.2.6. Transportation.

A5.8.2.7. Cellular telephone.

A5.8.2.8. AFPC/DPFCS toll-free number (1-800-433-0048).

A5.8.3. Familiarize yourself with the location of the NOK, the circumstances of the incident, and the notification letter.

A5.8.3.1. If you are unsure of the NOK's location, ask the CAR, AFPC/DPFCS, or local authorities for help.

A5.8.3.2. If the NOK reside within an area where your safety may be threatened, request a police escort.

A5.9. Inability to Locate the NOK.

A5.9.1. If it appears the NOK is not at home, you should contact neighbors, law enforcement agencies, or the local postmaster (not a postal clerk) for information regarding the NOK's whereabouts.

A5.9.2. If you or the team cannot locate the NOK, or the NOK has moved from the area, you should immediately contact AFPC/DPFCS at 1-800-433-0048 for further guidance and provide the information concerning attempts to contact the NOK.

A5.10. Making the Notification.

A5.10.1. A representative of the Air Force notifies the NOK in person whenever possible.

A5.10.2. The Air Force honors the NOK's wishes to notify other NOK. **EXAMPLE:** If the spouse wishes to notify adult children or the parents. **EXCEPTION:** If the casualty is the result of either hostile action or terrorist activity, initial notification(s) shall also be made in person to parents who are secondary NOK, unless unusual circumstances exist.

A5.10.3. If the NOK calls to ask about a member's status before they receive official notification, AFPC/DPFCS, the member's commander or a designated representative, or the CAR, tells the caller the member's status during the call. You will be notified by AFPC/DPFCS if the NOK is already aware of the death or missing status.

A5.10.4. You must be alert to the needs of the NOK and represent the Air Force in a professional manner.

A5.10.4.1. Being prepared, sincere, and alert to the needs of the NOK at time of notification will reduce some of the shock that is normal under these circumstances.

A5.10.5. Stereotyped procedures are not appropriate.

A5.10.6. As a minimum, you should:

A5.10.6.1. Identify yourself to the NOK and any other members of the team. **EXAMPLE:** "I am Major Thompson and this is Major Jones from the 6th Force Support Squadron at MacDill Air Force Base, Florida."

A5.10.6.2. After identifying yourself, make sure you are speaking to the correct person(s) by confirming the identity of the NOK. **EXAMPLE:** "Are you Mr. Thomas Brown, the father of Staff Sergeant Carl Thomas Brown?"

A5.10.6.3. If at least one person to be notified is home, you should state that you have an important message to deliver and ask permission to enter the residence.

A5.10.6.4. Verbally relate to the NOK, without reading from the notification letter, the information contained in the letter, if applicable.

A5.10.6.4.1. **DECEASED EXAMPLE:** “On behalf of the Chief of Staff of the United States Air Force, I regret to inform you that your son, Staff Sergeant Carl Thomas Brown, died in Texas today as a result of injuries received in a motorcycle accident.” Then paraphrase any additional circumstances described in the notification letter.

A5.10.6.4.2. **MISSING EXAMPLE:** “On behalf of the Chief of Staff of the United States Air Force, I must inform you that the status of your son, Staff Sergeant Carl Thomas Brown, has been changed from whereabouts unknown to missing.” Paraphrase additional information concerning search efforts and further contact with AFPC/DPFCM as described in the notification letter.

A5.10.6.5. Do not hurry the words; speak as naturally as possible.

A5.10.6.6. Do not extend overly sympathetic gestures that may be taken the wrong way.

A5.10.6.7. Do not physically touch the NOK in any manner other than to assist in an emergency. If necessary, summon the medical representative on the team or local emergency personnel.

A5.10.6.8. Avoid making detailed statements about the incident.

A5.10.6.9. Inform the NOK that the deceased/missing member’s commander will send a letter explaining and confirming the circumstances surrounding the incident.

A5.10.6.10. If you are the member’s commander or a designated representative and have first-hand knowledge of the circumstances, you may give the NOK additional information.

A5.10.6.11. Inform the NOK eligible for casualty assistance that a casualty assistance representative will contact them within 24 hours to arrange for a casualty assistance visit at their convenience.

A5.10.6.12. Inform the NOK that:

A5.10.6.12.1. A mortuary affairs representative will contact them regarding mortuary affairs. For CONUS Casualties only (death only).

A5.10.6.12.2. Air Force Mortuary Affairs Operations, Dover AFB, Delaware, will contact them regarding mortuary affairs. For OCONUS and Combat Theater Casualties. (death only)

A5.10.6.13. Give the notification letter to the NOK, if applicable.

A5.10.6.14. If the NOK has questions or needs additional information, have them call 1-800-433-0048 and AFPC/DPFCS will put the NOK in touch with their (husband’s, wife’s, son’s, daughter’s, father’s, or mother’s) commander.

A5.10.6.15. For members in a missing status, if the NOK have questions or need additional information, have them call AFPC/DPFCM.

A5.11. Information You Must Not Discuss With NOK.

A5.11.1. Questions about survivor benefits, burial, or similar matters.

A5.11.2. Compensation-related questions dealing with insurance, gratuities, unpaid pay and allowances. The CAR providing assistance will address these subjects.

A5.11.3. Questions relating to mortuary affairs. The mortuary affairs representative will address these issues. **NOTE:** *For deaths occurring in the theater of combat operations advise the NOK that a representative from Air Force Mortuary will be calling within 2 hours to discuss mortuary affairs.*

A5.11.4. Questions relating to line of duty, negligence, errors in judgment or the responsibility of other personnel concerned with the incident.

A5.11.5. Your prior experiences or personal conjectures.

