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This instruction implements Department of Air Force Policy Directive (DAFPD) 36-30, *Military Entitlements,* and is consistent with Department of Defense Instruction (DoDI) 1300.18, *Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures*. This publication applies to the United States Space Force, Regular Air Force, the Air Force Reserve, and the Air National Guard. It describes procedures for the Casualty Services Program for all levels of command and all Air Force and Space Force organizations. In collaboration with the Chief of the Air Force Reserve (AF/RE) and the Director of the Air National Guard (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel, and Services (AF/A1) develops personnel policy for Casualty Services. This instruction requires the collection and or maintenance of information protected by 5 USC Section 552a, *Records maintained on individuals* (Privacy Act of 1974) authorized by Department of Defense Instruction 5400.11, *DoDI Privacy and Civil Liberties Programs*. The applicable System of Record Notice (SORN) A0600-8-1c AHRC DoD, *Defense*

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(WRIGHTPATTERSONAFB) This supplement implements and extends the guidance of the Department Air Force Instruction (DAFI) 36-3002, *Casualty Services,* Jul 2025. This supplement establishes certain procedures and requirements that govern the Wright-Patterson Air Force Base (AFB) Casualty Program. It applies to all units assigned, attached, and partner units to Wright Patterson AFB as well as all active-duty, retired personnel, Department of Defense (DoD)/Civilian/Non-Appropriated Fund employees and US Space Force. Additionally, it consolidates the individual squadron commander's responsibilities concerning casualty reporting and notification. This publication requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code (U.S.C.), Sections 1475 through 1489, 2771, and 8013; Title 37, U.S.C., Sections 551 through 559. The applicable System Records Notice F036 AF PC R, *Casualty Files,* is available at: **https://dpclo.defense.gov/Privacy/SORNs.aspx**. Ensure all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction (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. This publication does not apply to Air Force Reserve Command (AFRC) Units or the Air National Guard (ANG)/ (If applicable check AFSOC supplement to AFI33-360 at **https://e-publishing.af.mil**). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication;* ROUTE AF Form 847s from the field through Major Commander (MAJCOM) publications/forms managers. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

SUMMARY OF CHANGES

This document was substantially revised and must be completely reviewed. It expands services to applicable members of the United States Space Force (Guardians), establishes guidance and procedures on collecting a Privacy Act Release from the Primary Next of Kin (PNOK) utilizing the new Department of the Air Force (DAF) Form 4456, *Privacy Act Release (PAR)*. It updates casualty assistance support and death gratuity eligibility for Reserve Officer Training Corps (ROTC) cadets who die prior to arrival at their first duty assignment and expands guidance on DAF senior leader extending condolences to the family of Airmen and Guardians who die on active-duty. This document expands Gold Star Lapel Pin authorization to stepsiblings in accordance with current legislation. It expands on Emergency Family Member Travel (EFMT) bedside travel changes from the Joint Travel Regulation (JTR) regarding more than one trip per individual within a 60-day window based on extenuating circumstances. It adds missing US Code language and eligibility requirements to the Payments and Allowances Program. Finally, **Table 2.2** now contains updated reporting, notification, and assistance guidance matrix.

(WRIGHTPATTERSONAFB) This supplement has been substantially revised and must be completely reviewed. It has been updated to reflect new guidance in DAFI 36-3002. It establishes procedures and assigns responsibilities for the effective execution of the Air Force Casualty Services Program at Wright-Patterson AFB.

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Chapter 1

THE AIR FORCE CASUALTY SERVICES PROGRAM

1.1. Overview.

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

1.1.2. This instruction outlines the DAF's obligations to Total Force members, Air Force and Space Force retirees, 120-day separatees/retirees, their families, and those designated to receive benefits and entitlements.

1.1.3. See Department of the Air Force Instruction (DAFI) 36-167, *Civilian Survivor Assistance*, for casualty notification and assistance for appropriated fund civilian employees, including Air National Guard and Air Force Reserve Title 5 employees.

1.1.4. The Casualty Assistance Representative (CAR) provides limited casualty services to members of sister services, certain foreign nationals, and DoD civilians as indicated in **Table 2.1**.

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

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

1.2. Program Objectives.

1.2.1. Provide prompt and accurate casualty reporting.

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

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

1.3. Roles and Responsibilities.

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

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

1.3.1.2. Airman and Family Care Division of Air Force Services (AF/A1SA) Responsibilities:

1.3.1.2.1. Establishes and publishes Casualty policy.

1.3.1.2.2. Provides policy and program oversight for Department of the Air Force Casualty services.

1.3.2. Air Force Personnel Center Chief of Casualty Matters Division (AFPC/DPFC) Responsibilities.

1.3.2.1. Responsible for the program objectives, management and operation of the Air Force Casualty Services Program.

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

1.3.2.3. Ensures CAR training is provided using the standards outlined in DoDI 1300.18.

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

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

1.3.2.6. Serves as the DAF voting representative to the Department of Defense Casualty Advisory Board and the Defense Casualty Information Processing System (DCIPS) Configuration Control Board (CCB).

1.3.2.7. Serves as the DAF representative on the Veteran Affairs Servicemembers Group Life Insurance Online Enrollment System (SOES) Configuration Control Board (CCB).

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

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

1.3.2.10. Appoints or serves as TSGLI denial letter signatory.

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

1.3.2.12. Administers worldwide casualty notifications.

1.3.2.13. Ensures in-status Air Reserve Component cases to the nearest Regular Air Force or Space Force installation for execution of casualty program responsibilities.

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

1.3.3.1. Provides Casualty Services for the Air Force and Space Force to include management and eligibility certification for SGLI, TSGLI, FSGLI, Death Gratuity, and other survivor benefits and entitlements.

1.3.3.2. Oversees the DAF component of Defense Casualty Information Processing System (DCIPS).

1.3.3.3. Oversees the DAF component for Servicemembers' Group Life Insurance Online Enrollment System (SOES) and Record of Emergency Data, Department of Defense Form 93 (DD Form 93) and/or virtual Record of Emergency Data (vRED).

1.3.3.4. Oversees the Air Force Emergency Family Member Travel (EFMT) Program.

1.3.3.5. Oversees the Air Force Pay and Allowances Continuation (PAC) Program.

1.3.3.6. Oversees the DAF Notification of Death (NOD) program ensuring the President of the United States, Secretary of Defense, and Chairman of the Joint Chiefs of Staff receives the NOD.

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

1.3.3.8. Oversees the Air Force Casualty Training Program.

1.3.3.9. Oversees mandatory initial and annual refresher training delivery for all Active-Duty Installation assigned primary and alternate CARs.

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

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

1.3.3.12. Determines each CAR's area of responsibility.

1.3.3.13. May direct short-notice audits, case reviews at any CAR location to determine mission effectiveness of casualty services provided to Airmen/Guardians or their Next-of-Kin.

1.3.3.14. Distributes DD 1300s to appropriate paying agencies as referenced in **paragraph 1.10.1.3.1** below.

1.3.3.15. Distributes daily and applicable casualty reports. Guidance is provided in the *Casualty Active-duty Death Checklist.*

1.3.4. Casualty Sustainment Branch (AFPC/DPFCM) Responsibilities.

1.3.4.1. Manages and administers the DAF hostile and non-hostile missing persons program, as well as reintegration programs for detained or captured personnel as outlined in AFI 10-3001, *Reintegration*.

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

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

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

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

1.3.4.4.2. Develops procedures for the timely dissemination of new information regarding missing and unaccounted-for cases to the NOK in accordance with Title 10 USC Section 1501, *System for Accounting for Missing Persons*.

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

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

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

1.3.4.8. Manages the DAF Survivor Benefit Program.

1.3.4.9. Manages the DAF AWOL/Deserter Programs.

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

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

1.3.5.2. Notifies the appropriate Air National Guard unit using contact lists provided by Air National Guard, Customer Support and Policy Branch (NGB/A1PS) or Headquarters Air Reserve Personnel Center Casualty Office.

1.3.5.3. Maintains the Reserve Casualty Assistance Guide, which is accessible via my Force Support Squadron (myFSS), for reserve component specific casualty guidance.

1.3.5.4. Ensures each Air Force Reserve Command wing and host installation Force Support Squadron (FSS) where a CAR is not assigned, maintains an DAF Form 1075, *Casualty Personnel Roster*, identifying a trained casualty assistance point of contact and provide AFPC/DPFC a copy of updated forms annually no later than (NLT) 01 Oct or whenever a change occurs.

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

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

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

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

1.3.7.1. Ensuring base agencies support the objectives of the Air Force Casualty Services Program and provides the CARs access to all information and documents needed to report casualties.

1.3.7.2. Ensuring host-tenant support agreements are in place between Regular Air Force, Air National Guard, and Air Force Reserve force support squadrons, as required.

1.3.7.3. Ensuring the Force Support Squadron Commander develops a Mass Casualty/Fatality Incident Response Plan for inclusion in the Installation Disaster Response Plan in accordance with DAFI 34-160, *Mortuary Affairs Program*.

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

1.3.8. Unit Commander and ARC Equivalent Responsibilities.

1.3.8. **(WRIGHTPATTERSONAFB) Unit Commander Responsibilities.**

1.3.8.1. Ensures new assigned service members have a current (verified as current at least annually or as required) virtual Record of Emergency Data and SOES election on file. Customer service support personnel should only complete a hardcopy Department of Defense (DD) Form 93, *Record of Emergency Data*, if the service member has no computer access. Hardcopy SGLI elections are only permitted in accordance with Personnel Services Delivery Memorandum (PSDM) 17-38, *Servicemembers' Group Life Insurance Online Enrollment System (SOES)*.

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

1.3.8.3. Informs the NOK of all releasable information regarding the circumstances surrounding the service member's death (See DAFI 36-167 for civilian deaths), DUSTWUN/EAWUN, or Missing status. Accomplish this either during or after official notification.

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

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

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

1.3.8.7. **(Added-WRIGHTPATTERSONAFB)** Assume notification duties for personnel when NOK reside in the local area as defined in DAFI 36-3002. If the commander is notified of a casualty by someone other than the Casualty Service Office, he/she immediately contacts the AFMC Command Post, who immediately notifies the Casualty Service Office (during duty hours) or the on-call CAR (after duty hours) for guidance prior to any casualty notifications being performed.

1.3.8.8. **(Added-WRIGHTPATTERSONAFB)** Inform the CAR if the deceased will be posthumously promoted, of any administrative actions and/or pending or ongoing investigation on file, and if a special condolence letter from the Air Force Chief of Staff is appropriate within the timeframe established by HQ AFPC. Prepare letters of circumstances and condolences within five days of death for NOK not in the local area and coordinates them through the Casualty Office before approval to release from HQ AFPC.

1.3.8.9. **(Added-WRIGHTPATTERSONAFB)** Ensure internal procedures are established to implement notification in the event of natural disaster or multiple casualty situations when more than one notification officer may be required from the unit. The CAR will contact the appropriate unit commander to obtain the identity of the Field Grade Officer to be used as the Casualty Notification Officer and to provide instructions/training. If the unit is unable to provide sufficient support, the unit commander contacts the CAR.

1.3.8.10. **(Added-WRIGHTPATTERSONAFB)** Ensure all casualty information is handled on a need-to-know basis until the CAR has confirmed with AFPC that all NOK notifications are completed. Directs inquiries concerning casualties to the Casualty Office except for newsworthy events, which will be directed to 88 ABW Public Affairs Office.

1.3.8.11. **(Added-WRIGHTPATTERSONAFB)** Notifies the Civilian Personnel of all civilians in SI and VSI status while TDY and of all deceased civilian employees, whether on or off base.

1.3.9. Force Support Squadron Commander/Civilian Leader Responsibilities.

1.3.9.1. Select a primary and alternate CAR.

1.3.9.1.1. Fill the primary CAR position with a full-time government civilian. Geographical separated units without a permanent civilian CAR position may appoint a military member as the CAR to enable casualty reporting and notifications.

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

1.3.9.1.1.2. Ensure the CAR's primary duties and responsibilities support the Air Force Casualty Services Program. CARs will not be assigned additional duties.

1.3.9.1.2. Appoint at least one full-time civilian alternate CAR in the grade of GS-9 or higher, from within the Force Support Squadron, who possesses the capability and demeanor to successfully support the casualty mission and needs of survivors. Remote installations without a permanent civilian CAR position may appoint a military member in the grade of E-6 or above as the alternate CAR to enable casualty reporting and casualty notifications.

1.3.9.2. Provide training opportunities for primary and alternate CARs.

1.3.9.2.1. Ensure primary and alternate CARs attend initial training within six months of appointment.

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

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

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

1.3.9.5. Ensure the CAR trains Casualty Augmentation Support Team members to enable 24-hour casualty services operations.

1.3.9.6. Implement an after-hours rotational duty roster, to include weekends and holidays, to support casualty mission. The primary CAR cannot conduct after-hours, weekend or holiday, on-call duties more than two weeks in any given month. Alternate CARs and Casualty Augmentation Support Team members must share the responsibility for after-hours, weekend and holiday, on-call duties.

1.3.9.7. Provide the CAR and Assistant CAR a private office space in order to interface with survivors and securely execute required duties.

1.3.9.8. Ensure an DAF Form 1075 is completed for installation and geographically separated units whenever a change occurs and annually on 1 October of each year.

1.3.9.9. Ensure an installation supplement to this instruction is established. Once established, the supplement must be reviewed annually, and revised whenever a significant local change occurs, and within a year of the republication date of this instruction.

1.3.9.9.1. Ensure a host-tenant support agreement is in place between the Regular Air Force, Space Force, Air National Guard, and Air Force Reserve force support squadrons.

1.3.9.10. Ensure the CAR provides casualty services training to geographically separated units, Casualty Augmentation Support Team (CAST) members, Personnel in Support of Contingency Operations (PERSCO) team members, and squadron commanders within 60 days of assuming command.

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

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

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

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

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

1.3.10. CAR Responsibilities. The CAR will:

1.3.10. **(WRIGHTPATTERSONAFB) Casualty Assistance Representative (CAR) Responsibilities.**

1.3.10.1. Prepare written instructions to supplement this instruction in accordance with (IAW) **paragraph 1.3.9.9** and the Casualty Operations Guide. The most current contact information is located in the *Casualty Operations Guide* on the Casualty SharePoint.

1.3.10.1.1. **(Added-WRIGHTPATTERSONAFB)** On Wright-Patterson Air Force Base AFB, the Casualty Services Office is the installation office of primary responsibility (OPR) for the administration of all actions pertaining to casualty reporting, notification, and assistance as outlined in DAFI 36-3002.

1.3.10.2. Provide squadron commanders Record of Emergency Data (RED) and SOES unit rosters quarterly to enable unit compliance with minimum annual member certifications.

1.3.10.3. Provide an updated DAF Form 1075 to the Casualty Operations Branch listing after-hours standby contact information or force support squadron personnel responsible for after-hours casualty services duties whenever a change occurs and annually on 1 October.

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

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

1.3.10.6. Establish procedures to train all identified notification officers assigned to the installation and serviced geographically separated unit to perform casualty notification.

1.3.10.7. Provide the Mortuary Officer and the public affairs office the below information once notification of all NOK is complete or include them on the initial casualty message distribution.

1.3.10.7.1. Member’s name and rank.

1.3.10.7.2. Age.

1.3.10.7.3. Home of record.

1.3.10.7.4. Race.

1.3.10.7.5. Total Active Federal Military Service Date.

1.3.10.7.6. Ribbons print out from Virtual Military Personnel Flight (vMPF).

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

1.3.10.8.1. Direct interested service members to the Military Personnel Section - Assignments section for humanitarian reassignments eligibility.

1.3.10.8.2. Make Air Force Aid Society referral or coordination for support as needed.

1.3.10.8.3. Apply for FSGLI, if applicable.

1.3.10.8.4. Provide the Military Personnel Section - Customer Service section with a copy of the death certificate and dependent's identification card (if applicable).

1.3.10.8.5. Review the member’s SGLI and Record of Emergency Data and advise the member to make the appropriate updates as applicable.

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

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

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

1.3.10.9.1. Recall CAST members by order of the Force Support Squadron Commander (FSS/CC), as required.

1.3.10.9.2. Establish immediate telephone contact with AFPC/DPFC at Defense Switch Network (DSN) 665-0102 or 1-800-525-0102, Option 2, Option 1.

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

1.3.10.9.4. When remains have not been recovered or deemed unrecoverable, advise unit commanders on conclusive evidence of death as outlined in **paragraph 2.9** of this instruction.

1.3.10.10. Initial and supplemental reports are sent to AFPC/DPFC, appropriate MAJCOMs or FLDCOMs, the intermediate command and the casualty's home installation commander and interested agencies. If member is in a permanent change of station (PCS) status, notify both the losing commander and gaining commander. For non-duty status ARC members, see **Chapter 6**.

1.3.10.11. Assist commanders with notifications to the NOK and recipients of benefits/entitlements.

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

1.3.10.13. Advise the NOK of their right to request all required documentation on the case in accordance with DoDI 1300.18.