A5.11.6. In short, limit your discussion to the information contained in the notification letter and do not discuss matters that you are not qualified to discuss.

A5.12. After the Notification.

A5.12.1. Confirm the NOK's address is correct and obtain their telephone number for future contact.

A5.12.2. Ask the Primary NOK (PNOK) if they wish to personally notify other immediate NOK or have them notified by the Air Force.

A5.12.2.1. If the PNOK wants to notify other NOK, encourage them to do so before you depart the residence.

A5.12.2.1.1. Advise the PNOK to contact AFPC/DPFCS at 1-800-433-0048, as soon as possible after notifications to other NOK have been completed.

A5.12.2.2. If the PNOK prefers the Air Force notify other NOK, telephone AFPC/DPFCS at 1-800-433-0048, as soon as possible from the PNOK's area, but not from their home, and provide the names, addresses, and telephone numbers of those NOK.

A5.12.3. For death occurring in the theater of combat operations ensure you obtain phone number where the NOK can be reached within 2-hours of the notification.

A5.12.4. Stay with the NOK as long as needed, but depart the residence in a professional manner and within a reasonable period of time.

A5.12.4.1. If at all possible, do not leave the NOK alone.

A5.12.4.2. Encourage the NOK to contact a relative, neighbor, or friend to stay with them, or ask if they want you to do it for them.

A5.13. Verifying the Notification.

A5.13.1. Immediately after departing the NOK's location, but before returning to your base, home, or unit, telephone AFPC/DPFCS to report the following information:

A5.13.1.1. Time notification was completed.

A5.13.1.2. NOK's name, address, and telephone number.

A5.13.1.3. Any unusual events or comments by the NOK.

A5.13.1.4. Name(s), relationship to the member, address(es), and telephone number(s) of other NOK to be notified by the PNOK or the Air Force.

A5.13.2. Return and provide the above information to the CAR.

A5.13.3. Additional contacts between you and the NOK.

A5.13.3.1. Under normal circumstances, you will not have any further contact with the NOK. An exception might occur when a military member is initially declared DUSTWUN. In this case, you may be initially called upon to notify the NOK of this status and again later, if the member is declared deceased or missing. **NOTE:** *Your personal actions will directly affect the outcome of the casualty notification and will set the stage for future assistance to the NOK.*

Attachment 6

SAMPLE DEATH NOTIFICATION LETTER

Figure A6.1. Sample Death Notification Letter.

The following message is quoted from Major General, Commander, AFPC.

QUOTE:

31 July 2015

Dear Mr. and Mrs. Jones:

On behalf of the Chief of Staff, United States Air Force, I regret to inform you of the untimely death of your son, Technical Sergeant James A. Hughes. He died on 29 July 2014 near Converse, Texas, as the result of injuries received in a motorcycle accident. While further details are unavailable at this time, you will receive a letter from your son's commander which will provide additional circumstances. Additionally, the mortuary officer at JB SA-Randolph Air Force Base, Texas, will contact you regarding mortuary affairs. You should also expect a call from the casualty assistance representative from Nellis Air Force Base, Nevada, to make an appointment for a personal assistance visit. If you have questions or need additional assistance, you may call the Air Force Personnel Center, Casualty Services Branch at 1-800-433-0048, and they will put you in touch with your (husband's; wife's; son's; daughter's; father's; or mother's) commander. Again, on behalf of the Chief of Staff, please accept the Air Force deepest condolences.

Signed: _____, Major General, USAF

UNQUOTE

DELIVERED BY:

(Signature)

MATHEW G. SIWICKE, Major, USAF
554th Mission Support Squadron
Nellis Air Force Base, Nevada 89191-5065

NOTE: These letters are not to be placed on letterhead. Use Times New Roman, 12-point font. The letter will be one, block-form paragraph. Left and right margins will be 1 inch. Start the letter on the 10th line from the top of the page.

Attachment 7

**SAMPLE DUTY STATUS WHEREABOUTS UNKNOWN (DUSTWUN)
NOTIFICATION LETTER****Figure A7.1. Sample Duty Status Whereabouts Unknown (DUSTWUN) Notification Letter.**

The following message is quoted from Major General, Commander, AFPC

QUOTE:

4 August 2015

Dear Mr. and Mrs. Scott:

On behalf of the Chief of Staff, United States Air Force, it is with deep personal concern that I officially inform you that the duty status and whereabouts of your son, Captain Timothy Scott, has been unknown since 3 August 2014. Captain Scott was the pilot of a T-7 aircraft on a routine training mission departing from JBSA-Randolph TX. The last radio and radar contact with your son was at a point 125 miles southeast of Houston, Texas, over the Gulf of Mexico. The Air Force is conducting an extensive search. Please be assured that the Air Force will immediately furnish you with any new information it receives. If you have questions or need assistance, call the Air Force Personnel Center, Casualty Services Branch, at 1-800-433-0048, and they will put you in touch with your son's commander. Please accept my deepest sympathy during this period of anxiety.

Signed: _____ Major General, USAF

UNQUOTE

DELIVERED BY:

(Signature)

MATHEW G. SIWICKE, Colonel, USAF

3400th Technical Training Group

Keesler Air Force Base, Mississippi 38562-5001

NOTE: These letters are not to be placed on letterhead. Use Times New Roman, 12-point font. The letter will be one, block-form paragraph. Left and right margins will be 1 inch. Start the letter on the 10th line from the top of the page.

Attachment 8

PREPARING AF FORM 58, CASUALTY ASSISTANCE SUMMARY (TRANSMITTAL)

A8.1. Purpose.

A8.1.1. The official historical record of all actions during the assistance process provided to the NOK and/or beneficiaries of deceased retiree.

A8.1.2. Used to answer inquiries received from beneficiaries, NOK, or senior leadership concerning assistance, or receipt of benefits years after the case is closed.

A8.1.3. Used to transfer and/or administratively close a casualty case file.

A8.2. General.

A8.2.1. The CAR must ensure that:

A8.2.1.1. The AF Form 58 is typed and entries are completed accurately.

A8.2.1.2. An extensive explanation is provided when a benefit is denied or disapproved.

A8.2.1.3. The dates benefits applied for and received are recorded in Items 10A through 10G.

A8.2.2. If space does not permit a sufficient explanation in Items 1 through 11, cross-reference the entry to Item 13.

A8.2.2.1. Use Item 12 to explain fully items difficult to resolve and includes each contact made with individuals to whom assistance is provided.

A8.2.2.2. The form must be completed in a manner that is easily read and understood.

A8.2.3. When NOK move and the case is transferred, it is the responsibility of the gaining base to ensure the losing base provides sufficient information to accurately continue completing the form.

A8.2.4. The instructions in this attachment are not all-inclusive. The CAR must use good judgment in determining the appropriate remarks.

A8.3. Item-by-Item Instructions:

A8.3.1. **Item 1** —Name (Last, First, Middle Initial). Self-explanatory.

A8.3.2. **Item 2** —SSN. Self-explanatory.

A8.3.3. **Item 3** —Grade. Self-explanatory. **NOTE:** *Items 1 through 3 must agree with the information on the DD Form 214 or retirement order.*

A8.3.4. **Item 4** — A. Date of Birth. Self-explanatory; B. Date of Death. Self-explanatory.

A8.3.5. **Item 5** —Date first contact made to NOK. Self-explanatory. Indicate the date initial contact was made with the NOK.

A8.3.6. **Item 6:** Retired, Date of Retirement. Place an “X” in the block and type in the date of retirement.

A8.3.7. **Item 7** —Manner/Cause of Death. Must agree with the confirmed manner and cause of death on the civilian death certificate. **EXAMPLE:** Illness: Heart Attack.

A8.3.8. Item 8 —Persons Assisted

A8.3.8.1. **Item 8A** —Name, Relationship, and SSN. Be sure to show the person's relationship and SSN.

A8.3.9. **Item 8B** —Address (Include ZIP Code), Phone, and email if applicable. Enter the address and phone number of the NOK only when you close the case.

A8.3.10. **Item 8C** —Minor Children (Name, SSN, DOB, Address, and Guardian if other than widow/er):

A8.3.10.1. List those children who were unmarried and under 18 years of age at the time the member's death.

A8.3.10.2. Ensure SSN, date of birth, and address for each child is shown.

A8.3.10.3. If the child does not reside with the widow/er, include the name of the guardian.

A8.3.11. **Item 9** —Parents - Date Assistance Letter Forwarded (if parents are not listed in Item 8):

A8.3.11.1. Enter the date the benefit advice letter is sent to the parents. For more information see [Attachment 10](#) and [Attachment 11](#).

A8.3.12. **Item 9A** —Name and Address of Father. Self-explanatory. If deceased, enter "Deceased."

A8.3.13. **Item 9B** —Name and Address of Mother. Self-explanatory. If deceased, enter "Deceased."

A8.3.14. **Item 9C** —Name, Relationship, and Address of Others Assisted (Continue in Item 13). Self-explanatory.

A8.3.15. **Items 10A through 10G** —Enter Dates/Appropriate Comment (when assisting more than one person, indicate name, and respective dates each benefit was applied for and received):

A8.3.15.1. Follow these instructions carefully:

A8.3.15.1.1. State the reason whenever you use the term "Ineligible."

A8.3.15.1.2. If assisting more than one person includes the name of the person applying for and receiving each benefit.

A8.3.15.1.3. Use item 13 to continue your remarks.

A8.3.16. **Item 10A** —Unpaid Pay and Allowances:

A8.3.16.1. In the "Applied" block, enter the date the claim form and supporting documentation were provided to DFAS for processing.

A8.3.16.2. In the "Received" block, enter the date payment was made to the beneficiary.

A8.3.16.3. If the member was ineligible, state the reason. **EXAMPLE:** "Ineligible--Indebted to USAF."

A8.3.16.4. For additional information, see [paragraphs 4.11, 4.29, and 4.49](#), and [Table 4.2](#) and [Table 4.3](#)

A8.3.17. Item 10B —DIC, VA Pension, and Burial:

A8.3.17.1. DIC:

A8.3.17.1.1. In the “Applied” block, enter the date the claim form and supporting documentation were provided to the VARO.

A8.3.17.1.2. In the “Received” block, enter the date the NOK received either their first check or an award letter.

A8.3.17.1.3. If the VA denies the claim, enter “Denied—Death not service-related.”

A8.3.17.1.4. If the NOK does not want to apply, enter “Counseled—(date)/Not desired.”

A8.3.17.1.5. When assisting parents, if the VA denies the claim based on their income, enter “Denied—Income exceeds VA limit.” VA determines eligibility based on the parents’ income.

A8.3.17.1.6. If assisting parents, do not use:

A8.3.17.1.6.1. “Ineligible—Relationship.” (Their relationship makes them eligible).

A8.3.17.1.6.2. “Ineligible—Not dependent.” (Parents do not have to be dependent on the member to be eligible).

A8.3.17.1.7. For additional information see [paragraphs 4.16, 4.32, 4.55](#), and [Table 4.2](#) and [Table 4.3](#)

A8.3.17.2. VA Pension (Non-service-Connected Death Pension):

A8.3.17.2.1. In the “Applied” block, enter the date the claim form and supporting documentation, were provided to the VARO.