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

1.3.10.15. Review DAFI 34-160 and maintains familiarity with the roles and responsibilities of the Family Assistance Representative and long-term assistance to survivors of deceased members through the Air Force Families Forever (AFFF) program.

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

1.3.10.17. Establish a working relationship with the installation mortuary officer and technician, each appointed Family Liaison Officer, Family Assistance Representative, unit commander and first sergeant. Provides an overview of the Air Force Casualty Services Program during the Family Liaison Officer, Family Assistance Representative, Summary Courts Officer, and M&FRC CRC/CRS training programs.

1.3.10.18. Ensure the installation mortuary officer is aware of the CAR’s role in assisting all beneficiaries in the application for benefits and entitlements.

1.3.10.19. Provide a key personnel briefing to all incoming Commanders within 60 days of assuming command.” Briefing includes the following subjects:

1.3.10.19.1. Reporting responsibilities of the unit.

1.3.10.19.2. Identifying and training field grade officers for notification.

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

1.3.11. Air Reserve Component Force Support Squadron Commander will:

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

1.3.11.2. Conduct an annual review of the DAFI supplement for currency and accuracy of information.

1.3.11.3. Ensure the FSS/CC signs a transmittal memorandum and sends the supplemental instructions to the appropriate office.

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

1.3.11.5. Email an original DAF Form 1075 listing Force Support Squadron personnel qualified for casualty reporting, notification, assistance, and standby duties to AFPC/DPFC, as well as the servicing installation's 24-hour contact point (e.g., command post/security forces). Forms will be updated whenever a change occurs and annually on 1 October. For those locations that have an active-duty CAR, ensure an alternate CAR is identified on the DAF Form 1075 and capable of performing the casualty mission in absence of the primary CAR.

1.3.12. Designated PERSCO Trainer Responsibilities.

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

1.3.13. Individual Member's Responsibilities. All Regular Air Force, Space Force, Air National Guard, and Air Force Reserve members must support the Air Force Casualty Services Program.

1.3.14. Defense Finance Accounting Service – Indianapolis (DFAS-IN) Air Force Personnel Center Operating Location Headquarters Air Force Personnel Center Directorate of Personnel Pay (AFPC-OPLOC HQ AFPC/DPP) Responsibilities

1.3.14.1. Will process transactions to address special pays on behalf of deceased members.

1.3.14.2. Access daily the Defense Casualty Information Processing System (DCIPS) to pull casualty reports for visibility and daily tracking of casualty cases for special pays, benefits and entitlements.

1.3.15. **(Added-WRIGHTPATTERSONAFB) HQ AFMC Command Center Responsibilities.**

1.3.15.1. **(Added-WRIGHTPATTERSONAFB)** Maintain Casualty Standby Roster for after-hour casualty services duties. The Casualty Assistance Representative (CAR) will update quarterly or whenever changes occur.

1.3.15.2. **(Added-WRIGHTPATTERSONAFB)** Contacts the CAR on-call during nonduty hours upon receipt of information on any reported death of an active-duty Air Force member and or information that an active duty Air Force member has been injured and classified as Very Seriously Injured (VSI), Seriously Injured (SI), Duty Status Whereabouts Unknown (DUSTWUN) or Missing and obtains the number of casualties.

1.3.15.3. **(Added-WRIGHTPATTERSONAFB)** Upon notification of a casualty, obtains the following information:

1.3.15.3.1. **(Added-WRIGHTPATTERSONAFB)** Name, Grade of casualty

1.3.15.3.2. **(Added-WRIGHTPATTERSONAFB)** Unit of assignment and POC

1.3.15.3.3. **(Added-WRIGHTPATTERSONAFB)** Type of casualty (i.e., death, injury, illness) and it's severity

1.3.15.3.4. **(Added-WRIGHTPATTERSONAFB)** Date and time of occurrence

1.3.15.3.5. **(Added-WRIGHTPATTERSONAFB)** Whether other people were involved, if so, their status and identities

1.3.15.3.6. **(Added-WRIGHTPATTERSONAFB)** Exact location of occurrence

1.3.15.3.7. **(Added-WRIGHTPATTERSONAFB)** Obtains the following information about the individual reporting the casualty: Name, grade, organization, telephone number. In addition, for active-duty deaths, provide the name, grade, position of who pronounced the member dead and the date, time, and place.

1.3.15.4. **(Added-WRIGHTPATTERSONAFB)** Contacts the Casualty Office during normal duty hours when notified of the death of a retired Air Force member. If notified after normal duty hours, call the Casualty Office not later than the beginning of the next duty day.

1.3.16. **(Added-WRIGHTPATTERSONAFB) Security Forces Responsibilities.**

1.3.16.1. **(Added-WRIGHTPATTERSONAFB)** Notifies HQ AFMC Command Post promptly of all known casualties and provides necessary information to include but not limited to name, grade, SSAN, place of occurrence, circumstances, and the name/phone number of the person reporting.

1.3.16.2. **(Added-WRIGHTPATTERSONAFB)** When necessary, assist the CAR in obtaining information necessary to complete casualty reporting and coordinate with other law enforcement agencies to obtain copies of accident reports, etc. for casualty case files.

1.3.17. **(Added-WRIGHTPATTERSONAFB) Medical Treatment Facility (MTF) Responsibilities.**

1.3.17.1. **(Added-WRIGHTPATTERSONAFB)** Notify the CAR during normal duty hours or the HQ AFMC Command Post after duty hours, when an active-duty member is placed in a reportable status (i.e. death, VSI, SI); and of the death of an active-duty dependent or retired general officer.

1.3.17.2. **(Added-WRIGHTPATTERSONAFB)** Notify the unit commander when a member is placed in a casualty status (i.e., death, VSI or SI). Depending on circumstances, notification to NOK of the member's medical condition may be delegated to the attending physician.

1.3.17.3. **(Added-WRIGHTPATTERSONAFB)** Notify NOK of death, if death occurs in the MTF.

1.3.17.4. **(Added-WRIGHTPATTERSONAFB)** Provides on-call medical personnel when requested by the Casualty Office to accompany the notification officer to the residence of the NOK during and after duty hours.

1.3.17.5. **(Added-WRIGHTPATTERSONAFB)** Ensures the release of appropriate information (i.e., preliminary cause of death/injury/illness, circumstances surround death/injury/illness, autopsy/toxicology reports) required by HQ AFPC to assist with casualty reporting.

1.3.17.6. **(Added-WRIGHTPATTERSONAFB)** Notify CAR during duty hours when a casualty has a change in reportable status (i.e. death, Not Seriously Ill/Injured (NSI), SI, VSI). If change occurs after duty hours, notify CAR at the beginning of the next duty day unless otherwise advised.

1.3.17.7. **(Added-WRIGHTPATTERSONAFB)** Case Manager provides medical progress report information to the CAR within 24 hours of the Initial Casualty Report, when there is a change in the member's condition and/or every 14 days thereafter until the member is no longer in a reportable casualty status.

1.3.17.8. **(Added-WRIGHTPATTERSONAFB)** When necessary, accomplish administrative requirements when Emergency Family Member Travel (EFMT) is requested for eligible NOK. Medical personnel should not discuss EFMT travel entitlements with designated individuals. If EFMT is approved, the Wounded Warrior Cell will contact the designated individuals and explain their entitlements under the EFMT program.

1.3.17.9. **(Added-WRIGHTPATTERSONAFB)** Initiates in coordination with FSS LOD Manager, Line of Duty Determination on all active-duty Air Force casualties and forwards to the member's Squadron Commander for completion as directed by DAFI 36-2910.

1.3.17.10. **(Added-WRIGHTPATTERSONAFB)** Establish internal procedures to ensure current, accurate information is obtained and provided to the CAR from local hospitals when a member has been admitted for conditions classified as NSI, SI, or VSI and report status changes during that admittance

1.3.17.11. **(Added-WRIGHTPATTERSONAFB)** During mass casualty situations assist the CAR in obtaining Rank, Name, SSN, Unit of the NSI, SI, VSI, DUSTWUN, or Deceased member(s) and the Rank, Name, Organization of the authority that pronounced the member and the date/time.

1.3.18. **(Added-WRIGHTPATTERSONAFB) Installation Chaplain Responsibilities.**

1.3.18.1. **(Added-WRIGHTPATTERSONAFB)** Provide a Chaplain Duty Roster to HQ AFMC Command Center.

1.3.18.2. **(Added-WRIGHTPATTERSONAFB)** Provide a chaplain to accompany the notification officer for initial casualty notification to the NOK.

1.3.18.3. **(Added-WRIGHTPATTERSONAFB)** If advised of a death by someone other than the CAR, immediately notifies HQ AFMC Command Center.

1.3.19. **(Added-WRIGHTPATTERSONAFB) Installation Mortuary Office Responsibilities.**

1.3.19.1. **(Added-WRIGHTPATTERSONAFB)** If notified of a death by other than the CAR or HQ AFMC Command Center, immediately notify those designated offices.

1.3.19.2. **(Added-WRIGHTPATTERSONAFB)** Arrange for the appointment of a Family Assistance Representative (FAR), Summary Court Officer (SCO), and Escort. Provide the rank, name, unit, and contact numbers to the CAR.

1.3.20. **(Added-WRIGHTPATTERSONAFB) Civilian Personnel Office (CPO)/ Nonappropriated Fund (NAF) Human Resources (HR) Office Responsibilities.**

1.3.20.1. **(Added-WRIGHTPATTERSONAFB)** Complete and provide the information on the Civilian Death Worksheet from the official personnel records of a civilian employee casualty to the CAR immediately during normal duty hours or at the beginning of the next duty day and the HQ AFMC Command Post after duty hours.

1.3.21. **(Added-WRIGHTPATTERSONAFB) Transportation Office Vehicle Operations Responsibilities.**

1.3.21.1. **(Added-WRIGHTPATTERSONAFB)** Provide staff car (sedan, station wagon, van, or SUV) upon request from CAR for use by the casualty notification team anytime, including weekends and holidays. The permissive operating distance is waived in all casualty matters.

1.3.21.2. **(Added-WRIGHTPATTERSONAFB)** Provide multi-vehicle support to support mass casualty operations as required.

1.3.22. **(Added-WRIGHTPATTERSONAFB) Military & Family Readiness Center (M&FRC) Responsibilities.**

1.3.22.1. **(Added-WRIGHTPATTERSONAFB)** Provides immediate assistance to eligible NOK as needed (e.g., financial 2counseling etc.)

1.3.22.2. **(Added-WRIGHTPATTERSONAFB)** Provides lifelong support and assistance for eligible NOK after enrollment in Air Force Families Forever (AFFF) by AFPC.

1.3.22.3. **(Added-WRIGHTPATTERSONAFB)** When directed to stand up the Emergency Family Assistance Center (EFAC), the M&FRC serves as a central focal point for available family support services and agency referrals during natural disasters. During mass casualty operations, the EFAC acts as a central collection point for consolidated family support services.

1.3.23. **(Added-WRIGHTPATTERSONAFB) Comptroller Squadron Responsibilities.**

1.3.23.1. **(Added-WRIGHTPATTERSONAFB)** Upon notification of an active-duty member's death, assists the Summary Court Officer (SCO) with completion of the DFAS Instructions and Casualty Information Checklist within 24–72 hours after death.

1.3.24. **(Added-WRIGHTPATTERSONAFB) Installation Public Affairs Office Responsibilities.**

1.3.24.1. **(Added-WRIGHTPATTERSONAFB)** Will immediately contact the HQ AFMC Command Center, when notified of a death outside the proper channel.

1.3.24.2. **(Added-WRIGHTPATTERSONAFB)** Is the sole base agency authorized to release information and to answer inquiries from the public, news media, or other government agencies concerning casualties 24 hours after obtaining confirmation from the casualty services office that casualty notification procedures have been completed for all NOK.

1.3.24.3. **(Added-WRIGHTPATTERSONAFB)** Will provide media assistance to FARs/NOK, or serve as a spokesperson, as requested by NOK.

1.3.25. **(Added-WRIGHTPATTERSONAFB) Installation Office of Emergency Management Responsibilities.**

1.3.25.1. **(Added-WRIGHTPATTERSONAFB)** Ensures all procedures outlined in the Installation Emergency Management Plan (IEMP) 10-2 are reviewed, updated, and briefed for natural disasters and mass casualties.

1.3.26. **(Added-WRIGHTPATTERSONAFB) ARC FSS attached to or on Wright-Patterson AFB Responsibilities.**

1.3.26.1. **(Added-WRIGHTPATTERSONAFB)** Notify CAR during duty hours. Call the HQ AFMC Command Center after duty hours, weekends, holidays, IAW Memorandum of Agreement (MOA) to report "In Status" casualties.

1.3.27. **(Added-WRIGHTPATTERSONAFB) Air Force Office of Special Investigation Responsibilities.**

1.3.27.1. **(Added-WRIGHTPATTERSONAFB)** Provide information needed to complete the initial casualty report as required by the Casualty Office. Assist CAR in acquiring civilian police reports, autopsy, toxicology, coroner and/or medical examination reports or copies of court verdicts as needed in accordance with DAFI 36-3002, **Table 5.2**, when AFOSI directives allow.

1.3.27.2. **(Added-WRIGHTPATTERSONAFB)** Take appropriate action if notified by CAR, if NOK has received any form of harassment, either in-person, by telephone and/or in threatening letters.

1.3.28. **(Added-WRIGHTPATTERSONAFB) Tenant and Geographically Separated Units (GSU) Responsibilities.**

1.3.28.1. **(Added-WRIGHTPATTERSONAFB)** Provide an updated AF Form 1075 to the Casualty Office annually NLT 31 October, or when changes occur.

1.3.28.2. **(Added-WRIGHTPATTERSONAFB)** Immediately notifies HQ AFMC Command Center on notification of the death of any active-duty member.

1.4. Releasing Casualty Information.

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

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

1.4.1.2. Department of Defense Manual 5400.07_AFMAN 33-302, *Freedom of Information Act Program*.

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

1.4.1.4. DoDI 1300.18, *DoD Personnel Casualty Matters, Policies, and Procedures*.

1.4.1.5. The base and/or MAJCOM or FLDCOM Office of the Staff Judge Advocate.

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

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

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

1.5. Peacetime Casualties.

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

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

1.6. Hostile Casualties and Terrorist Acts.

1.6.1. When the United States is involved in hostilities or if a terrorist act occurs, AFPC/DPFC releases casualty information to The Air Force Personnel Center Public Affairs (AFPC/PA) after completion of all NOK notifications.

1.6.2. AFPC/PA forwards the information to the Office of the Secretary of Defense Public Affairs (OSD/PA), the initial public release authority on all hostile casualties.

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

1.6.4. The installation public affairs office refers requests for information from members of Congress and state or local officials to the Secretary of the Air Force, Office of Legislative Liaison

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

1.7. Information shared with Public Affairs.

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

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

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

1.7.2.1.1. Name and sex.

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

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

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

1.7.2.1.5. Date entered active-duty.

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

1.7.2.1.7. Military awards and decorations the member holds.

1.7.2.1.8. Professional Military Education completed.

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

1.7.2.2.1. Social Security Number (SSN).

1.7.2.2.2. Gross pay and Basic Allowance for Housing.

1.7.2.2.3. Age or date of birth.

1.7.2.2.4. National origin and race.

1.7.2.2.5. Marital status.

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

1.7.2.2.7. Civilian awards.

1.7.2.2.8. Civilian education completed.

1.7.2.2.9. Any information on the member's NOK.

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

1.7.2.3.1. Name and sex.

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

1.7.2.3.3. Assigned Continental United States (CONUS) unit and Service or job specialty.

1.7.2.3.4. Date entered active-duty.

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

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

1.7.2.3.7. National origin and race.

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

1.7.2.3.9. Military awards and decorations the member holds.

1.7.2.3.10. Professional Military Education completed.

1.7.2.3.11. Civilian awards the member holds.

1.7.2.3.12. Civilian education completed.

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

1.7.2.4.1. Home address and telephone number.

1.7.2.4.2. Marital status.

1.7.2.4.3. Names and addresses of the NOK.

1.7.2.4.4. Information on the NOK.

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

1.7.2.4.6. Age and date of birth.

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

1.7.2.5.1. Name and rank.

1.7.2.5.2. Casualty status.

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

1.7.2.6. During wartime, Air Force Personnel Center Directorate of Military and Family Care (AFPC/DPF) and AFPC/PA determines what information the DAF shares on DUSTWUN and missing members and releases information through Secretary of the Air Force Public Affairs (SAF/PA).

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

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

1.9. Maintenance and Disposition of Casualty Case Files.

1.9.1. For Active-duty Death/Injured cases, the CAR will ensure data is entered and documents uploaded into Defense Casualty Information Processing System-Case Management (DCIPS-CM) in accordance with the Air Force Defense Casualty Information Processing System User Guides (i.e., illness/injury, DUSTWUN, missing, and deaths). **(T-1)** The DCIPS-CM record is the official casualty case file. The most current Air Force Defense Casualty Information Processing System User Guides are located on the AF Casualty SharePoint site.