A8.3.17.2.2. If the VA denies a pension, state the reason. **EXAMPLE:** “Denied—Income exceeds VA limit.”

A8.3.17.2.3. If the beneficiaries receive DIC, they are ineligible for the VA pension, enter “Ineligible—DIC Awarded.”

A8.3.17.2.4. For additional information see [paragraphs 4.17, 4.33, 4.56](#), and [Table 4.2](#) and [Table 4.3](#)

A8.3.17.3. VA Burial.

A8.3.17.3.1. In the “Applied” block, enter the date the claim form and supporting documentation, were provided to the VARO.

A8.3.17.3.2. If the VA denies a payment, state the reason. **EXAMPLE:** “Denied – or “Awarded” and the date.

A8.3.18. Item 10C —SGLI, VGLI, and NSLI/SDVI:

A8.3.18.1. SGLI: See [paragraphs 4.18, 4.34](#), and [4.57](#)

A8.3.18.1.1. If the deceased member had coverage in effect:

A8.3.18.1.1.1. In the “Applied” block, enter the date the claim form and supporting documentation were provided to AFPC/DPFCS.

A8.3.18.1.1.2. In the “Received” block, enter the date the beneficiary received the payment.

A8.3.18.2. If the deceased member had no coverage in effect, enter “See Item 13,” and indicate the reason in Item 13.

A8.3.18.3. VGLI:

A8.3.18.3.1. Enter “None.”

A8.3.18.4. NSLI/SDVI:

A8.3.18.4.1. If the deceased member did not have coverage, enter “None.”

A8.3.18.4.2. If the deceased member had coverage in effect:

A8.3.18.4.3. In the “Applied” block, enter the date the claim form and supporting documentation were provided to the VARO and Insurance Center for processing.

A8.3.18.4.4. In the “Received” block, enter the date beneficiary received payment.

A8.3.18.4.5. For additional information, see [paragraphs 4.35, 4.59, and 4.60](#) and [Table 4.3](#)

A8.3.19. **Item 10D** —SBP/RCSBP (ANG and AFR) and RSFPP:

A8.3.19.1. If the deceased elected SBP and the time or retirement or completed the satisfactory years of service to qualify for retired pay at age 60 and made an election within 90-days of notification of eligibility to participate in RCSBP; in “Applied” block, enter the date the claim forms and supporting documentation were provided to Defense Finance and Accounting Service, U.S. Military Annuitant Pay, 8899 E 56th Street, Indianapolis IN 46249-1300, for processing or “N/A” as appropriate.

A8.3.19.2. In the “Received” block, enter the date the spouse or eligible children started receiving the annuity payment.

A8.3.19.3. If the deceased did not elect SBP or complete the satisfactory years of service, or make an election within 90-days of notification of eligibility to participate in RCSBP enter “Applied” block enter “No election made” or “Ineligible—Years of Service.”

A8.3.19.4. For additional information see [paragraphs 4.13, 4.14, 4.30, 4.31, 4.51, and 4.52](#), and [Table 4.2](#) and [Table 4.3](#)

A8.3.19.5. In all cases when the benefit is not applicable to the member type “N/A.”

A8.3.20. **Item 10E** —VA Education:

A8.3.20.1. In the “Applied” block, enter the date the letter and supporting documentation were provided to the appropriate VARO.

A8.3.20.2. In the “Received” block, enter the date the benefit was received.

A8.3.20.3. If the NOK is not eligible to apply for and receive the death benefit refund, enter "N/A."

A8.3.20.4. For additional information, see [paragraphs 4.15, 4.36, and 4.61](#), and [Table 4.2](#) and [Table 4.3](#)

A8.3.21. **Item 10F** —Thrift Savings Plan (TSP). See [paragraph 4.21](#)

A8.3.21.1. Determine if the member was contributing to the TSP.

A8.3.21.2. Apply for the proceeds to the beneficiary on TSP-17 form. Provide the application to the address indicated on the form.

A8.3.21.3. Enter the date the application was completed and forwarded and the date it was received by the beneficiary.

A8.3.21.4. If the beneficiary is someone other than the primary NOK, enter the name and relationship in the "Additional Comments" section.

A8.3.22. **Item 10G** —Presidential Memorial Certificate:

A8.3.22.1. In the "Applied" block enter the date the form was provided to the VARO.

A8.3.22.2. In the "Received" block enter the date the certificate is received.

A8.3.23. **Item 11A through Q:** Counsel the Next of Kin on each benefit and entitlement and annotate the date completed.

A8.3.23.1. **Item 12** —Chronological Listing of Contacts:

A8.3.23.1.1. Enter all contacts with NOK, applicable agencies, and any other contacts pertinent to the case.

A8.3.24. **Item 13** —Additional Comments:

A8.3.24.1. Enter continuation remarks from any item listed on the front side of this form, including the item number.

A8.3.24.2. Use this block to record the reason for any denied benefit.

A8.3.25. **Items 14 and 15:**

A8.3.25.1. Self-explanatory. The CAR closing the case will sign the form.

Attachment 9

SAMPLE BENEFIT ADVICE LETTER TO PARENTS

Figure A9.1. Sample Benefit Advice Letter to Parents.