1.9.2. Case files contain:

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

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

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

1.10. Using DD Form 1300:

1.10.1. AFPC/DPFC will:

1.10.1.1. Prepare DD Form 1300 for deceased or missing:

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

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

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

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

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

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

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

1.10.1.2. Upload DD Form 1300 into Defense Casualty Information Processing System-Case Management. **(T-1)**

1.10.1.3. Digitally send copies of the DD Form 1300 to:

1.10.1.3.1. Department of Veterans Affairs (VA)

1.10.1.3.2. Office of Servicemembers Group Life Insurance (OSGLI)

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

1.10.1.3.4. Air Force Personnel Center Automated Records Management System (ARMS)

1.10.1.3.5. Casualty Assistance Representatives (CAR)

1.10.2. The CAR distributes the DD Form 1300 to:

1.10.2.1. The summary courts officer.

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

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

1.10.2.4. Redacted copies to the Spouse, Guardian of the Children not living with the Spouse.

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

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

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

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

1.11. Using DAF Form 1613.

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

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

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

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

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

1.11.5.1. Two copies to the PNOK upon request.

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

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

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

Chapter 2

CASUALTY REPORTING

Section 2A—General Information.

2.1. Casualty Reports. All active-duty and reserve component members in an active status reports (IDT/ADT/Title 10/Title 32) must be submitted using DCIPS. The member's home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the MTF, any Air Force or Space Force installation having knowledge of the casualty, or when directed by AFPC/DPFC, will be responsible for casualty reporting**. (T-1)**

2.1.1. Overview:

2.1.1.1. See **Table 2.1**., **Table 2.2**., **Table 2.3**, and **Table 2.4**, for specific reporting requirements.

2.1.1.2. Report the type of casualty as either:

2.1.1.2.1. Hostile.

2.1.1.2.2. Non-Hostile.

2.1.1.2.3. Pending.

2.1.1.3. Report the status of the casualty as:

2.1.1.3.1. Deceased.

2.1.1.3.2. DUSTWUN/EAWUN.

2.1.1.3.3. Missing.

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

2.1.1.3.5. Returned to Military Control.

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

2.1.2. The CAR or Personnel in Support of Contingency Operations (PERSCO) closest to casualty incident location or has knowledge of the incident:

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

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

2.1.2.2.1. DD Form 93.

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

2.1.2.2.3. DD Form 4, *Enlistment/Reenlistment Document - Armed Forces of the United States*, for enlisted members only. For officers, provide a copy of the member's extended active-duty order.

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

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

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

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

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

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

2.1.5. Format for casualty reports. The most current Air Force Defense Casualty Information Processing System User Guides are located on the AF Casualty SharePoint site.

2.2. Confirming Report Delivery.

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

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

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

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

2.3. Reporting Casualties During Exercises.

2.3.1. Use the Defense Casualty Information Processing System Training Server to create exercise casualty reports.

2.3.2. Send exercise casualty reports only to addressees:

2.3.2.1. Participating in the exercise.

2.3.2.2. Approved by AFPC/DPFC.

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

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

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

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

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

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

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

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

2.4.4.1. All casualties as outlined in **Table 2.1**. **(T-1)**

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

2.5. Reporting Casualties on Members of Other Services. (See **Table 2.1**., **Table 2.2**, and **Table 2.3**.)

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

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

2.6. Reporting Casualties on Foreign Nationals in the United States under the Auspices of the Air Force. (See **Table 2.1**., **Table 2.2**, and **Table 2.3**.)

2.6.1. The reporting installation provides AFPC/DPFC 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/DPFC will include the Secretary of the Air Force International Airmen Division (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/DPFC will send the report to a Military Assistance Advisory Group or Defense Attaché Office (DAO) in the foreign national's home country.

2.6.3. If the CAR is unaware of the order-issuing headquarters, a military assistance advisory group, or defense attaché office in the foreign national's home country, call these offices to obtain the information.

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

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

2.6.4. State in the initial casualty report that the order-issuing headquarters will:

2.6.4.1. Notify the NOK.

2.6.4.2. Confirm NOK notification by message to all addressees listed on the initial casualty report.

2.7. Reporting Casualties on Military Aircraft or Air Mobility Command Commercially Contracted Aircraft.

2.7.1. Reporting Requirements:

2.7.1.1. The Department of the Air Force will report on all casualties resulting from a military or commercially managed aircraft incident or disappearance as outlined in **Table 2.1**.

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

2.7.1.3. The proper reporting method depends on the nature of the incident and the number of casualties. In all incidents, immediately contact AFPC/DPFC by telephone to determine which method(s) to use.

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

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

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

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

2.7.2.2. Passengers:

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

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

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

2.7.3. Release of Casualty Information: Crew and passenger names, and any other releasable information that would assist commanders in making casualty determinations, will be immediately released to the CAR or PERSCO team. **(T-1)** Unit commanders must be able to determine casualty status of their personnel using the information. See the servicing legal office if there are any questions. See Public Affairs release **paragraph 1.7.2**.

2.8. Reporting Casualties on Department of Defense and DAF Civilian Employees. (See **Table 2.1.**, **Table 2.2,** and **Table 2.3**.)

2.8.1. The Air Force requires reports on Department of Defense and DAF civilian employees in certain circumstances. Refer to **Table 2.1** for guidance.

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

2.9. Obtaining Conclusive Evidence of Death.

2.9.1. Unit commander(s) must obtain conclusive evidence of death before reporting the death. 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/DPFC. **(T-1)**

2.9.2. Recovery of remains is not required for conclusive evidence of death because situations will arise where remains cannot be recovered, but where the chance of survival is deemed impossible. The important factor is whether or not the commander determines that survival is possible.

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

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

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

2.9.2.1.2.1. Statements of witnesses to the incident.

2.9.2.1.2.2. Circumstances of the incident.

2.9.2.1.2.3. Search results.

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

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

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

2.11. Declaring a Member Duty Status Whereabouts Unknown (DUSTWUN).

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

2.11.2. The responsible unit or temporary duty 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 or 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 will submit an initial DUSTWUN Report to the addressees in **Table 2.2**. or **Table 2.3**. **(T-1)**

2.11.4. Generally, commanders may not keep a member in DUSTWUN status for more than 10 days unless extended by AFPC/DPFC. 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 2.2**. or **Table 2.3**.

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

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

2.12.1.1. Marital discord.

2.12.1.2. Problems with supervisors or coworkers.

2.12.2. Financial activities prior to or subsequent to disappearance:

2.12.2.1. Recent large withdrawals from bank accounts.

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

2.12.3. Evidence of departure preparations:

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

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

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

2.13. Examples of When it May be Appropriate to Declare a Member 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 will initiate a search for the absent member and investigates the circumstances surrounding the member's disappearance. **(T-1)** The search must be sufficiently extensive for the commander to determine whether the member could freely return.

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

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

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

2.13.5. A member disappears and the following circumstances exist:

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

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

2.14. CAR Responsibilities for Filing DUSTWUN and Subsequent Reports.

2.14.1. Once a commander declares a military member DUSTWUN, CAR will:

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

2.14.1.2. If not current in Automated Records Management System, scan or email the documents in paragraphs **2.1.2.2.1** through **2.1.2.2.5**. to AFPC/DPFC. **(T-1)**

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

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

2.14.2.1. Death Report. The CAR will:

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

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

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

2.14.2.2. Missing Report. The CAR will:

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

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

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

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

2.14.2.3. Absent Without Leave Message. The CAR will:

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

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

2.14.2.3.3. Reference the initial DUSTWUN Report. **(T-1)**

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

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

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

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

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

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

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

2.15. Search Progress Reports on DUSTWUN.

2.15.1. The responsible commander will order 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 outside of search and rescue missions is not an acceptable search method.

2.15.2. The CAR or PERSCO team operations will submit daily Search Progress Reports to the addressees in **Table 2.2**. or **Table 2.3** on:

2.15.2.1. The extent and progress of the search. **(T-1)**

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

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

2.15.3.1. Evaluates all available evidence.

2.15.3.2. Ensures the CAR or PERSCO team submits the appropriate casualty report (See **paragraph 2.14**.).

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

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

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

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

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

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

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

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

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

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

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

2.17. Declaring a Person Missing (Hostile).

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

2.17.2. In circumstances where the reason for a member's absence is uncertain and it is possible that the member is a casualty whose absence is involuntary, but there is not sufficient evidence to determine immediately that the member is missing or deceased, the member should be designated as DUSTWUN/EAWUN.

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

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

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

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

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

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

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

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

2.18.1.2. Submit an initial Missing Report (DD Form 1300) on those persons indicated in **Table 2.1**. **(T-1)**

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

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

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

2.18.3. Immediately notify AFPC/DPFC 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/DPFC determine the person's casualty status:

2.18.3.1.1.1. Submit a supplemental Missing Report.

2.18.3.1.1.2. Reference the initial Missing Report.

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

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

2.18.3.2. Returned to Military Control (RMC):

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

2.18.3.2.2. AFPC/DPFC notifies the NOK.

2.18.3.3. Absent Without Leave or Deserter:

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

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

2.18.3.3.3. Reference the initial Missing Report.

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

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

2.18.3.3.6. The commander notifies the NOK and ensures further reporting in accordance with DAFI 36-3802, Chapter 8. For civilians, see Title 5 United States Code Part 630, *Absence and Leave*" to "Title 5 Code Federal Regulations (CFR) Part 630, *Absence and Leave*, for further guidance in filing reports.

2.19. DAF Form 484.

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

2.19.1.1. The circumstances surrounding the disappearance.

2.19.1.2. Search results.

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

2.19.1.4. Witness statements (see *Casualty Operations Guide* for sample).

2.19.1.5. Reports from search and rescue personnel.

2.19.1.6. Any other relevant information.

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

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

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

2.19.3. The commander sends the DAF Form 484 to the servicing legal office to review for:

2.19.3.1. Legal sufficiency.

2.19.3.2. Proper preparation of witness statements.

2.19.3.3. Completeness of the investigation.

2.19.4. The commander must include either:

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

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

2.20. Submitting DAF Form 484.

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

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

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

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

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

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

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

2.21.2. The Commander will:

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

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

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

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

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

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

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

2.22.2. The CAR or PERSCO team must submit daily Search Progress Reports using Defense Casualty Information Processing System to the addressees in **Table 2.2**. or **Table 2.3**. **(T-1)**

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

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

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

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

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

2.23.3. Submit a casualty report in accordance with **Table 2.1**. **(T-1)**

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

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

2.24.1. The CAR, PERSCO, and/or ARC submits Medical Progress Reports to AFPC/DPFC within 24 hours of the initial casualty report. For Seriously Ill or Injured and Very Seriously Ill or Injured submit Medical Progress Reports every 14 days thereafter or immediately when:

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

2.24.1.2. When the patient is transferred from one Medical Treatment Facility to another. **(T-1)**

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

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

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

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

2.24.2. Not Seriously Ill/ Injured Medical Progress Reports:

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

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

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

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

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

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

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

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

2.25. Emergency Family Member Travel (EFMT) Program.

2.25.1. The DAF provides round-trip transportation and Per Diem ordinarily for up to three (3) family members to the medical facility where the member is hospitalized, placed in a very serious or serious casualty status, and the attending physician/surgeon and the commander or head of the military medical facility determines in writing that the presence of a "family member", at the member's bedside, is necessary for the service member's health and welfare as referenced in **paragraph 2.25.2.3**.

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

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

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

2.25.1.4. The Medical Group Commander (MDG/CC) or head of the Medical Treatment Facility (MTF/CC) must concur and endorse the attending physician's request prior to submission to AFPC/DPFC. **(T-1)** All family members requiring travel must be included on the DAF Form 4455, *Emergency Family Member Travel (EFMT) Form.* **(T-1)**

2.25.2. Family members eligible for Emergency Family Member Travel:

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

2.25.2.2. Per JTR, par. 033201-A3, if the member is unable to select a family member, then the attending physician, surgeon, commander, or head of the military treatment facility selects the family member. When a member who has not made a designation under **paragraph 2.25.2.1** and, as determined by the attending physician or surgeon, is not able to make such a designation; an individual who, as designated by the attending physician, surgeon, or MTF/CC, is the PNOK, can make end of life decisions. In situations not requiring end of life decision-making, the Record of Emergency Data, and/or Standard Form 86 (SF 86), *Questionnaire for National Security Positions*, should be used to aid in this determination.

2.25.2.3. The term “health and welfare,” with respect to a member, includes a situation in which a decision must be made by family members regarding the ending of artificial life support being provided to the member. The below family hierarchy list in paragraphs **2.25.2.3.1** through **2.25.2.3.4** must be followed in determining the family members priority when Emergency Family Member Travel is requested:

2.25.2.3.1. The member’s spouse.

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

2.25.2.3.3. Parents of the member or persons in loco parentis to the member, including fathers and mothers through adoption and persons who stood in loco parentis to the member for a period no less than one year immediately before the member entered the uniformed service.

2.25.2.3.4. Siblings of the member.

2.25.3. Travel and Transportation:

2.25.3.1. Consistent with the JTR, paragraph 033201, travel for up to three family members (consisting of transportation and Per Diem) to visit a wounded, injured or ill member may be provided. AFPC has authority to authorize or approve transportation and Per Diem for more than three family members in extenuating circumstances. (See **paragraph 2.25.5.5**.)

2.25.3.2. One, or a combination, of the following round-trip transportation services between the family member’s home and the medical facility location in which the member is hospitalized may be provided transportation-in-kind, reimbursement for the cost of personally procured commercial transportation (use is still mandatory), or automobile mileage rate (in accordance with JTR paragraph 020210) for the official distance traveled by privately owned vehicles. Note: Authorization or reimbursement of rental vehicles is not authorized.

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

2.25.3.4. Local Area: The local area is defined as a 50-mile radius between the Military Treatment Facility or civilian hospital to which the member is hospitalized. Family members who reside within the defined local area are not authorized travel and transportation allowances.

2.25.4. Responsibilities and procedures:

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

2.25.4.2. The Commander (MDG/CC) or head of the Military Treatment Facility will:

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

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

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

2.25.4.2.4. Ensure the CAR receives necessary information and urgency to request transportation arrangements from AFPC/DPFC. **(T-1)**

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

2.25.4.3. Member's Unit Commander:

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

2.25.4.3.2. In accordance with DAFI 34-1101, paragraph 9.1. Appoint Family Liaison Officers, the unit commander assigns a Family Liaison Officer (FLO) to act as personal escort to receive the designated traveler(s), arranges for quarters and meals, and provides assistance when notified by the CAR that Emergency Family Member Travel has been approved. Just in time training to the FLO will be provided by the Wounded Warrior Cell. Travel costs incurred by the Family Liaison Officer will be funded with unit funds.

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

2.25.4.4. The CAR:

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

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

2.25.4.4.3. Will immediately contact AFPC/DPFC by telephone when the Medical Treatment Facility Commander endorses an Emergency Family Member Travel request and provide level of urgency for travel. **(T-1)**

2.25.4.4.4. Submits appropriate casualty report to AFPC/DPFC to confirm the Emergency Family Member Travel request. **(T-1)** Annotates Emergency Family Member Travel requests and Family Liaison Officer (FLO) information (if applicable) in the remarks section of the initial casualty report, or the Medical Progress Report. **(T-1)**

2.25.4.4.5. On receipt of the family members' itinerary(s) from AFPC/DPFW Wounded, Ill and Injured Cell, the CAR forwards the information to the FLO, if assigned. **(T-1)**

2.25.4.4.6. Determines when the family member(s) wants to return home and ensures the AFPC/DPFW Wounded, Ill and Injured Cell is advised by telephone or email, if a FLO is not assigned. **(T-1)** The most current contact information is located in the *Casualty Operations Guide* on the Casualty SharePoint.

2.25.5. Emergency Family Member Travel extensions, multiple roundtrip travel, and additional travelers (more than 3):

2.25.5.1. Extensions.

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

2.25.5.1.2. The Casualty Operations Branch Chief will review all Emergency Family Member Travel extension requests up to 180 days (i.e., authorizing a total of 210 days of Emergency Family Member Travel reimbursement). **(T-1)**

2.25.5.1.3. The Casualty Matters Division Chief will review all Emergency Family Member Travel extension requests beyond 180 days (i.e., authorizing more than 210 days of Emergency Family Member Travel reimbursement). **(T-1)**

2.25.5.2. Additional Travelers (more than 3).

2.25.5.2.1. The Director or Deputy Director, AFPC/DPF, or Casualty Matters Division Chief under Secretarial Delegation Authority, will approve as appropriate all travelers beyond the three authorized travelers in the DoD Joint Regulation.

2.25.5.3. Additional Roundtrip Travel Request Under Extenuating Circumstances (More than 1 roundtrip travel in a 60-day period).

2.25.5.3.1. The authorized traveler will document their extenuating circumstances on the DAF 4455A, which the CAR will route to AFPC/DPFC.

2.25.5.3.2. The Director or Deputy Director, Directorate of Military and Family Care (AFPC/DPF), or Chief, Casualty Matters Division (DPFC), under Secretarial Delegation Authority, will review/approve, as deemed appropriate, all additional round trip travel requests (i.e., authorizing additional roundtrip travel based on extenuating circumstances of the requesting family member) as authorized in DoD Joint Travel Regulation.