(Appropriate Letterhead)		(date)
 Mrs. Susie A. Parson Casualty Assistance Representative 550 C Street West Tyndall AFB, FL 78523		
 Mr. and Mrs. Jack Smith 1234 Main Street Austin, Texas 78002		
Dear Mr. and Mrs. Smith		
 I was very sorry to learn of the death of your son, Lieutenant Colonel Joe P. Smith.		
 My office assists the next of kin of Air Force members to apply for government benefits they may be entitled to as the result of a member's death. We have been helping your daughter-in-law, Mrs. Jane M. Smith, apply for her benefits and privileges.		
 In certain circumstances, parents are also eligible for benefits from the Social Security Administration and the Department of Veterans Affairs (VA). Based on your son's earnings, for you to be eligible for Social Security benefits you must be at least 62 years of age and you must have been dependent on him for over one-half of your support at the time of his death. If you believe you may be eligible, you should contact the nearest Social Security office.		
 Regardless of dependency, if your combined annual income is less than \$ _____ (excluding any income you are receiving from the VA), you may be eligible for VA Dependency and Indemnity Compensation. This depends on the VA determining that Colonel Smith's death was service related. The VA is currently deciding this issue on behalf of his widow. If you believe you may be eligible, you should contact the nearest VA office.		
 Attached is a Privacy Act Release form. In some cases members of congress, individuals, or organizations may request contact information to provide condolences and offers of support. If you wish to have your contact information released please read, sign, and return the form in the self-addressed envelope enclosed. <u>(AD ONLY)</u>		
 If you have any questions, or if I may be of assistance to you, please do not hesitate to call my office at (210) 123-4567.		
		Sincerely SUSIE A. PARSON, GS-11, DAF
Attachment: Privacy Act Release <u>(AD ONLY)</u>		

Attachment 10

SAMPLE BENEFIT ADVICE LETTER TO ONE PARENT

Figure A10.1. Sample Benefit Advice Letter to One Parent.

(Appropriate Letterhead)

(date)

Mrs. Susie A. Parson
Casualty Assistance Representative
550 C Street West
Tyndall AFB, FL 78523

Mr. Jack Smith
1234 Main Street
Austin, Texas 78002

Dear Mr. Smith

I was very sorry to learn of the death of your son, Lieutenant Colonel Joe P. Smith.

My office assists the next of kin of Air Force members to apply for government benefits they may be entitled to as the result of a member's death. We have been helping your daughter-in-law, Mrs. Jane M. Smith, apply for her benefits and privileges.

In certain circumstances, parents are also eligible for benefits from the Social Security Administration and the Department of Veterans Affairs (VA). Based on your son's earnings, for you to be eligible for Social Security benefits you must be at least 62 years of age and you must have been dependent on him for over one-half of your support at the time of his death. If you believe you may be eligible, you should contact the nearest Social Security office.

Regardless of dependency, if your annual income is less than \$_____, or if you are married and living with your spouse and have a combined annual income of less than \$_____, excluding any income you are receiving from the VA, you may be eligible for VA Dependency and Indemnity Compensation. This depends on the VA determining that Colonel Smith's death was service related. The VA is currently deciding this issue on behalf of his widow. If you believe you may be eligible, you should contact the nearest VA office.

Attached is a Privacy Act Release form. In some cases members of congress, individuals, or organizations may request contact information to provide condolences and offers of support. If you wish to have your contact information released please read, sign, and return the form in the self-addressed envelope enclosed. **(AD ONLY)**

If you have any questions, or if I may be of assistance to you, please do not hesitate to call my office at (210) 123-4567.

Sincerely
(5-Lines)
SUSIE A. PARSON, GS-11, DAF

Attachment:
Privacy Act Release **(AD ONLY)**

Attachment 11

**SAMPLE LETTER TO THE NEXT OF KIN OF A DECEASED RETIREE WHEN
ASSISTANCE IS ACCOMPLISHED BY MAIL****Figure A11.1. Sample Letter to The Next Of Kin of A Deceased Retiree When Assistance is Accomplished by Mail.**

(Appropriate Letterhead)	
	(date)
 Mrs. Susie A. Parson Casualty Assistance Representative 550 C Street West Tyndall AFB, FL 78523 Mrs. Jackie Smith 1234 Main Street Austin, Texas 78002 Dear Mrs. Smith Please accept my deepest condolences on the death of your husband, Master Sergeant, Retired, Joe P. Smith. My office assists the next of kin of Air Force members to apply for government benefits they may be entitled to as a result of a member's death. Sergeant Smith's Air Force retired pay stopped as of the date of his death; however, there are _____ days pay due for the month in which he died. For your convenience, I have attached SF 1174, <i>Claim for Unpaid Compensation of Deceased Member of the Uniformed Services</i> . Please complete this form, have your signature witnessed by two people, and return the form to me with a copy of Sergeant Smith's death certificate. I will see that the Defense Finance and Accounting Service-Indiana Center receives your claim. We will keep you advised of the status of your claim.	

Prior to his death, Sergeant Smith elected an annuity for you under the Survivor Benefit Plan. Effective the day after his death, you are eligible to receive 55 percent of the base amount that he elected for you. Please complete the attached DD Form 2656-7, *Verification for Survivor Annuity*, and return this form to me.

One of the items you will need is a new DD Form 1173, *Uniformed Services Identification and Privilege Card*. To obtain the card, you will need to visit the Military Personnel Section, Customer Service Element, in building 100. Their office hours are 7:30 a.m. to 4:30 p.m., Monday through Friday. You will need to bring a copy of the death certificate, your marriage certificate, and Sergeant Smith's retirement order. If you have minor children, please include copies of their birth certificates. If there are other eligible dependents, please call this office and we will advise you of the documents required to issue them new DD Forms 1173.

Also enclosed for your information is a Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise, and the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. These pamphlets contain basic information and criteria, and list agencies available to assist you in submitting various benefit claims. I strongly recommend that you also contact the Social Security Administration and the Department of Veterans Affairs (VA) for information on other possible benefits.