2.25.5.4. Use the most current version of the DAF Form 4455 located on the DAF E-Publishing website to submit all EFMT request.

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

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

2.26. Pay and Allowances Continuation (PAC) Program.

2.26.1. The PAC policy is implemented in accordance with DoD 7000.14-R, *DoD Financial Management Regulation*, Volume 7A, *Military Pay Policy Active-duty and Reserve Pay*, Chapter 13. This program allows Service members to continue to receive the same pay and allowances they were receiving at the time of hospitalization (with the exception of Family Separation Allowance) to include any special pay, incentive pay, bonus or similar benefits that the service member qualified for due to their deployment, at the time of hospitalization, and the incidental expense portion of the temporary duty allowance for members deployed in a combat operation or combat zone, while serving in a hostile fire area, or while exposed to a hostile fire event, as described in Title 37 USC section 351. All normal pays and allowances will be continued based on established guidance and will be adjusted as normal for Congressionally approved pay increases, promotions, bonuses not tied to deployments, etc.

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

2.26.3. Responsibilities and procedures.

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

2.26.3.1.1. Review and adjudicate after-the-fact PAC packages as outlined in **paragraph 2.26.5**.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2.26.4. Pay and Allowances Continuation Eligibility:

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

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

2.26.5. PAC.

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

2.26.5.2. If a casualty report is not generated, and the individual is identified after-the-fact, delayed identification and hospitalization for a wound, injury, or illness may result in eligibility for PAC if it can be connected to an event that occurred in a combat operation or a combat zone, while in a hostile fire area, or while exposed to a hostile fire event. The service member, physician, or other care provider must provide appropriate documentation to confirm eligibility. This documentation must include medical evacuation orders and/or a signed statement from a medical provider that details the date of evacuation or hospitalization, the reason for evacuation or hospitalization, significant events in the care of the service member, and either the date returned to duty or the current status of the service member on the date the statement is signed.

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

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

Table 2.1. Rules for Casualty Reporting, Notification and Assistance.

	Casualty Status	(X= Mandatory)					
Rule	**Casualty is**	**Provide**	**Deceased**	**DUSTWU NEAWUN (Note 3)**	**Missing (Notes 4 & 5)**	**VSI/SI**	**NSI**
1	Member of the Regular Air Force and Space Force, United States Air Force Academy cadet, ANG/Reserve serving on active-duty status, active-duty for training (ADT), inactive-duty for training (IDT), or performing authorized travel directly to and from such duty	Casualty Report	X	X	X	X	Notes 6, 7, 16, 20, 21
		Notification	X	X	X	Note 9	Note 9
		Assistance	X		X	X	X
2	DoD, DAF, or NAF civilian employee	Casualty Report	X	X	X	Notes 6, 7	Notes 6, 7, 20
		Notification	Note 2	Note 2	Note 2	Notes 9, 10	Notes 9, 10
		Assistance	Notes 2, 17		Notes 2, 17	Notes 2, 17	Notes 2, 17
3	Employee of a contractor for the Department of the Air Force, if serving OCONUS or accompanying the force in the field (deployed).	Casualty Report	Note 14	Note 14	Note 14	Notes 6, 14	Notes 6, 14
		Notification	Notes 16	Note 16	Note 14	Notes 3, 14	Notes 3, 14
		Assistance	Note 14	Note 14	Note 14	Note 14	Note 14
4	Air Force Reserve Officer Training Corps (AFROTC) applicant or cadet participating inprofessional military training, performing authorized travel directly to or from such training with Regular Air Force or Space Force or has graduated but dies before reporting for accession into the Air Force or Space Force	Casualty Report	X	X	X	X	Notes 7, 16
		Notification	X	X	X	Note 9	Note 9
		Assistance	X	X	X	Notes 1, 7	

5	Member of another US Military Service attached or assigned to an Air Force or Space Force installation, or whenever an Air Force or Space Force commander has knowledge of a casualty	Casualty Report	Note 11	Note 11	Note 11	Note 11	Note 11
		Notification					
		Assistance					
6	Active-duty Member of RegAF, or ANG/AFR member serving on AD, active-duty for training (ADT), inactive-duty for training (IDT) at the time of desertion	Casualty Report	X				
		Notification	Note 1				
		Assistance	Note 13				
7	Retired/Separated member of RegAF, Space Force, ANG or AFR when death occurs within 120 days after retiring/separating	Casualty Report	X				
		Notification	X				
		Assistance	X				
8	Retired member of RegAF or Space Force when death occurs more than120 days after retiring	Casualty Report					
		Notification					
		Assistance	Note 2				
9	Dependent (spouse & children) of a Department of the Air Force or Space Force Active-duty or in-status ANG/Reserve military member	Casualty Report	Notes 1, 17, 24				
		Notification	Notes 1, 24				
		Assistance	X				
10	Foreign national in the United States (US) under the auspice of the Department of the Air Force or Space Force	Casualty Report	X				
		Notification	Note 1				
		Assistance	Note 18				
11	Very Important Person (VIP) or Armed Forces Entertainment contracted personnel under the auspice of the Department of the Air Force or Space Force	Casualty Report	X				
		Notification	Notes 1, 14				
		Assistance	Note 14				

Notes: Table 2.1. (X=Mandatory)
1. Required when directed by AF Casualty (AFPC/DPFC).

2. See DAFI 36-167 for instructions on casualty notification and assistance for DoD civilians. If the DAF civilian is also an AF retiree, the CAR will provide AF Retiree casualty assistance support. **(T-1)**
3. DUSTWUN is applicable to military members only. EAWUN is the DoD civilian and contractor equivalent and only reportable if occurred in a theater of combat operations or a hostile casualty.
4. Subcategories of Missing include Beleaguered, Besieged, Captured, Detained, Interned, Missing, and Missing in Action. DoD civilians and contractors are only reported if they are declared missing in the theater of combat operations.
5. Ensure the requirements of Declaring a Person Missing (Hostile), are met.
6. Casualty reports are required for personnel medically evacuated out of designated combat zone, hostile fire or imminent danger pay areas for further treatment or evaluation, or as a result of a hostile fire event regardless of location if the member is a loss to the unit.
7. Casualty reports are required when Emergency Family Member Travel (EFMT) authority is requested and approved. DAF civilian employees serving in an unaccompanied duty station inaccordance with Joint Travel Regulation (JTR), par. 033203, may be eligible for EFMT. **Note**: JTR, paragraph 033201, provides authority for EFMT for Service Academy cadets based on listed eligibility criteria.
8. Casualty services will be provided for all Air Force and Space Force inmates who are incarcerated in a military or civilian institution and who are still members, including those on Appellate Leave status, of the Air Force or Space Force. **(T-1)** Limited casualty services may be provided for inmates who have been released from the Air Force or Space Force only when the CAR is requesting AFPC/DPFC assistance to make notification to the NOK.
9. If the member is able to communicate, the member's desires will be honored unless, in thejudgment of the commander, this service is necessary **(T-0)**
10. Whenever a casualty occurs as the result of either hostile action or terrorist activity, initial notification(s) shall also be made to the NOK listed on the DD Form 93/RED for military members or emergency contact for DoD, DAF or NAF civilians. **(T-0)**
11. Contact AFPC/DPFC by phone or e-mail when assistance is required to report sister service military casualties. Sister Services will be made aware of casualty, but no reporting, notifications, or assistance is required directly from DAF.
12. Casualty reports are required for personnel who are injured, unaccounted for, or killed while working Overseas (hostile or non-hostile), hired in the U.S. and sent abroad, in the theater of combat operations (hostile or non-hostile) or hostile CONUS.
13. Casualty assistance is not provided to NOK of deserters.
14. Notification and benefits and entitlement assistance counseling provided by the employer.
15. Dependent deaths will be reported via the SGLV 8700, Report of Death of Family Member, if dependent is insured under the FSGLI program.
16. A one-time NSI casualty report is required for TSGLI claims if not previously reported for same incident
17. Benefits and entitlement assistance counseling provided by the Office of Personnel Management (OPM), Air Force Personnel Center Civilian Benefits and Entitlements Branch AFPC/DPCBB (BEST), and the Air Force Non-Appropriated Human Resources Office.
18. Benefits and entitlement assistance counseling provided by Foreign Military, if any.
19. Benefits and entitlement assistance counseling provided by ARPC.
20. Casualty reports are required whenever personnel have experienced a blast or concussive incident in a combat theater or in a terrorist incident and failed a Military Acute Concussion Evaluation (MACE).
21. A one-time NSI report is required for aircraft incidents IAW DoDI 1300.18 paragraph E2.15.1 and GOV incidents when member(s) are evaluated by medical personnel.
22. Assistance for NOK may be necessary while authorized EFMT.
23. ANG/AFR medically retired/separated while on Active-duty
24. Required if dependent passes away on military aircraft (not traveling with Service Member)

Table 2.2. Addresses for Reports on Deceased, Missing, and Duty Status Whereabouts Unknown (including Air National Guard and Air Force Reserve) Members.

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

Notes:
1. Refer to **Table 2.1** for reporting requirements.
2. Initial and supplemental reports are distributed to the reporting base and Airman or Guardian's homes station CAR who should distribute to installation leadership. Installation leadership will determine higher level distribution (NAF, MAJCOM or FLDCOM (United States Space Force, USSF).
3. DUSTWUN applies to military personnel. EAWUN applies to reportable DoD civilians or contractors.
4. If member is in a permanent change of station (PCS) status, notify both the losing commander and gaining commander.
5. All messages will be transmitted by encrypted email using DCIPS-CR.
6. An AFR officer serving on active-duty orders.
7. The FSS will supplement all unknown or unconfirmed items on the initial report within four hours after receiving the initial casualty report.
8. Report on DAF 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/DPFC resolves any difficulties in coordinating casualty assistance services between the primary and assisting CARs.

Table 2.3. Report on Non-DAF (Notes 1-3).

Casualty Is	Preparation and submission of the appropriate report is with the commander of:	Submit the appropriate report to:
Member of another US Military Service attached or assigned to an Air Force or Space Force installation	Any Air Force or Space Force installation having knowledge of the casualty when the appropriate Service commander is unable or unable to report	AFPC/DPFC. See DCIPS-CR Guide
Notes: 1. Refer to **Table 2.1** for reporting requirements. 2. Initial and supplemental reports are sent to AFPC/DPFC, appropriate MAJCOMs or FLDCOMs, 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 2.4. Reports of Very Seriously. 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 Regular Air Force or Space Force member, DoD or DAF qualified civilian employee, or a member of their family	The member's home installation, the installation where assigned or attached for duty, the installation nearest to or responsible for the MTF, or any Air Force or Space Force installation having knowledge of the casualty	AFPC/DPFC Notes: 1-5
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)		
A US Army, Navy, Marine Corps, or Coast Guard member		AFPC/DPFC
A US Army, Navy, Marine Corps, or Coast Guard member		
An American Red Cross representative, Air Force contract employee, Space Force contract employee, or United Service Organization (USO) entertainer		
A VIP in the CONUS		
A foreign national under the auspices of the Department of the Air Force		
Notes: 1. Refer to **Table 2.1**. for reporting requirements.		

Casualty is	Preparation of the appropriate report is with the commander of:	Submit the appropriate report to:
2. The reporting installation CAR sends initial and supplemental reports to AFPC/DPFC, and installation's leadership chain as reflected in **Table 2.1**. 3. AFPC/DPFC will contact assign and forward casualty reports to the CAR(s) who will provide additional reporting and/or assistance to the NOK and/or beneficiaries using the Zip Code listing on the AFPC Casualty Share Point Site. The CARs are responsible for forwarding casualty reports to their leadership chain as appropriate and reflected in **Table 2.1**. 4. If member is in a permanent change of station (PCS) status, notify both the losing commander and gaining commander. 5. All messages will be transmitted by encrypted email using or DCIPS-CR.		

Chapter 3

CASUALTY NOTIFICATIONS

Section 3A—General Information.

3.1. Overview.

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

3.1.1.1. Notification will be completed as soon as possible, within 12 hours after receipt of the initial Defense Casualty Information Processing System casualty report unless circumstances beyond the Service's control prevent such notifications.

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

3.1.2. Casualty notifications are provided to the NOK in accordance with **Table 2.1** and **paragraph 3.2**.

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

3.2. Persons to Notify.

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

3.2.1.1. Spouse.

3.2.1.2. Children not residing with the spouse.

3.2.1.3. Guardian of minor children

3.2.1.4. Parents.

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

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

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

3.2.2.2. If the casualty is a DoD or DAF civilian employee, notify the NOK based on information in the employee's personnel records or maintained by the individual's supervisor. See DAFI 36-167 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**: *DAFI 35-101, Public Affairs,* requires that PA office sponsoring an orientation flight, or a civic leader tour airlift for non-DoD civilians, ensures participants provide the name, address, and telephone number of a person to contact in case of emergency.

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

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

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

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

3.3. Method of Notification. For personnel declared deceased, Duty Status Whereabouts Unknown, or missing, initial notification(s), will be completed at any hour executed in person by a DAF representative to the Spouse (PNOK), Children not residing with the spouse, and to the parents, who are the Secondary Next of Kin (SNOK), unless unusual circumstances prevent such procedure. **(T-1)** The direction of the person exercising oversight over the children not living with the Spouse regarding notification will be respected (i.e., if they wish to notify, the DAF Notification Officer defers notification to that individual). **(T-1)**

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

3.4.1. AFPC/DPFC will:

3.4.1.1. Support commanders in the notification process.

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

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

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

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

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

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

3.4.2.3. Ensure the installation CAR is aware of base notification officer(s) and/or receives a list of selected notification officers. **(T-1)** Ensure an DAF Form 1075 is completed for installation and geographically separated units to include Reserve Officer Training Corps (ROTC) whenever a change occurs and annually on 1 October of each year IAW the Casualty Operations Guide. **(T-1)**

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

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

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

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

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

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

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

3.4.3. See DAFI 36-167 for responsibilities and procedures concerning casualty notification for DoD and DAF civilian employees.

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

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

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

3.4.7. The CAR will:

3.4.7.1. Be responsible for training notification officers.

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

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

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

3.5. Organ and Tissue Donation. Under no circumstances will the CAR or the notification officer discuss organ or tissue donation with the NOK. Refer NOK to the appropriate medical personnel or DAF Mortuary Officer. **(T-1)**

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

3.7. Casualty Notification Responsibility.

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

3.7.1.1. The member's wing/delta/garrison, group, squadron commander, or designated officer (O-3 or above), as determined by the installation commander, will affect personal notification to the NOK, provide all releasable circumstances surrounding the incident, and express condolences. **(T-1)** Commanders will check with the servicing legal office and public affairs prior to releasing information. **(T-1)** Work all notification team stand-ups through the CAR so AFPC/DPFC 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/DPFC prior to making the decision NOT to visit the NOK.

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

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

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

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

3.7.3. The casualty notification duty:

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

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

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

3.8. Notification Team Composition.

3.8.1. Field grade officers, of equal or higher grade than the member about whom they are making notification, are assigned the responsibility for personal notification as directed by the installation commander or AFPC/DPFC. **(T-1) Exception**: AFPC/DPFC may assign other officers to notification duty. **Note**: Under no circumstances shall a notification officer make a notification alone. **(T-1)**

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

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

3.8.3.1. The commander or notification officer may invite another person to accompany the notification team such as a friend, coworker, or leader from the member's faith community, known by the member's NOK, and whose presence may be comforting to the NOK if it does not delay the notification process. Minimal information is provided to the accompanying individual.

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

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

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

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

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

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

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

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

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

3.9. Arranging Transportation for the Notification Officer or Team.

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

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

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

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

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

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

3.10. Communication Support for Notification Officer and Team.

3.10.1. The Force Support Squadron or geographically separated unit commander, with the help of support agencies, if required, ensures the notification officer or team has the means to immediately communicate with their installation casualty office and AFPC/DPFC 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/DPFC 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/DPFC will provide the notification officer the last known address(es).

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

3.12. Inability to Locate the NOK.

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

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

3.13. Preparing the Notification Letter.

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

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

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

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

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

3.14. Making the Notification.

3.14.1. As a minimum, the notification officer must:

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

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

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

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

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

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

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

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

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

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

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

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

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

3.14.1.8.6. Inform the NOK and those eligible for casualty assistance, as indicated in the notification letter, that a CAR will contact them within 24 hours to arrange for a casualty assistance visit at their convenience. **(T-1)**

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

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

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

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

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

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

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

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

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

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

3.16. After the Notification. The notification officer will:

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

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

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

3.17. Verifying the Notification.

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

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

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

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

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

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

3.18. Additional Contacts Between the Notification Officer and the NOK. Under normal circumstances, the notification officer will not have any further contact with the NOK. An exception might occur when a military member is initially declared 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)** 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 the 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 Returned to Military Control are managed through AFPC/DPFCM in accordance with in DAFI 10-3001, if applicable.

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

3.21. Casualty Responsibility and Method of Notification. (Refer to Table 2.1).

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

3.21.1.1. Very Seriously Ill or Injured (VSI).

3.21.1.2. Seriously Ill or Injured (SI).

3.21.1.3. Not Seriously Ill or Injured (NSI).

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

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

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

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

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

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

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

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

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

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

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

Chapter 4

CASUALTY ASSISTANCE

Section 4A—General Information for Regular Air Force, Space Force, Air National Guard, Air Force Reserve Members, Air Force Reserve Officer Training Corps (AFROTC) graduates, and Retiree Deaths Within 120 Days After Retirement.

4.1. Overview.

4.1.1. The Air Force provides casualty assistance to the NOK and other designated beneficiaries of deceased and missing members.

4.1.2. Casualty assistance includes:

4.1.2.1. Counseling regarding rights and benefits and entitlements claims.

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

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

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

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

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

4.2. Responsibilities.

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

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

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

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

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

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

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

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

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

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

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

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

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

4.3.1. The CAR must contact the PNOK within 24 hours of notification. **(T-0)** Contact with other NOK eligible for benefits or privileges or persons designated as beneficiaries is made as soon as possible but is not restricted to the first 24-hours of notification.

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

4.3.2.1. The CAR and FAR work jointly for the benefit and welfare of the surviving NOK (reference DAFI 34-160, paragraph 12.2.8).

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

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

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

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

4.3.4. During the initial contact, the CAR:

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

4.3.4.2. Confirms addresses.

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

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

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

4.3.5. Offer a casualty assistance visit to other NOK or persons designated as beneficiaries at the earliest possible date and at a location most convenient to the individual being assisted or assist them by mail and telephone if the individual agrees.

4.4. Reporting Additional NOK Information.

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

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

4.5. Casualty Assistance Visits or Contacts with NOK.

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

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

4.5.3. The CAR will ensure that each contact, personal visit, telephone call, or correspondence is annotated in DCIPS-CM Bound Journal and as outlined IAW Survivor Care Team procedures/guidance. **(T-1)**

4.5.4. For deceased members:

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

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

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

4.5.4.3.1. Completes the appropriate claim applications, unless the NOK prefers to visit the VA office to have them complete the applications. It is the CAR's responsibility to ensure all VA claim forms are completed and submitted within one year of the death. **(T-1)**

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

4.5.4.3.3. The CAR will upload and document all claim applications received and/or submitted within DCIPS-CM IAW the Casualty Operations Guide within 10 calendar days after the initial casualty assistance visit.

4.5.4.4. The CAR obtains a copy of the civilian death certificate from the mortuary officer (Regular Air Force or Space Force) and NOK (retiree), if applicable, and mails, emails, or faxes a copy and subsequent amendments to AFPC/DPFC and the Epidemiology Consult Service Division of the United States Air Force School of Aerospace Medicine (USAFSAM/PHR) 2510 5th St Building 840, Room W318.03, Wright Patterson AFB OH 45433-7913, FAX: (937) 904-8941. **(T-1)**

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

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

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

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

4.5.4.5.2. Within 5-days of the Regular Air Force or Space Force, ANG or AFR member in duty status' death, facilitate the introduction to the Air Force Families Forever (AFFF), CRC/CRS who will be assigned to provide long term assistance and support. **(T-1)**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4.6. Benefit Assistance to Parents of a Deceased Member.

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

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

4.7. Helping NOK Obtain Information. The CAR:

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

4.7.2. Assists the NOK to request or obtain:

4.7.2.1. Any protected documents they may have a right to see under the Freedom of Information Act (FOIA).

4.7.2.2. Any other unclassified documents not readily available.

4.7.3. Informs the NOK of deceased or missing members involved in military aircraft accidents or suspected friendly fire incidents that they may obtain a copy of the releasable investigation report by writing to the staff judge advocate of the MAJCOM conducting the investigation.

4.7.4. When appropriate, request investigation reports on ANG aircraft accidents from the National Guard Bureau, General Council (NGB/GC), 2500 Army Pentagon, Room 2E358, Washington DC 20310-2500.

4.7.5. If an Air Force Office of Investigations (AFOSI) investigation is in progress regarding a death (e.g., suicides, homicides, suspicious deaths, when cause or manner of death is unknown, or the Air Force suspects foul play) or a missing member, and the NOK want to see the closed report, advise them that they may request the information under the Freedom of Information Act (FOIA).

4.7.5.1. Assists the NOK follow the appropriate procedures in DoDM5400.07_AFMAN33-302, Freedom of Information Act Program.

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

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

4.7.5.4. The PNOK, and parents, who are considered SNOK, shall be kept informed on matters relating to DoD investigations. **(T-1)** At a minimum, they are provided general information about investigations to be conducted that is sufficient to assist them in understanding the comprehensive nature of the investigation, and the likely period of time that may be necessary to complete the investigation. Additionally, they are informed whether or not all or part of the completed investigation will be releasable, if such releasability can be ascertained. Once investigations are complete, they are informed of releasable investigative results prior to any public release. Upon request, the service concerned provides a fully qualified representative to brief the PNOK and the parents as appropriate on the completed investigation. This policy applies to the PNOK and parents of service members and the PNOK of Federal civilian employees and DoD civilian casualties.

Section 4B—Benefit Information and Casualty Assistance Procedures for Regular Air Force or Space Force, ANG, and AFR Members in a Duty Status.

4.8. General Procedures. The CAR will:

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

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

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

4.8.4. Scan and upload all claim applications, forms, and supporting documentation into DCIPS-CM as outlined in the DCIPS-CM User Guide within 10 calendar days after the initial casualty assistance visit. Document within DCIPS-CM Bound Journal all actions taken (see **paragraph 4.5.3**) **(T-1)**

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

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

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

4.8.5.1.2. When the NOK consents to release of their information, CARs will upload the PAR into the case record within DCIPS-CM.

4.8.5.2. If circumstance or non-response from the assigned NOK prevent the CAR from obtaining the signed PAR after two weeks from date requested, the CAR will make an entry into the DCIPS-CM bound journal reflecting the efforts made and the non-response.

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

4.9.1. Refer to DoD 7000.14-R, Volume 7A, Chapter 36, *Payment on Behalf of Deceased Members,* Table 36-5, *Responsibility for Payment of Death Gratuity – Air Force*. **Note**: AFPC/DPP makes all death gratuity payments after receipt of DD Form 397, *Claim Certification and Voucher for Death Gratuity Payment*, and supporting documentation (court appointment of conservatorship or legal guardian of the child(ren)'s estate. (See **paragraph 4.9.3**.)

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

4.9.2.1. The member's lawful surviving spouse.

4.9.2.2. Child or children of the member, regardless of age or marital status, in equal shares.

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

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

4.9.2.5. If none of the above, death gratuity is paid to the person(s) determined to be entitled under the laws of the state in which the member was domiciled.

4.9.3. The Air Force Personnel Center Operating Location (AFPC-OPLOC) creates a Casualty CMS case and uploads initial documentation they retrieve from the DCIPS case. The CAR presents the DD Form 397 to the beneficiary(ies) for signature and uploads the documents to the CMS case for AFPC-OPLOC to review and process.

4.9.4. AFPC-OPLOC initiates a Case Management System (CMS) case for all deaths of members who are in an active-duty status. The CAR provides the claim form and supporting documentation and uploads the documents into the Case Management System case. **(T-1)**

4.9.5. When the death gratuity is divided, the home station CAR, as designated by AFPC/DPFC, ensures all claim forms are submitted. **(T-1)** Assistance CARs will upload claim forms into DCIPS case record and notify the home station CAR in order to process the claims through CMS.

4.10. Financial Assistance.

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

4.10.2. If the NOK is not eligible for the death gratuity, or if immediate payment is not possible, the CAR will ensure they are referred to a CRC/CRS in the Military & Family Readiness Center. **(T-1)** If the CAR is not at an installation with a Military & Family Readiness Center, contact the nearest Regular Air Force M&FRC.

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

4.11. Unpaid Pay and Allowances for Active-duty. Upon death of a member in an active-duty status, any pay and allowances due but not paid to the member, are paid to the designated beneficiary named on the service member's Record of Emergency Data or DD Form 93. Unpaid pay and allowances may include unpaid basic pay, payment for accrued leave (if applicable), basic allowance for housing for up to 365 days, amounts due for travel, per diem expenses, transportation of eligible NOK, shipment of household goods, and unpaid installments of a variable reenlistment bonus. AFPC-OPLOC will audit the decedent's pay records and issue a check for any amount due to the designated beneficiary.

4.11.1. When there is no written designation by the member, any money due is paid via Electronic Funds Transfer (EFT) to the first eligible recipient in the following order:

4.11.1.1. The member's lawful surviving spouse.

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

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

4.11.1.4. Duly appointed legal representative of the member's estate.

4.11.1.5. If none of the above, it is paid to the person(s) determined to be entitled under the laws of the state in which the member had permanent residence—not the state in which they lived (if different).

4.11.2. To apply for the unpaid pay and allowances, the Assistance CAR completes a SF 1174, *Claim for Unpaid Compensation of Deceased Member of the Uniformed Services*, and provides it to the beneficiary(ies) for signature(s). **(T-1)** and uploads the documents within DCIPS case record. If Assistance CAR is not the home station CAR, then the Assistance CAR will notify the home station CAR that claims have been uploaded into DCIPS and request processing the claim through CMS.

4.11.3. When the unpaid pay and allowances are divided, the home station CAR submits all claim forms. **(T-1)**

4.12. Basic Allowance for Housing. Eligible dependents of deceased active-duty status members (who are receiving Basic Allowance for Housing) are entitled to 1-year of housing allowance or to remain in government quarters up to 1 year. If dependent(s) occupying government housing choose to vacate government housing prior to the 1-year following the member's death, Basic Allowance for Housing will be paid for the remaining unused days and will be based on the BAH rate for the location they will be moving to. Basic Allowance for Housing may be paid in quarterly installments and the rate is based on the location (residence) of the eligible recipient.

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

4.12.2. AFPC-OPLOC and home station CAR are responsible for briefing and providing the Summary Court Officer (SCO) the Casualty Checklist within the Case Management System case.

4.12.2.1. The Summary Court Officer completes and returns the Casualty Checklist to the home station CAR for upload into the CMS record.

4.12.2.2. The CAR scans and attaches the completed Casualty Checklist into the Case Management System case and forwards it to AFPC-OPLOC. **Note**: AFPC-OPLOC will not release Arrears of Pay or Basic Allowance for Housing without the completed Casualty Checklist.

4.13. Survivor Benefit Plan (SBP). Survivor Benefit Plan is a monthly annuity paid by Defense Finance Accounting Service-Cleveland (DFAS-CL) via electronic funds transfer to the surviving spouse or, in some cases, eligible children of a member who dies on active-duty status in the line of duty or not in the line of duty but with eligible service time to retire. 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 when in the line of duty. However, when not in the line of duty, annuity will be based on regular retired pay calculation. The annuity is paid until the spouse dies, but is suspended upon remarriage before age 55. See DAFI 36-3006, *Survivor Benefit Plan (SBP) (Active, Guard, Reserve, and Retired)*, for additional information.

4.13.1. The CAR submits the SBP annuity claim forms and any supporting documentation as listed in the *Casualty Operations Guide* to DFAS-CL via askDFAS. **(T-1)**

4.13.2. For active-duty status deaths, when the member is survived by both a spouse and child(ren), refer to myFSS for processing details or contact AFPC/DPFC (Casualty Sustainment Branch) at SBP org box (**afpc.dpfc.sbp@us.af.mil**) DSN 665-2273 for guidance to establish appropriate annuity.

4.13.2.1. AFPC/DPFC approves and processes the active-duty status claim when there is an eligible insurable interest dependent parent.

4.13.2.2. Once all SBP annuity claim forms are completed uploaded to DCIPS-CM. **(T-1)**

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

4.13.4. The CAR ensures the claim is processed and the annuity established prior to closing out the case. **(T-1)** The CAR is required to have access to the Defense Retired and Annuitant Pay System (DRAS) to check on payment status of the SBP annuity and for any additional information or clarification is needed contact DFAS-CL. There is a six-year statute of limitations on filing a Survivor Benefit Plan claim. If a claim is not established within six years, there is no legal basis for establishing the claim.

4.14. Reserve Component Survivor Benefit Plan (RCSBP). Reserve Component Survivor Benefit Plan is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children of an Air Force Reserve member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The initial annuity paid to a surviving spouse is equal to 55 percent of the retired pay to which the member would have been entitled to at age 60, reduced by the Reserve Portion Cost. See DAFI 36-3006 for additional information.

4.14.1. If the member meets the eligibility requirements, fax the claim forms and supporting documentation as listed in the *Casualty Operations Guide*, to Defense Finance Accounting Service-CL. **(T-1)**

4.14.2. If the CAR is required to have access to DRAS to check on the payment status of the Reserve Component Survivor Benefit Plan annuity, and if any additional information or clarification is needed contact DFAS-CL. **(T-1)**

4.15. Montgomery GI Bill Death Benefit. Veterans Affairs will pay a special Montgomery GI Bill death benefit to a designated survivor in the event of the service-connected death of an individual while on active-duty status. Service connection is determined by the Veterans Affairs using an AF Form 348, *Line of Duty Determination*. The deceased must either have been entitled to educational assistance under the Montgomery GI Bill program or a participant in the program. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. If the member contributed to this program, the designated SGLI beneficiary may be entitled to the death benefit. The death benefit is paid to whoever is designated to receive the member's SGLI. To apply for the death benefit, the CAR should submit a letter or a Support of Claim along with the member's SGLV 8286, and a copy of the DD Form 1300, and Air Force Form 348 (AF 348) to the Veterans Affairs Regional Office, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. Any changes in benefits due to the start of the Post 9/11 GI Bill will be posted on the Casualty Share Point Site.

4.16. Dependency and Indemnity Compensation (DIC). DIC is payable via electronic funds transfer by the Department of Veterans Affairs to surviving spouses, unmarried children under age 18, disabled children, children between the ages of 18 and 23 if attending a Veterans Affairs-approved school, and low-income parents of members who die from a disease or injury incurred or aggravated while on active-duty or Active-duty Training, an injury incurred or aggravated in the line of duty while on Inactive-duty Training, or a disability otherwise compensable under laws administered by the Veterans Affairs. DIC is not paid if Veterans Affairs determines that the member's own misconduct contributed to the death. DIC paid to a surviving spouse is not based on the member's military pay grade. The amount paid for a spouse with one or more children of the deceased is increased for each child. The amount of the DIC payment for parents varies according to the number of parents, the amount of their individual or combined total annual income, and whether they live together or, if remarried, live with a spouse.

4.16.1. DIC payments to a surviving spouse are payable for life, as long as the spouse does not remarry prior to age 55. Should the surviving spouse remarry, payments are terminated but may be restored if the subsequent marriage ends in death, divorce or annulment. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

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

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

4.17. Non-Service-Connected Death Pension.

4.17.1. If the Veterans Affairs Regional Office determines that the NOK is not eligible for DIC, they may be eligible to apply for a non-service-connected death pension. Surviving spouses of deceased members with wartime service and unmarried children under age 18, or age 23 if attending a VA-approved school, may be eligible for this pension if they meet income limitations prescribed by law. Qualifying children who become incapable of self-support because of a disability before age 18 may be eligible for a pension as long as the condition exists unless the child marries or the child's income exceeds the income limit. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. Veterans Affairs will determine their eligibility. See *Casualty Operations Guide* or **https://www.va.gov/opa/publications/benefits_book.asp**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

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

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

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

4.18.1.1. The member's lawful surviving spouse.

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

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

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

4.18.1.5. If none of the above, to the person(s) determined to be entitled under the laws of the state in which the member was a permanent resident.

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

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

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

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

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

4.19. Social Security Payments. Social Security monthly benefits are paid via electronic funds transfer to a spouse or a divorced spouse, age 60 or over; a spouse or divorced spouse regardless of age with children of the decedent under age 16 or disabled in their care and meeting Social Security requirements. A divorced spouse must have been married to the service member at least 10 years. Monthly payments are also paid to children until age 18, 19 if a full-time student at a primary or secondary school, or age 18 or older if disabled before age 18. Spouses who wait until age 65 to apply for Social Security receive maximum benefits. However, they can receive reduced Social Security payments between ages 60 and 65. Dependent parents are eligible for benefits at age 62 if they were more than 50 percent dependent on the deceased service member for their support. The amount paid can only be determined by the Social Security Administration, which has a record of the wages earned by the member during the period of both military and civilian employment under the Social Security Program. To apply for this benefit, the CAR should contact the Expedited Claims Processing Center in Philadelphia, PA at 1-866-777-7887, as soon as they obtain sufficient NOK information to establish the claim. This office will explain the benefit, determine their eligibility, the amount to be paid, and contact the NOK directly if additional documentation is required. The Expedited Claims Processing Center will establish the claim immediately based on the information provided by the CAR.