If you have questions or need help completing the attached forms, do not hesitate to call me. My telephone number is (210) 123-4567 and my office hours are from 8 a.m. to 5 p.m., Monday through Friday.

Sincerely

SUSIE A. PARSON, GS-11, DAF

4 Attachments:

1. SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*

2. DD Form 2656-7, *Verification for Survivor Annuity*
3. Retiree Survivor's Guide to Benefits and Entitlements - Keeping the Promise.
4. VA Pamphlet 80-XX-1, *Federal Benefits for Veterans and Dependents*

NOTE: *This is a sample letter. Include only those paragraphs and attachments that apply to the individual. Tailor this letter in any way necessary.*

Attachment 12

SAMPLE CIRCUMSTANCE LETTER--DEATH IN MILITARY AIRCRAFT
ACCIDENT

Figure A12.1. Sample Circumstance Letter-Death In Military Aircraft Accident.

(Appropriate Letterhead)

(date)

Brigadier General John Q. Public
Commander, 51st Fighter Wing
550 C Street West
Tyndall AFB, FL 78523

Mr. and Mrs. Eric T. Jones
111 14th Avenue, West
San Antonio, Texas 78232

Dear Mr. and Mrs. Jones

Please accept my deepest condolences at the tragic death of your daughter, Sergeant Lori A. Jones, on 11 May 2014. Her loss saddened the members of this organization.

At the time of the accident, Lori was performing her duties as flight engineer on a C-130 aircraft. The aircraft was scheduled to fly a navigational training mission, taking off from Hill Air Force Base, Utah, with a scheduled landing at the same base 4-hours later. Shortly after takeoff, the aircraft departed its controlled flight pattern and crashed in the Wasatch mountains, east of the base.

Your daughter was a fine Air Force crewmember who was well liked by everyone here in the wing. Her love of flying led to the establishment of many friendships and associations. We all feel a personal loss in her untimely death.

If I can be of further assistance to you, please contact me at (801) 777-XXXX.

Sincerely

JOHN Q. PUBLIC
Brigadier General, USAF
Commander

Attachment 13

SAMPLE CIRCUMSTANCE LETTER - DUSTWUN TO MISSING (NON-HOSTILE)

Figure A13.1. Sample Circumstance Letter - DUSTWUN to Missing (Non-Hostile).

(Appropriate Letterhead)

(date)

Brigadier General John Q. Public
Commander, 51st Fighter Wing
550 C Street West
Tyndall AFB, FL 78523

Mrs. Susan A. Hanes 2436 Sunrise
Boulevard
San Antonio, Texas 78232 Dear

Mrs. Hanes

I am writing to inform you that the status of your husband, Captain John T. Hanes, has been changed from duty status-whereabouts unknown to missing. As I have explained previously, whereabouts unknown is a transitory status which provides a commander additional time to determine the most accurate status for a member. Since no additional information surfaced during our extensive search for John's aircraft, and I remain unsure of his true status, I have declared him missing.

A thorough search of an area of approximately 80,000 square miles was conducted through yesterday, with concentrated efforts in the area that would most likely have contained wreckage, but without success in locating John or his aircraft. Both the United States Air Force and the United States Navy dedicated many aircraft to the search. Some commercial airlines and numerous Civil Air Patrol aircraft also participated in the search. Electronic surveillance of the search area will continue for the next two weeks.

I am compiling a detailed report containing all known information concerning the incident. This report should be complete within five (5) days, at which time I will forward it to the Air Force Missing Persons Branch. That office will provide you with additional information and will keep you informed of all future developments concerning John's status.

If you wish to correspond with the Missing Persons Branch, you may write to AFPC/DPFCM, 550 C Street West, JBSA-Randolph TX 78150-4717, or call 1-800-531-5501.

Captain Hanes is a valued member of the 345th Tactical Fighter Wing and has earned the respect and admiration of his fellow officers and airmen. Please be assured that if I receive any new information concerning your husband's status, you will be notified immediately.

Sincerely
(5 Lines)
JOHN Q. PUBLIC
Brigadier General, USAF Commander

NOTE: Letter should be routed through the base-level SJA and PA to ensure there is no information included that should not be released at the date of the letter.

Attachment 14

SAMPLE CIRCUMSTANCE LETTER - NATURAL DEATH

Figure A14.1. 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

Attachment 15

SAMPLE CIRCUMSTANCE LETTER – AUTOMOBILE ACCIDENT

Figure A15.1. Sample Circumstance Letter – Automobile Accident.

(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, Staff Sergeant Henry A. Jones, Jr., on 1 June 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 and his date were returning to Colorado Springs early Tuesday morning in Henry's car. On the expressway, just outside the city limits, his car left the southbound lane, went over the curb, and struck a bridge abutment. All available evidence indicates that both Henry and his passenger died instantly.

You should be very proud of your son. He was a fine young man who was certainly well liked by everyone here. Henry's achievements were many. His love of flying and skiing led him to develop many friendships and associations. We all feel a great personal loss in his untimely death.

Again, please accept my condolences, and if I can be of assistance at any time, please contact me at (210) 652-XXXX.