4.20. Social Security Lump Sum Death Payment. The Social Security Administration pays a lump sum death payment, up to $255, to the surviving spouse living with the member at the time of death. Separation because of military service, is considered living together. If there is no surviving spouse, it is paid to the child(ren) who was eligible for or entitled to Social Security benefits during the month of the member's death. No other survivors are entitled to this benefit. This benefit is paid even if burial, funeral, or memorial benefits were paid by the Air Force. To apply for this benefit, the CAR should contact the Expedited Claims Processing Center in Philadelphia, PA at 1-866-777-7887, as soon as they obtain sufficient NOK information to

establish the claim. This office will explain the benefit, determine their eligibility, the amount to be paid, and contact the NOK directly if additional documentation is required. The Expedited Claims Processing Center will establish the claim immediately based on the information provided by the CAR.

4.21. The Thrift Savings Plan (TSP). TSP is a retirement savings and investment plan for Federal employees. Participation can be confirmed through the base Financial Services Office. If determined the member was participating, the CAR will contact the Thrift Savings Plan Office at 1-877-968-3778 within 10 calendar days upon notification of death to report the death of the member to the agency. Advise NOK if contacted by TSP, to contact the CAR for assistance with completing the Thrift Savings Form-17, *Information Relating to Deceased Participant*, available at **http://www.tsp.gov**, and send along with the DD Form 1300, and civilian death certificate to (703) 592-0170. TSP will in turn mail the claim/transfer form to the applicable beneficiary. Document within DCIPS-CM notification of death to TSP.

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

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

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

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

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

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

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

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

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

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

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

4.22.5.2. Escorts, military honors, and personal property.

4.22.5.3. Obtaining copies of death certificates.

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

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

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

4.22.7.2. The Air Force declares a missing member deceased; applies to members missing in action, captured by a hostile force, or involuntarily detained in a foreign country.

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

4.22.7.4. Refer the NOK to the Internal Revenue Service (IRS) Publication 3, *Armed Forces Tax Guide*, for guidance on claiming tax refunds and credits for deceased active-duty members, including AFR members called to active-duty.

4.22.7.5. AFPC/DPFC notifies the primary CAR if IRS refunds and credits rules apply and completes a DD Form 1300 for the NOK with the remark, "Internal Revenue Code, Title 26 USC, Section 692, applies."

4.22.8. Presentation of Lapel Buttons.

4.22.8.1. Upon notification of a Casualty due to hostile or non-hostile action the CAR presents/delivers the pins (Gold Star or NOK Lapel Button), as appropriate, in one of three ways:

4.22.8.1.1. Installation Memorial Service

4.22.8.1.2. During the first visit or benefits and entitlements briefing

4.22.8.1.3. Mailed

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

4.22.8.2. NOK Lapel Button. The CAR provides this lapel button (Stock number NSN 8455-01-088-4946, DSA number 100-80-C-2997) to the NOK (widow or widower; each child, stepchild, and child through adoption; each sibling, half-sibling, stepsibling; and each of the parents (this includes mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents in loco parentis) of any member who died while serving on active-duty or while assigned to an ANG or AFR unit in any duty status, whose death does not fall under the criteria for the Gold Star Lapel Pin as outlined in **paragraph 4.22.8.3**. **(T-3)**

4.22.8.3. The Gold Star Lapel Button. In accordance with 10 USC, Section 1126, *Gold Star Lapel Button: Eligibility and Distribution*, the CAR provides the Gold Star Lapel Button (Stock number NSN 8455-00-265-4894, DSA number 100-69-C-2619) which may be worn by the NOK widow (remarried or not); widower (remarried or not); each parent (mother, father, stepmother, stepfather, mother through adoption, father through adoption, and foster parents who stood in loco parentis); each child; each half-brother; each half-sister; each stepchild; and each adopted child of a service member who lost his or her life.

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

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

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

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

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

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

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

4.23. Transferring Casualty Assistance Responsibilities.

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

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

4.23.3. The CAR will:

4.23.3.1. Obtain from the NOK a firm address and telephone number at the new location, and the projected date of their arrival at the new location. **(T-1)**

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

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

4.23.3.4. Contact the gaining CAR and provide a warm hand-off of the case, as well as, relay any information critical to the immediate needs of the NOK.

4.24. Gaining CAR's Initial Contact with NOK. The gaining CAR must contact the NOK within 24-hours of the NOK's projected date of arrival at the new address and comply with paragraphs **4.5** and **4.6**. **(T-1)**

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

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

4.24.3. Offer a casualty assistance visit.

4.25. Administrative Closing of Casualty Assistance Cases.

4.25.1. Closing casualty assistance cases is an administrative action for control of records and does not preclude further assistance to the NOK, such as appealing denials of benefits.

4.25.2. Cases on deceased members will typically be closed within 18-24 months. Contact AFPC/DPFC for guidance if beyond this period. The CAR confirms all monetary benefits have been received prior to requesting AFPC/DPFC close the case in myFSS. **(T-1)** If benefits applied for are denied or delayed beyond two years, contact AFPC/DPFC for assistance.

4.25.3. The CAR ensures all actions in Defense Casualty Information Processing System-CM are completed in accordance with the Defense Casualty Information Processing System-CM User's Guide. For cases involving more than one CAR, the lead CAR will ensure all actions are completed. Once CAR completes all actions within DCIPS, the CAR will send a case closure request by submitting a Casualty Inquiry via myFSS.

4.25.4. AFPC/DPFC will administratively close Defense Casualty Information Processing System-CM cases once all payments and actions have been verified and are complete.

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

4.26. Survivor Benefit Plan (SBP). Survivor Benefit Plan is a monthly annuity paid by DFAS-CL. This program allows personnel who retired on or after 21 September 1972, to elect or decline SBP coverage prior to retirement. The member will have the premium cost associated with the election withheld from the AF retired pay before taxes. This program will provide a monthly annuity to their beneficiaries after the death of the retiree. The retiree designates an eligible beneficiary. Participation in this program is voluntary.

4.26.1. Survivor Benefit Plan provides an eligible surviving spouse or former spouse or, in some cases, eligible children financial security similar to the financial security a retiree had in retired pay—a cost-of-living-adjusted monthly income for life. See DAFI 36-3006 for additional benefit information.

4.26.2. If the retiree participated in Survivor Benefit Plan the CAR will submit the required SBP annuity claim forms and copies of any supporting documentation as listed in the *Casualty Operations Guide,* to DFAS-CL via askDFAS Branch of Service submission category. **(T-1)**

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

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

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

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

4.29. Non-Service-Connected Death Pension. If the Pension Management Center determines that the NOK is not eligible for Dependency and Indemnity Compensation, they may be eligible to apply for a non-service-connected death pension. Surviving spouses of deceased members with wartime service and unmarried children under age 18, age 23 if attending a Veterans Affairs approved school, may be eligible for this pension if they meet income limitations prescribed by law. Qualifying children who become incapable of self-support because of a disability before age 18 may be eligible for a pension as long as the condition exists, unless the child marries or the child's income exceeds the income limit.

4.29.1. The rate of pension depends on the amount of income the surviving spouse or child receives from other sources. A pension is not payable to those whose estates are so large that it is reasonable to assume the estate will maintain them financially. The Veterans Affairs will determine their eligibility. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information.

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

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

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

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

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

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

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

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

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

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

4.32. Maintenance and Administrative Closing of Casualty Assistance Case Files. See paragraphs **1.9** and **4.25** for details.

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

4.33. General Procedures.

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

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

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

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

4.33.1.4. Complete the necessary claim applications for applicable benefits. **(T-1)** See the *Casualty Operations Guide* for required claim forms, applications, and supporting documentation needed to submit with all claims.

4.33.1.5. Complete all items on the DAF Form 58 using the instructions in the *Casualty Operations Guide*, and briefly summarize relevant information discussed with the NOK in Item 11, and any problems in Item 12, Additional Comments. **(T-1)**

4.33.1.6. Submit the claim applications and supporting documentation to the appropriate agencies as soon as possible. **(T-1)**

4.33.1.7. Keep a copy of all claim applications, forms, and supporting documentation in the case file. **(T-1)**

4.33.2. If assistance with the NOK is by mail and/or telephone, send the NOK:

4.33.2.1. A copy of the *Retiree Survivor's Guide Benefits – Keeping the Promise*. **(T-1)**

4.33.2.2. All necessary claim forms (partially completed before mailing). **(T-1)**

4.33.2.3. A signed a cover letter tailored to their needs (see the *Casualty Operations Guide*). **(T-1)**

4.34. Establishing Initial Contact With NOK.

4.34.1. Initial contact may be made by telephone or in person.

4.34.2. Determine if a casualty assistance visit is necessary or if you can assist the NOK through mail or telephone contact.

4.34.3. Contact other NOK or the estate executor according to their needs, as determined during the initial contact with the NOK.

4.34.4. Obtain from the NOK, a copy of the civilian death certificate, and mail it to United States Air Force School of Aerospace Medicine Epidemiology Consult Service Division USAF-SAM/PHR-AFMR, FACILITY 20840, ROOM W3182510 5th Street Building 840, Room W318.24, Wright Patterson AFB OH 45433-7913, FAX (937) 904-8961.

4.34.5. If the cause of death on the death certificate reads "unknown, undetermined, pending investigation," obtain a copy of the amended death certificate and email or fax it to USAF-SAM/PHR-AFMR.

4.34.6. Each contact, by personal visit, telephone, or mail, must be annotated on DAF Form 58. **(T-1)**

4.35. Benefit Assistance to Parents of a Deceased Member.

4.35.1. The CAR must advise the parents of a deceased member of their possible entitlement to Veterans Affairs and Social Security benefits and how to apply. **(T-1)**

4.35.2. Send a letter (see *Casualty Operations Guide*) to the parents no later than five (5) days after the first contact with the PNOK. **(T-1) Exception**: If the parent(s) are the PNOK and are receiving an initial casualty assistance visit, advise them in person during the initial visit.

4.36. Unpaid Pay and Allowances for Retirees. The retirement pay of an Air Force/Space Force member stops on the day the retiree dies. Upon the death of a retired member, any pay and allowances due but not paid to the retiree are paid to the designated beneficiary named by the retiree prior to retirement. Normally, this amounts to the retirement pay from the first day of the month of death through the date of death. Retirement pay electronically deposited into an account held by a retiree will automatically be recouped by Defense Finance Accounting Service-CL and reissued to the beneficiary for the correct amount.

4.37. Retired Serviceman's Family Protection Plan (RSFPP). The Retired Serviceman's Family Protection Plan program allowed personnel who retired before 21 September 1972 to receive reduced retired pay in order to provide an annuity for certain beneficiaries after the death of the retiree. Participation in this program was voluntary. If the retiree elected to participate in Retired Serviceman's Family Protection Plan, follow the applicable instructions listed in the *Casualty Operations Guide*.

4.38. Survivor Benefit Plan (SBP). SBP is a monthly annuity paid by DFAS-CL. 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 elect or decline SBP coverage prior to retirement. The member will have the premium cost associated with the election withheld from the AF retired pay before taxes. This program will provide 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 DAFI 36-3006 for additional information.

4.39. Reserve Component Survivor Benefit Plan (RCSBP). RCSBP is a monthly annuity paid by the Air Force to the surviving spouse or, in some cases, eligible children, of an Air Force Reserve member who dies and has completed the satisfactory years of service to qualify the member for retired pay at age 60. The retiree designates the beneficiaries. The beneficiary choices are the same as for Survivor Benefit Plan. Participation in the program is voluntary. See DAFI 36-3006 for additional benefit information.

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

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

4.39.1.2. Option B. Coverage provides for an annuity to begin on the 60th anniversary of member's birth, if death occurs before age 60, or to begin immediately when death occurs after age 60.

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

4.39.2. If the retiree participated in Reserve Component Survivor Benefit Plan, follow the applicable instructions listed in the *Casualty Operations Guide*.

4.39.3. Upload the claim forms and copies of any supporting documentation, as listed in the *Casualty Operations Guide*, to ask DFAS.

4.40. Processing Retired Serviceman's Family Protection Plan, Survivor Benefit Plan, or Reserve Component Survivor Benefit Plan Annuities.

4.40.1. See the *Casualty Operations Guide* for instructions. **Note**: All Air Force CARs must have access to DFAS Retired and Annuity Pay Systems. **(T-2)**

4.40.2. The CAR completes and obtains from the NOK the required claim forms and supporting documentation as listed in the *Casualty Operations Guide*, and uploads them to AskDFAS. **(T-1)**

4.40.2.1. When Retired Serviceman's Family Protection Plan, Survivor Benefit Plan or Reserve Component Survivor Benefit Plan is divided between more than one child and they do not reside together, the assisting CARs send all documentation by mail or email to the CAR with primary assistance responsibility, who then submits all claim applications in one package to AskDFAS.

4.40.2.2. Upload all claim forms and supporting documentation directly to Defense Finance Accounting Service-CL through AskDFAS.

4.41. Dependency and Indemnity Compensation. See **paragraph 4.16** and **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. CARs should see the *Casualty Operations Guide* for instructions on applying for this benefit or refer the survivor to the applicable Veteran Service Officer in the local area.

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

4.43. SGLI Disability Extension. Retirees rated totally disabled on the date of retirement retain SGLI coverage until the disability ceased to be total in degree, but not for more than two (2) years. Determination and payment of proceeds are made by the OSGLI under the jurisdiction of the Veterans Affairs. Payment of proceeds to a beneficiary is exempt from taxation.

4.43.1. The insured member may have designated as principal or contingent beneficiary any person, firm, corporation, or legal entity, including the member's estate, individually or as a trustee. If the member designated a trust, the member indicated the name and date of the trust in the beneficiary block. If the member designated a trust through a will, the member annotated "Last Will and Testament" in the beneficiary block. If the member chose not to designate a specific beneficiary, but preferred the proceeds be paid in the order of precedence, the member selected the "By Law" designation. See paragraphs **4.18.1** through **4.18.1.5**.

4.43.2. If the retiree was covered under SGLI, complete and fax the claim form and any supporting documentation to OSGLI, at 1-877-832-4943.

4.44. Veterans' Group Life Insurance (VGLI). This program allows retirees, upon retirement, to convert their Servicemembers' Group Life Insurance coverage during the first 120 days following retirement, or one (1) year following retirement for totally disabled retirees. Veterans' Group Life Insurance is a five (5) year renewable term policy, administered by OSGLI under the jurisdiction of the Veterans Affairs.

4.44.1. VGLI is issued up to the maximum allowed by law for SGLI, but not for more than the amount of Servicemembers' Group Life Insurance the retiree had in force at the time of retirement.

4.44.2. See the *Servicemembers' and Veterans' Group Life Insurance Handbook*, for additional information.

4.45. Service Disabled Veterans Insurance (SDVI). Service Disabled Veterans Insurance is life insurance limited to veterans who left the Service after 24 April 1951. A member who had a service-connected disability but was otherwise in good health could apply to the Veterans Affairs for up to $10,000 in Service Disabled Veterans Insurance life insurance coverage at standard rates. Members rated totally disabled by the Veterans Affairs could apply for a waiver of premiums. For those members eligible for this waiver, additional coverage of up to $30,000 is available, but the premiums cannot be waived.

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

4.45.2. See the *Casualty Operations Guide* for Instructions on Applying for this benefit or refer your customer to the applicable Veteran Service Officer in your area.

4.46. National Service Life Insurance (NSLI). No retiree has enrolled in this program since 23 April 1951. If the retiree was covered under NSLI, complete and mail the original form and copies of any supporting documentation, as listed in the *Casualty Operations Guide*, to the VARO and Insurance Center, Box 7208, Philadelphia PA 19101 or fax to 215 381-3561.

4.47. Veterans' Educational Assistance Program and Montgomery GI Bill Refunds. Veterans Affairs will pay a special death benefit to a designated survivor in the event of the service-connected death of an individual within one (1) year after discharge or release. The deceased must either have been entitled to educational assistance under these programs or a participant in the programs. The amount paid will be equal to the participant's actual military pay reduction less any education benefits paid. If the retiree contributed to these programs, the NOK may be entitled to the death benefit. The death benefit is paid to the Servicemembers' Group Life Insurance beneficiary. The CAR should submit a letter, along with the SGLV 8286 and a copy of the DD Form 1300 as listed in the *Casualty Operations Guide*, to the appropriate Veterans Affairs Regional Office listed below. See **Attachment 1**, the U.S. Department of Veterans Affairs, *Federal Benefits for Veterans and Dependents, and Survivors*, for additional information. Any information on the upcoming Post 9/11 GI Bill will be posted to **www.va.gov** as it becomes available. See the *Casualty Operations Guide* for instructions on applying for this benefit or refer the customer to the applicable Veteran Service Officer in the customer's area

4.48. Social Security Payments. Social Security monthly benefits are paid to a spouse or a divorced spouse, age 60 or over; a spouse or divorced spouse regardless of age with children of the decedent under age 16 or disabled in their care and meeting Social Security requirements. A divorced spouse must have been married to the service member at least 10 years. Monthly payments are also paid to children until age 18, 19 if a full-time student at a primary or secondary school, or age 18 or older if disabled before age 18. Spouses who wait until age 65 to apply for Social Security receive maximum benefits. However, they can receive reduced Social Security payments between ages 60 and 65. Dependent parents are eligible for benefits at age 62 if they were more than 50 percent dependent on the deceased service member for their support. The amount paid can only be determined by the Social Security Administration, which has a record of the wages earned by the member during the period of both military and civilian employment under the Social Security Program. To apply for this benefit, eligible survivors should make application through the nearest Social Security Office. This office will explain the benefit, determine their eligibility, the amount to be paid, and help them complete the required claim forms. CARS will assist Survivors in applying early, as the law generally permits retroactive payments of only 12 months.

4.49. Social Security Lump Sum Death Payment. See **paragraph 4.20** for program details. Survivors will need to provide supporting documentation as listed in the *Casualty Operations Guide*.

4.50. The Thrift Savings Plan (TSP). See **paragraph 4.21** for program details.

4.51. Other Assistance. The CAR will escort the NOK to Military Personnel Section Customer Service for assistance in obtaining new ID cards noting their status as survivors and disposition of the members ID card. **(T-1)**

4.51.1. Tell the NOK they might need copies of the civilian death certificate in the future.

4.51.2. Refer the NOK to the funeral director or mortuary officer (outside the continental United States) for assistance in obtaining copies of the death certificate.

4.52. Additional Casualty Assistance Contacts. The CAR will:

4.52.1. Apply for DIC in some cases depending on the casualty type, cause of death or income of the NOK. **(T-1)** If local Veterans Affairs or service agencies are not available, it is the CAR's responsibility to ensure the NOK applies when appropriate.

4.52.2. Monitor the case for receipt of DIC, unpaid pay and allowances, Retired Serviceman's Family Protection Plan, Survivor Benefit Plan, Reserve Component Survivor Benefit Plan, and Social Security Administration entitlements. **(T-1)**

4.52.2.1. Confirm status of benefit claims or applications already processed and offers to help expedite settlement, if applicable.

4.52.2.2. Return one-of-a-kind documents (i.e., marriage or birth certificate, or divorce decree) to the NOK in person if possible or by certified mail, with a return receipt requested.

4.52.2.3. For Retiree Deaths, annotate each contact with the NOK, and summarize relevant information on the DAF Form 58, using the *Casualty Operations Guide*.

4.53. Administrative Closing of Casualty Assistance Cases. The CAR follows these procedures:

4.53.1. Closing casualty assistance cases is only an administrative action for control of records. It does not preclude further assistance to the NOK, such as appealing denials of benefits.

4.53.2. All benefits should be paid and cases closed within 18-24 months. If not, the case must remain open until all benefits are paid and annotated on the DAF Form 58. **(T-1)**

4.53.2.1. If benefits applied for are denied or delayed by a non-Air Force agency, continue to monitor these applications until a final determination has been made.

4.53.2.2. Email the error-free DAF Form 58 for retirees over 120 days to the Automated Records Management System, within five (5) workdays, as outlined in *Casualty Operations Guide* to AFPC/DPSORM MILITARY RECORDS INCOMING at email address: **DPSOMP.incoming@us.af.mil**. Keep proof of email transmission to AFPC/DPSOR on file with the signed DAF Form 58 in the case file.

4.53.2.3. Ensure all items on the form are properly completed and dates are recorded accurately and retain a copy of the entire form in the case file.

4.53.2.4. If more than one installation provided assistance, make sure other NOK or persons designated beneficiaries applied for and received the benefits.

4.54. Maintenance of Casualty Assistance Case Files. At the installation level, for casualty files to include casualty reports, supplemental reports, notification messages to next-of-kin, letters of circumstances and condolences, report of casualty, report of facts and circumstances, acknowledgment and/or transfer of casualty assistance, record of emergency data, casualty assistance summary, and related correspondence Incorporate into the master military personnel records after the casualty assistance case has been closed and then send to NPRC. Retain DAF Form 58, Casualty Assistance Summary, and a copy of DD Form 1300, Department of Defense Report of Casualty, or death certificate for 5 years in accumulating office. See **paragraph 1.9** for other details.

4.55. Processing Retired Serviceman's Family Protection Plan, Survivor Benefit Plan, or Reserve Component Survivor Benefit Plan Annuity Payment When a Retiree Is Missing. A Survivor Benefit Plan beneficiary may apply for an annuity if the participating member's retired pay has been suspended because the member is missing.

4.55.1. See paragraphs **4.37**and **4.38** for Retired Serviceman's Family Protection Plan and Survivor Benefit Plan information.

4.55.2. Defense Finance Accounting Service-CL suspends a missing retiree's retired pay, but the CAR may begin processing annuity claims if the retiree is a Retired Serviceman's Family Protection Plan or Survivor Benefit Plan participant. **Note**: This procedure is not officially casualty assistance because there is no legal determination of death.

4.55.3. Due to the unique circumstances of these cases, the CAR should immediately telephone AFPC/DPFFF at DSN 665-2273 for guidance on each case.

4.55.4. Because it is not officially casualty assistance, do not start a case file or track annuity payment.

4.55.5. If requested, the CAR helps the beneficiary collect and submit evidence that:

4.55.5.1. The retiree has been missing for at least 30 days.

4.55.5.2. A reasonable person would conclude that the retiree is deceased.

4.55.5.3. Such evidence must include:

4.55.5.3.1. A statement signed by the applicant describing the circumstances of the retiree's disappearance.

4.55.5.3.2. Supporting documents such as:

4.55.5.3.2.1. A police missing person report.

4.55.5.3.2.2. Signed statements from persons who last saw the retiree alive.

4.55.5.3.2.3. A detailed description of the geographical location, local weather conditions, mental and physical condition of the retiree, and any other pertinent data potentially leading to the retiree's recovery.

4.55.6. Defense Finance Accounting System Office of General Counsel (DFAS/GC) determines whether to start Retired Serviceman's Family Protection Plan or Survivor Benefit Plan annuity payments. A decision to begin payments does not constitute a legal determination of death.

4.55.7. The date the Air Force suspended retired pay will be considered the date of death for payment purposes.

4.55.8. If the retiree participated in Retired Serviceman's Family Protection Plan or Survivor Benefit Plan, the CAR completes and faxes the claim form with copies of any supporting documentation, as listed in the *Casualty Operations Guide*, to Defense Finance Accounting Service-CL at 1-800-982-8459. **(T-1)**

4.55.9. If the Air Force later declares the retiree deceased, the CAR performs the appropriate casualty reporting and assistance. **(T-1)**

Section 4E—Benefit Information and Casualty Assistance Procedures For Regular Air Force, Space Force, Air National Guard, and Air Force Reserve Members In A Duty Status, and Applicable Civilians Declared Missing.

4.56. General Procedures.

4.56.1. AFPC/DPFC is the primary point of contact with the NOK regarding information related to the member's status; however, the CAR is a local conduit to the NOK and is essential to providing casualty assistance.

4.56.2. Do not provide any documents or use verbiage in communication with the NOK that convey death or death benefits (e.g., Department of Defense Survivor's Guide to Benefits, express "condolences,") as they may suggest to the NOK that the member is not missing but presumed to be deceased.

4.57. Financial Assistance.

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

4.57.2. If applicable, refer the NOK to the Military & Family Readiness Center for financial counseling. If the CAR is not at an installation with a Military & Family Readiness Center, contact the nearest Regular Air Force Military & Family Readiness Center.

4.58. Pay and Allowances.

4.58.1. A member continues to receive all pay and allowances which they were receiving on the effective date of missing status. Specific guidance is located in the Department of Defense 7000.14-R.

4.58.2. All allotments in effect at the time of the missing status are continued.

4.58.2.1. The Secretary of the Air Force (SECAF) or designee, through Defense Finance Accounting Service-IN, may initiate, suspend, resume, increase, decrease, or stop allotments on behalf or interest of the missing member, dependents, or the United States Air Force.

4.58.2.2. The Secretary of the Air Force (or designee) may, in the interest of the missing member or dependents, initiate, increase, decrease, or stop allotments to a Uniformed Services Savings Deposit Program, as well as authorize withdrawal of deposits.

4.59. Servicemembers' Group Life Insurance (SGLI). If the member was paying premiums at the time they became missing, they will continue to be covered by SGLI.

4.60. Social Security Administration. A DD Form 1300 reflecting the member's missing status will be provided to the Social Security Administration. The purpose is two-fold:

4.60.1. Serves as a statement of intent for possible future claim of benefits.

4.60.2. Places a block on the member's SSN to protect the member's account from unauthorized usage. This does not affect the spouse or dependents in any manner.

4.61. Other Assistance. Advise the NOK, if applicable, that special tax rules may apply that provides for the entire amount of compensation of military and civilian members who are missing in action, prisoners of war, or detained to be tax deferred until they are returned to military control or determined to be deceased.

Chapter 5

CIRCUMSTANCE AND CONDOLENCE LETTERS, AND DOCUMENTATION ON CAUSE AND CIRCUMSTANCES OF DEATH OR MISSING STATUS

Section 5A—Circumstance Letter.

5.1. Overview. The Air Force ensures that the NOK and all interested persons listed on the service member's Record of Emergency Data or DD Form 93 are provided all releasable information whenever a military member is declared deceased or missing.

5.2. When to Send a Circumstance Letter.

5.2.1. Circumstance letters provide the NOK with as much releasable information as possible concerning events leading up to and surrounding the death or missing status of a member.

5.2.2. Letters are always sent to the NOK when members are declared missing.

5.2.3. Letters for members declared deceased are sent to the NOK who are:

5.2.3.1. Unaware of the circumstances.

5.2.3.2. Notified of the casualty by an unofficial source such as another NOK or friend of the casualty.

5.2.3.3. Notified by a Department of the Air Force notification officer other than the member's commander or designated representative.

5.3. When Not to Send a Circumstance Letter. Circumstance letters are not sent to the NOK:

5.3.1. When the member is declared DUSTWUN.

5.3.2. The responsible commander personally informs NOK of all releasable information/circumstances surrounding the member's status who were:

5.3.2.1. Present at the time the casualty occurred and are aware of the circumstances.

5.3.2.2. Informed, in person, of the circumstances by the member's commander or a designated representative.

5.3.2.3. Informed of the circumstances by an official source other than the DAF. Applies to an individual or agency in a position of authority such as law enforcement agencies, physicians, or coroners.

5.3.2.4. Children residing with the NOK, unless requested by the NOK.

5.4. Responsibilities.

5.4.1. Member's commander is responsible for the circumstance letter (see *Casualty Operations Guide*), and:

5.4.1.1. Sends circumstance letters to the NOK of deceased members within five (5) calendar days from the date the DAF notified the NOK of the death. **(T-1)**

5.4.1.2. Sends a circumstance letter to NOK within five (5) calendar days of:

5.4.1.2.1. Declaring a member missing (non-hostile) or recommending missing status (hostile).

5.4.1.2.2. Terminating a search.

5.4.1.3. Includes the following information in a circumstance letter sent after a search is terminated (see *Casualty Operations Guide* for sample):

5.4.1.3.1. The circumstances surrounding the missing status.

5.4.1.3.2. Details of the extent, duration, and results of the search.

5.4.1.3.3. A statement that the DAF is compiling a detailed report containing all releasable information concerning the incident.

5.4.2. Upon receipt and review of the commander's missing status report, AFPC/DPFC sends the NOK any additional information and advises the NOK they will keep them informed of all releasable future developments. **(T-1)**

5.4.3. AFPC/DPFC handles all subsequent correspondence with the NOK of missing members. **(T-1)**

5.4.4. Refers letters from the NOK of missing personnel, along with any information that would be helpful in answering their questions to AFPC/DPFC.

5.4.5. If the commander feels obligated to personally reply to letters from the NOK, they must send a draft copy of their reply to AFPC/DPFC for coordination before mailing to the NOK. **(T-1)**

5.4.6. If the member was assigned temporary duty, the temporary duty commander may write the circumstance letter, in coordination with the home station commander.

5.5. The Casualty Assistance Representative (CAR).

5.5.1. Reviews all circumstance letters before the commander mails them to the NOK.

5.5.2. Ensures circumstance letters are in compliance with this instruction.

5.5.3. Verifies that no conflict exists between information previously furnished by message to AFPC/DPFC and information in the letter.

5.5.4. Scans and uploads a copy of the circumstance letter into Defense Casualty Information Processing System-CM.

5.6. Aircraft Accidents.

5.6.1. The Commander of the unit losing an aircraft will draft/sign the circumstance letter for dissemination to survivors, after coordination in accordance with **paragraph 5.7**. **(T-1)**

5.6.2. In the event of mass casualties (five or more deaths in a single accident), the Air Force command owning the aircraft drafts/signs a single circumstance letter and provides it to the appropriate commanders for dissemination to survivors (see *Casualty Operations Guide*). **(T-1)**

5.6.3. In all cases involving Air Mobility Command operational support airlift aircraft or other Service Aircraft AFPC/DPFC will provide guidance as to who provides circumstance letter.

5.7. Review of Military Aircraft Accident Circumstance Letters.

5.7.1. The installation safety office must review circumstance letters concerning military aircraft accidents to ensure compliance with DAFI 91-204, *Safety Investigations and Reports*. **(T-1)**

5.7.2. Installation Legal Office reviews all aircraft accident circumstance letters. **(T-1)**

5.8. Second or Subsequent Circumstance Letters. When an investigation, autopsy, medical examiner's, or coroner's report reveals that the cause or circumstances originally reported to the NOK were incorrect:

5.8.1. The CAR or unit commander must immediately notify AFPC/DPFC by telephone. **(T-1)**

5.8.2. The member's commander, after consultation with AFPC/DPFC, will decide whether a second or subsequent circumstance letter describing the new findings is needed or whether a personal visit with the NOK is more appropriate after coordination with AFPC/PA, AFPC Office of the Staff Judge Advocate (AFPC/JA), and AFPC/DPF. **(T-3)**

5.8.3. The CAR or unit commander notifies AFPC/DPFC by telephone before sending updated circumstance letters.

5.9. Sensitive New Information. The CAR or unit commander immediately notifies AFPC/DPFC by telephone of new sensitive information that the Air Force may need to report to the NOK after coordination with AFPC/PA, AFPC/JA, and AFPC/DPF. Example: If the DAF discovers that a casualty initially reported as killed by enemy fire actually died from friendly fire, the commander would, after coordination with AFPC/DPFC, personally advise the NOK.

5.10. Guidance for Preparing the Circumstance Letter.

5.10.1. Commanders will include all releasable circumstances relevant to the casualty in the letter. **(T-1)** See the *Casualty Operations Guide* for examples of commander's circumstance letters for a variety of situations.

5.10.2. Avoid a shocking narrative of the incident.

5.10.3. If the member's conduct was improper, the facts should be related truthfully and tactfully, with as much empathy as possible.

5.10.4. Include known facts about the member, and if appropriate, include complimentary remarks about character, personality and achievements.

5.10.5. Do not mention posthumous (or pending for missing persons) awards, decorations, or promotion. Note: Revealing this information could be embarrassing to the Air Force if the decoration or promotion is disapproved or a lesser decoration is awarded.

5.10.6. Tailor each letter to the individual case and its circumstances. Note: The examples in the *Casualty Operations Guide* must not be copied or paraphrased too closely.

5.10.7. The commander may write one letter to all minor children living with a member's former spouse, or a guardian.

5.10.8. Send the letter to the former spouse or guardian, and request that it is given to the child(ren) when it's appropriate (see *Casualty Operations Guide* for sample).

5.10.9. Use letterhead stationery without captions and the personalized format discussed in AFMAN 33-326, *Preparing Official Communications*, for all originals and copies.

5.10.10. Date all letters and copies.

5.10.11. Identify the casualty by full grade and name in the opening paragraph. Example: Airman First Class John J. Doe, Jr.

5.11. Guidance for Circumstance Letters Written to NOK of Foreign Nationals.

5.11.1. Circumstance letters written to the NOK of foreign nationals who were in the United States under the auspices of the Air Force are not mailed directly to the NOK.

5.11.2. Mail all circumstance letters written to NOK of foreign nationals, with a letter of transmittal, to the Air Force International Affairs Division (AF/CVAI), 1040 Air Force Pentagon, Washington DC 20330-2006. **(T-1)**

5.11.3. The letters will be translated into the appropriate foreign language and mailed to the foreign country.

Section 5B—Condolence Letters.

5.12. Overview. NOK and persons listed on the service member's DD Form 93 should receive a proper expression of sympathy, from the appropriate level of the chain of command, whenever a military member is declared deceased or missing.

5.12.1. Member's unit commander provides a proper expression of sympathy by letter or in person. A superior commander, or other official, in the chain of command may do so as well. As a general principle, similar casualty situations (e.g., two military members from the same unit who are declared deceased in the same incident) should result in the same Department of the Air Force handling of official sympathies.

5.12.2. AFPC/DPFC prepares Notification of Death (NOD) for the President of the United States (POTUS), Secretary of Defense, Chairman of the Joint Chiefs of Staff (CJCS), in accordance with White House Military Office guidelines. AFPC/DPFC also prepares DAF-SL condolence letters for deaths in accordance with the *Casualty Operations Guide*.