Sincerely

JOHN Q. PUBLIC
Brigadier General, USAF
Commander

Attachment 16

SAMPLE CIRCUMSTANCE LETTER – COMBAT DEATH

Figure A16.1. Sample Circumstance Letter – Combat Death

(Appropriate Letterhead)	
	(date)
Brigadier General John Q. Public Commander, 51st Fighter Wing 550 C Street West Tyndall AFB, FL 78523	
Mrs. John A. Smith 111 Pine Street San Antonio, Texas 78232	
Dear Mrs. Smith	
<p>Please accept my heartfelt condolences on the death of your husband, Major John A. Smith. John was highly respected by the members of the 111th Fighter Wing, both for his exceptional leadership abilities and his skill as a pilot. I want to explain the circumstances surrounding John's death as we understand them at this time.</p> <p>John departed Riyadh Air Base at 9:00 a.m. on the morning of March 30 to conduct a visual reconnaissance mission in a heavily defended, hostile area. After completing a series of reconnaissance runs and accomplishing an in-flight refueling, he returned to the target area to continue his mission. During the flight, the aircraft encountered enemy gunfire, and the navigator reported that he heard two loud explosions. Despite the navigator's continued attempts to contact him, no contact was made. The navigator flew the aircraft to a safe area and elected to eject both himself and John rather than to attempt a landing. The ejection was successful; however, John had already suffered fatal injuries. It was determined that he died instantly as a result of enemy ground fire.</p> <p>His gallantry on this mission was typical of the outstanding devotion he demonstrated throughout the past eight months. I am proud to have been associated with John, and I join with the rest of the wing in expressing our deepest condolences at his loss. Be assured that I stand ready to help you in any way I can during this time of sorrow.</p> <p>Sincerely</p> <p>JOHN Q. PUBLIC Brigadier General, USAF Commander</p>	
NOTE: Ensure the details of the mission are approved by base-level SJA and PA.	

Attachment 17

SAMPLE CIRCUMSTANCE LETTER TO A MINOR CHILD

Figure A17.1. Sample Circumstance Letter To A Minor Child.

<p style="text-align: center;">(Appropriate Letterhead)</p> <p style="text-align: right;">(date)</p> <p>Brigadier General John Q. Public Commander, 51st Fighter Wing 550 C Street West Tyndall AFB, FL 78523</p> <p>Mrs. Mary L. Young 124 East 2nd Street Universal City, Texas 78148</p> <p>Dear Mrs. Young</p> <p>The attached letter to Heather explains the circumstances surrounding her father's death. Please present it to her when you feel it is appropriate.</p> <p style="text-align: right;">Sincerely</p> <p style="text-align: right;">JOHN Q. PUBLIC Brigadier General, USAF Commander</p> <p>Attachment: Circumstance Letter</p> <p>NOTE: An accepted rule of thumb for identifying a minor child for a circumstance letter is that the child's age is under 14. This determination rests with the commander who signs the letter. If you need guidance, contact AFPC/DPFCS at DSN 665-3505 or 1-800-433-0048.</p>

Attachment 18

SAMPLE CONDOLENCE LETTER FROM A SQUADRON COMMANDER

Figure A18.1. Sample Condolence Letter From A Squadron Commander.

(Appropriate Letterhead)	
	(date)
<p>Lieutenant Colonel John Q. Public Commander, 100th Force Support Squadron 550 C Street West Tyndall AFB, FL 78523</p>	
<p>Mrs. John J. Doe 13715 Auburn Oaks San Antonio TX 78247-3505</p>	
<p>Dear Mrs. Doe</p>	
<p>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.</p>	
<p>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!</p>	
<p>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!</p>	
<p>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.</p>	
<p>Sincerely</p>	
<p>JOHN Q. PUBLIC, Lt Col, USAF Commander</p>	

Attachment 19**SAMPLE CONDOLENCE LETTER FROM AN INSTALLATION COMMANDER****Figure A19.1. Sample Condolence Letter From an Installation Commander.**

<p style="text-align: center;">(Appropriate Letterhead)</p> <p>(date)</p> <p>Colonel John Q. Public Commander, 12th Flying Training Wing 550 C Street West Tyndall AFB, FL 78523</p> <p>Mrs. John A. Smith 13715 Auburn Oaks San Antonio TX 78247-3505</p> <p>Dear Mrs. Smith</p> <p>On behalf of the men and women of the 12th Flying Training Wing, I wish to convey our most sincere condolences on the death of your husband, Staff Sergeant John A. Smith. Since joining this organization, Sergeant Smith earned a place in all our hearts. He upheld the highest traditions and standards of the Air Force in his diligent and able performance.</p> <p>I wish your family well in this time of readjustment. The ideals of democracy on which our country is founded grow stronger each day by the dedication to duty from military professionals such as Sergeant Smith.</p> <p style="text-align: right;">Sincerely</p> <p style="text-align: right;">JOHN Q. PUBLIC, Colonel, USAF Commander</p>
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Attachment 20**SAMPLE CONDOLENCE LETTER FROM A MAJOR COMMAND****Figure A20.1. Sample Condolence Letter From A Major Command.**

<p style="text-align: center;">(Appropriate Letterhead)</p> <p style="text-align: center;">(date)</p> <p>General John Q. Public Commander, Air Force Space Command 150 Vandenberg Street Suite 1105 Peterson AFB CO 80914-4020</p> <p>Mrs. Jane Smith 13715 Auburn Oaks San Antonio TX 78247-3505</p> <p>Dear Mrs. Smith</p> <p>Members of the Air Force Space Command join me in expressing to you and your family our deepest condolences on the tragic loss of your husband, Staff Sergeant John A. Smith.</p> <p>You may be proud of the selfless devotion to duty that characterized Sergeant Smith's service to our country. He was an exceptionally fine airman and all of his friends and associates held him in the highest regard.</p> <p>You will always be a member of the Air Force family, and if we can be of assistance, please let us know.</p> <p style="text-align: right;">Sincerely</p> <p style="text-align: right;">JOHN Q. PUBLIC General, USAF Commander</p>
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Attachment 21

DOCUMENTATION DISTRIBUTION

A21.1. If the primary assistance CAR is located in the CONUS, Hawaii, or Alaska and is responsible for obtaining documentation, make the following distribution:

A21.1.1. Mail one copy of each document to:

A21.1.1.1. The Veterans Service Officer (VSO) at the VARO processing the claim.
***NOTE:** Address the documentation to the VSO by name, if known, and stamp the package with "DO NOT OPEN IN THE MAIL ROOM."*

A21.1.1.2. AFPC/DPFCS, 550 C Street West, Room-A054, JBSA-Randolph TX 78150-4716.

A21.1.1.3. Director, VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A21.1.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 3500 Fetchet Avenue, Joint Base Andrews, MD 20762.

A21.1.3. File one copy of each document in the casualty case file.

A21.2. If the primary assistance CAR is located overseas, except Hawaii and Alaska, and is responsible for obtaining the documentation, make the following distributions:

A21.2.1. Mail one copy of each document to:

A21.2.1.1. The VSO at the VARO at 941 North Capital Street, N.E., Washington DC 20421. ***NOTE:** Address the documentation to the VSO by name, if known, and stamp the package with "DO NOT OPEN IN THE MAIL ROOM."*

A21.2.1.2. AFPC/DPFCS, 550 C Street West, Room-A054, JBSA-Randolph TX 78150-4716.

A21.2.1.3. Director VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A21.2.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 3500 Fetchet Avenue, Joint Base Andrews, MD 20762.

A21.2.3. File one copy of each document in the casualty case file.

A21.3. If you are not the primary assistance CAR, and you are the CAR responsible for obtaining the documentation and the NOK reside in the CONUS, Hawaii, or Alaska, make the following distribution:

A21.3.1. Mail one copy of each document to the CAR with primary assistance responsibility.

A21.3.1.1. Upon receipt, the CAR with primary assistance responsibility will mail one copy of each document to:

A21.3.1.1.1. The NOK.

A21.3.1.1.2. The VARO, P.O. Box 8079, Philadelphia PA 19101.

A21.3.1.1.3. AFPC/DPFCS, 550 C Street West, Room-A054, JBSA-Randolph TX 78150-4716.

A21.3.1.1.4. Director VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A21.3.1.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 3500 Fetchet Avenue, Joint Base Andrews, MD 20762.

A21.3.1.3. File one copy of each document in the casualty case file.

A21.4. If you are not the primary assistance CAR, and you are the CAR responsible for obtaining documentation, and the NOK resides in an overseas area (except Hawaii and Alaska), make the following distribution:

A21.4.1. Mail one copy of each document to the CAR with primary assistance responsibility.

A21.4.1.1. Upon receipt, the CAR with primary assistance responsibility will mail one copy of each document to:

A21.4.1.1.1. The NOK.

A21.4.1.1.2. The VARO at P.O. Box 8079, Philadelphia PA 19101

A21.4.1.1.3. AFPC/DPFCS, 550 C Street West, Room-A054, JBSA-Randolph TX 78150-4716.

A21.4.1.1.4. Director, VA Records Center (233), P.O. Box 5020, St. Louis MO 63115-5000.

A21.4.1.2. For ANG deaths only, send one copy of each document to NGB/A1PS, 3500 Fetchet Avenue, Joint Base Andrews, MD 20762.

A21.4.1.3. File one copy of each document in the casualty case file.

Attachment 22

SAMPLE MEMORANDUM FOR REQUESTING ANG MEMORIAL CERTIFICATES

Figure A22.1. Sample Memorandum For Requesting ANG Memorial Certificates.

<p style="text-align: center;">(Appropriate Military Letterhead)</p> <p style="text-align: right;">(date)</p> <p>MEMORANDUM FOR NGB/A1PS</p> <p>FROM: 341 FSS/FSMPM</p> <p>SUBJECT: ANG Memorial Certificate</p> <p>1. Request you prepare and forward (number of copies desired) copies of the ANG Memorial Certificate using this information:</p> <p>Name of deceased: Senior Master Sergeant Deborah Davidson.</p> <p>Forward to: 122 TFW, Ft Wayne MAP IN 46809-5000.</p> <p>Individual's duty status: (AGR, Traditional, Technician, or Retired)</p> <p>2. We have verified the deceased's ANG service. Unit and state of assignment were: 122 CSS, IN ANG.</p> <p style="text-align: right;">JOHN Q. PUBLIC, SMSgt, USAF Supt, MPF Customer Service</p>

Attachment 23

**SAMPLE COMMANDER'S LETTER FOR PRESENTATION OF THE ANG
MEMORIAL CERTIFICATE****Figure A23.1. Sample Commander's Letter For Presentation of The ANG Memorial Certificate.**

<p style="text-align: center;">(Appropriate Letterhead)</p> <p style="text-align: center;">(date)</p> <p>Colonel John Q. Public Commander, Indiana Air National Guard 150 Vandenberg Street Suite 1105 Peterson AFB CO 80914-4020</p> <p>Mrs. John A. Smith 13715 Auburn Oaks San Antonio TX 78247-3505</p> <p>Dear Mrs. Smith</p> <p>Please accept the attached Air National Guard Memorial Certificate as a tribute to Staff Sergeant John A. Smith's devoted service to the Air National Guard of the United States and the defense of our country. It is through the dedication of members of the Armed Forces and the many sacrifices made by their families that we continue to enjoy the freedom and way of life we all cherish and hold so dear. You can be justifiably proud of SSG Smith's faithful service and your support. My very best wishes to you and your family.</p> <p style="text-align: right;">Sincerely</p> <p style="text-align: right;">JOHN Q. PUBLIC, Colonel, IN ANG Commander</p> <p>Attachment: ANG Memorial Certificate</p>
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