5.12.3. In the event of on-duty or terrorism deaths (Tier 1 Deaths), the member's commander must provide AFPC/DPFC a short narrative summary that highlights the member's self-improvement or commitment to the local community, within one duty day from confirmation of loss. **(T-1)**

5.12.4. For off duty deaths (Tier 2 Deaths), the member's commander reviews the circumstances of the member's death, the member's Service Record (including any applicable evaluations, awards, and any unfavorable information file [UIF] information) to determine if a condolence letter (including a DAF-SL condolence letter) is appropriate. For examples of situations when it may not be appropriate to recommend a DAF-SL condolence letter, refer to the *Air Force Defense Casualty Information Processing System-CR User Guide*. Summaries should be transmitted through the CAR to AFPC/DPFC within 3 days from confirmation of loss.

5.12.4.1. The Commander's recommendation for condoling is transmitted to AFPC/DPFC, through the casualty report in accordance with *Air Force Defense Casualty Information Processing System-CR User Guide*.

5.12.4.2. In the event of off-duty death, the member's commander must provide AFPC/DPFC a brief summary that highlights the member's self-improvement or commitment to the local community, within three duty days from confirmation of loss. **(T-1)** Summaries should be transmitted through the CAR to AFPC/DPFC.

5.13. When to Send a Condolence Letter. Note: Commanders send a condolence letter without including circumstances of death:

5.13.1. When Next of Kin is already aware of the circumstances (e.g., the spouse was a passenger in the automobile where the member died). **(T-1)**

5.13.2. Whenever a circumstance letter has not been written by the home station commander. **(T-1)**

5.13.3. Although not required, a member's commander may send a condolence letter even if the commander (or other representative) conveyed condolences in person.

5.13.4. Any commander in the member's chain of command may send a letter of condolence (see the *Casualty Operations Guide*.

5.13.5. See DAFI 36-167, paragraph 2.13, for commander's condolence letters to the NOK of deceased civilian employees.

5.14. When Not to Send a Condolence Letter. Commanders are not required to send a condolence letter to NOK who, through their willful or reckless actions, might have caused the member's death. Other situations in which it may not be appropriate to send a condolence letter include contentious or pending divorces or situations where the NOK was a victim of abuse from the Service member (or vice versa). Check with the servicing legal office if there are questions regarding appropriateness of Condolence Letters.

5.15. Responsibilities.

5.15.1. Member's Commander will:

5.15.1.1. Recommend whether they believe a DAF-SL condolence letter would be appropriate. Condolence letters are normally the responsibility of the member's commander (see the *Casualty Operations Guide*).

5.15.1.2. Send condolence letters to the NOK of deceased members within five (5) calendar days from the date the NOK were personally aware or notified of the death. **(T-1)**

5.15.2. The CAR will:

5.15.2.1. Review all locally generated condolence letters before the commander mails them to the NOK. **(T-1)**

5.15.2.2. Ensure condolence letters are in accordance with this DAFI and are appropriate given the decedent's service and manner of death. **(T-1)**

5.15.2.3. Verify that no conflict exists between information previously furnished by the casualty message to AFPC/DPFC and information in the letter. **(T-1)**

5.15.2.4. Scan and upload a copy of the condolence letter into Defense Casualty Information Processing System-CM. **(T-1)**

5.16. Special Documentation Requirements for Suicide, Homicide, and Summary Courts Martial.

5.16.1. The CAR consults the local AFOSI or law enforcement before obtaining investigative reports pertaining to suicides or homicides (see **Table 5.2** for required documentation). If a beneficiary is under investigation for possible involvement in the death, suspend casualty assistance for that beneficiary until receipt of confirmation of clearance by investigating authority or court verdict. Keep AFPC/DPFC advised on the status of the case. **(T-1)**

5.16.2. The CAR will follow these guidelines for cases in which a beneficiary is under investigation for or convicted of involvement in the member's death.

5.16.2.1. Obtain a copy of the record of conviction against a beneficiary. **(T-1)**

5.16.2.2. AFPC/DPFC decides if the CAR must obtain a copy of the record of conviction against any other person. **(T-1)**

5.17. Required Documentation for Air National Guard and Air Force Reserve Casualties.

5.17.1. Title 10 USC Chapter 75, *Deceased Personnel*, requires the Air Force to certify the duty status and travel arrangements of active-duty, Active-Duty training, and inactive-duty training Air National Guard and Air Force Reserve members who die or suffer a fatal injury enroute to their assignment. Certification is provided by Air Reserve Personnel Center and Air Reserve Components.

5.17.2. The CAR uploads into Defense Casualty Information Processing System-CM a statement from the member's commander if other documentation does not verify all of these circumstances. The member's commander or Individual Reservist detachment commander certifies this information:

5.17.2.1. The Air Force authorized the member to perform the duty. Use the member's Active- Duty Training or inactive-duty training orders.

5.17.2.2. The member died from injuries suffered while performing such duty.

5.17.2.3. The time when the member left for or returned from duty.

5.17.2.4. Dates in which the commander authorized member travel prior to or after inactive-duty or Annual Tour travel days (if applicable).

5.17.2.5. The member's scheduled reporting time or the time when the member ceased to perform the duty.

5.17.2.6. The method of travel used and whether the member was the driver or a passenger.

5.17.2.7. Where the incident occurred and whether it was on a direct route between the place of residence and the place of duty.

5.17.2.8. The immediate cause of death. Note: For official cause of death source documentation, see **Table 5.2**.

5.17.2.9. The travel time and distance from the member's duty station to his or her home.

5.18. Preparing Documentation for Distribution. The CAR will follow these guidelines:

5.18.1. Include a cover memorandum listing individual documents as attachments. **(T-1)**

5.18.2. Include legible copies of all documents. **(T-1)**

5.18.3. Include a signed statement explaining any delay you experienced in obtaining a document (such as the court verdict). Provide an approximate date when you expect the document. **(T-1)**

5.18.4. Complete and sign a statement explaining why you couldn't obtain any required documents and include it as an attachment. **(T-1)**

5.18.5. Have documents in a foreign language translated into English prior to distribution. **(T-1)** This will require use of the Government Purchase Card to acquire a translation service if there is not a translator available to you on the base.

5.19. Distributing Documentation. When next of kin requests distribution, the CAR will:

5.19.1. Distribute documentation in accordance with *Casualty Operations Guide*. **(T-1)**

5.19.2. Distribute documentation within 30-days from the date of death. **(T-1)**

5.19.3. If the requested documentation cannot be distributed within the 30 calendar days, the CAR will inform AFPC/DPFC by telephone and the primary assistance CAR by email, if applicable, of the date when the documentation will be uploaded in Defense Casualty Information Processing System-CM and reason for the delay. **(T-1)**

Table 5.1. Documents Required.

If the deceased has eligible NOK and the death was due to:	**then distribute these documents no later than 30 days from the date of death if required by the VA (see note 1): (Note: An AF Form 348, is required for all active-duty status deaths)**					
	AF Form 1315, *Accident Report*; or civilian law enforcement agency report, as applicable	Autopsy Report (including toxicology report, if there is any sign of alcohol or drug abuse)	Coroner' s or Medical Examiner's Report	Copy of Court Verdict	Summary Court Inquest, if accomplished	Copy of orders placing ANG or AFR member on AD, ADT, IDT, and certification of travel, if applicable
A motor vehicle or private aircraft accident where deceased was a passenger	**X**				**X**	**X**
A motor vehicle or private aircraft accident where the deceased was the operator	**X**	**X**			**X**	**X**
A military or commercial aircraft accident					**X**	**X**
Other accidents, including burns, falls, drowning, natural disasters, runway accidents	**X**	**X**			**X**	**X**
Alcohol or drug abuse	**X**	**X**	**X**		**X**	**X**
Suicide	**X**	**X**	**X**		**X**	**X**
Homicide	**X**	**X**	**X**	See Note 2	**X**	**X**
Natural Causes		**X**			**X**	**X**
Any cause if deceased was AWOL or deserter status	**X**	**X**	**X**	See Note 2	**X**	**X**

Notes:
1. In all instances provide the DD Form 1300 to the MTF's medical and dental records section to allow the appropriate disposition of the member's records in accordance with AFMAN 41-210, *TRICARE Operations and Patient Administration*.
2. If the NOK or a beneficiary was implicated in the member's death, furnish certified true copies of the court verdict. If any other person was implicated in the member's death, AFPC/DPFC may request copies of the court verdict.

Table 5.2. Where to Obtain Documents on Cause and Circumstances of Death.

Rule	Required Document: (See Notes 1-3)	Obtain document from:	Ask these base agencies for help:
1	Non-Combat Aircraft Accident Report	AFSC/JAR 9700 G Avenue, SE, Suite 236B Kirtland AFB NM 87117-5670	JA
2	AFOSI Report	AFOSI/SCR P.O. Box 2218, 3235 Old Washington Rd Waldorf MD 20604-2218	OSI office
3	Civilian Law Enforcement Agency Report	Civilian law enforcement agency conducting the investigation	Base -level OSI or Security Forces office
4	AF Form 1315	Base Security Forces Organization	Security Forces office
5	Autopsy/toxicology reports	Individual or organization conducting or directing autopsy (hospital, coroner, medical examiner)	
6	Coroner's or medical examiner's report or results of coroner's or summary court inquest, if accomplished	Coroner or medical examiner conducting investigation Base legal office	JA, OSI, or Security Forces office
7	Copy of the court verdict	Agency conducting trial	Base-level JA or OSI office
8	A copy of orders placing ANG or AFR member on AD, ADT, or IDT	Member's unit	Member's unit

Notes:
1. Charge the host base casualty assistance account for these official documents.
2. To request funding for official documents, use the applicable process:
a. Use the base cash purchasing agent.
b. Fill out an AF Form 9, *Request for Purchase*, and process it before picking up the documents.
3. If you have already paid for the documents, bring the receipt to the Accounting Liaison section of the Financial Services Office (FSO).
a. The FSO completes SF 1034, *Public Voucher for Purchases and Services Other Than Personal*, for reimbursement for documents (see DFAS-DER 177-102, *Commercial Transactions*, Section 10826).
b. The FSO completes OF 1164, for reimbursement of mileage expenses.

Section 5C—DAF-SL Condolence Letters.

5.20. Overview. As noted above, unit commanders may make a request for a DAF-SL condolence letter. See **paragraph 5.15.1.1**.

5.21. Transmission of Request for DAF-SL Letter. Requests will be transmitted to AFPC/DPFC, through the casualty report in accordance with the *Air Force Defense Casualty Information Processing System-CR User Guide*.

5.22. Templates. AFPC/DPFC letters will follow the template letters located in the Casualty SharePoint and Operations Guide located at **https://usaf.dps.mil/teams/11604/SitePages/Home.aspx**.

5.23. Legal Coordination. AFPC/JA will review DAF-SL packages to determine if a decedent was under investigation or prosecution. This will help determine the appropriateness of a DAF-SL condolence letter where Military Funeral Honors may be denied (see DAFI 34-160, Chapter 7). If there are any abnormalities or legal questions, refer DAF-SL packages to Air Force Judge Advocate General (AF/JA) for review.

5.24. DPFCS DAF-SL Condolence Letter Submission Timelines. DPFC will draft and transmit DAF-SL Condolence Letters to AF/A1 as follows:

5.24.1. While in the performance of assigned military duties, as the result of hostile actions, or as the result from acts of terrorism (Tier 1 Deaths) within 5-duty-days. **(T-1)**

5.24.2. All other members off-duty deaths as appropriate (Tier 2 Deaths) within 10-duty-days. **(T-1)**

5.24.3. It is not appropriate to send a DAF-SL condolence letter for several reasons to include but not limited to contentious or pending divorces, marital strife or situations where the NOK was a victim of abuse from the Service member (or vice versa), alcohol or drugs contributed to the members death, or current records or pending investigations of misconduct. AFPC/DPFC will consult with the AFPC/JA there are questions regarding appropriateness.

Chapter 6

AIR RESERVE COMPONENT

6.1. General Information. This chapter outlines the responsibilities and procedures for reporting the deaths for members not in a duty status for Air National Guard, Air Force Reserve including Individual Reserve members, retired members awaiting pay at age 60, and assisting their surviving NOK. For guidance on casualty reporting, notification and assistance for Air Reserve Component (ARC) ARC members in a duty status, refer to Chapters **2, 3,** and **4** of this instruction.

6.2. ARPC/DPTTB Responsibilities. The Air Reserve Personnel Center Casualty Services Team (ARPC/DPTTB) is responsible for providing Casualty Services for the Air Force to include: management, oversight, and benefit/entitlement eligibility certification for SGLI, TSGLI, FSGLI, and Reserve Component Survivor Benefit. In addition, ARPC/DPTTB:

6.2.1. Prepares condolence letters for signature by the Air Reserve Personnel Centers Commander. **Note**: When the NOK is aware of the circumstances of loss (e.g., the NOK was at the scene of the incident) the service member's commander is the appropriate condoling authority.

6.2.2. Manages the Air Reserve Component Training Program:

6.2.2.1. Provides annual casualty training to Reserve CARs to assist with casualty reporting, notification (if applicable), and assistance.

6.2.2.2. The National Guard Bureau conducts initial CAR training annually during the Casualty Assistance Representative course. See ANG Casualty PSDG for further guidance.

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

6.2.4. Ensures appointed Air Reserve Component CARS understand their roles and responsibilities.

6.2.5. Reports casualties of ANG and AFR members in non-duty status to higher headquarters.

6.2.6. Ensures each Air Force Reserve and Air National Guard to include host installation FSS maintains an DAF Form 1075, identifying a primary and alternate casualty assistance representative that will be primarily used for casualty notifications. **Note:** For ANG, members should be AGR or FTNGD-OT.

6.3. Unit Commander's Responsibilities.

6.3.1. Appoints in writing, an AFR, ANG or CAR to assist with reporting casualties to ARPC and assistance to NOK.

6.3.2. Ensure primary CAR gives proper training and turnover to the newly appointed primary/alternate CAR within 30 days of appointment.

6.3.2.1. Guard unit representative immediately contacts the unit command post, which in turn, will contact the Air National Guard Readiness Center's Operations Center (ANG/A3XC) at DSN 858-6001, or by fax at DSN 858-7505. **(T-1)**

6.3.2.2. 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, coordinates with the CAR for preparation of necessary messages, forwards appropriate documents, and provides casualty assistance. **(T-1)**

6.3.3. Ensures base agencies support the objectives of the Air Force Casualty Services Program, and provides the CARs access to all information and documents needed to report the casualty.

6.3.4. Ensures host-tenant support agreements are in place between Regular Air Force, Air National Guard, and Air Force Reserve Force Support Squadrons, as required.

6.3.5. Establishes procedures for ensuring all new accessions and assigned personnel have a current DD Form 93, on file. Commander Support Staff personnel only complete a DD Form 93 if the Service Member has no computer access.

6.3.6. Non-duty status deaths must be reported to the closest base near residence. **(T-1)** In this case, unit commanders notified of members death:

6.3.6.1. Determine member's duty status and unit of assignment. If duty status or unit of assignment is not available, contact ARPC/DPTTB at DSN 720-847-3500 or DSN 847-3500 and request ARPC Casualty Office to obtain information.

6.3.6.2. For Individual Reserve and Participating Individual Ready Reserve members, the designated commander will be the Active-duty commander of the unit the member was assigned. If not the Active-duty commander, contact ARPC/DPTTB to determine the member's assigned unit Commander.

6.3.6.2.1. In the case, the Individual Reserve or Participating Individual Ready Reserve member or the NOK does not reside near the Active-duty location, contact ARPC/DPTTB to determine the CAR closest to the home of residence to provide assistance.

6.3.6.2.2. For Individual Mobilization Augmentees (IMA) and Participating Individual Ready Reserve members, the designated commander will be the Active-duty commander of the unit the member was assigned. If not the Active-duty commander, contact Headquarters Individual Reservist Readiness and Integration Organization to determine the member's assigned unit commander.

6.3.7. If NOK is aware of the death, the assigned Unit Commander is authorized to conduct a condolence visit in-person to the NOK without approval from ARPC/DPTTB.

6.4. Force Support Squadron Responsibilities. Refer to **paragraph 1.11**, regarding FSS responsibilities.

6.5. Reserve Component CAR Responsibilities.

6.5.1. Refer to **paragraph 6.2** for CAR training and responsibilities.

6.5.1.1. Submit an DAF Form 1075 to ARPC/DPTTB and AFPC/DPFC via myFSS on or after 1 October annually or as updates and changes occur.

6.5.1.2. Any Reserve Component, in-status casualty will be supported by an Active-duty CAR as outlined in **Chapter 4**. All Reserve Component, non-duty status casualties will be supported by a Reserve Component CAR under the guidance and direction of ARPC/DPTTB. Refer to AFPC for all AFR and ANG members in a duty status.

6.5.2. AFR and ANG primary CARs, after receiving initial training from ARPC or NGB, will assist with training appointed alternate CARs on DAF Form 1075 within 30 days of appointment. Contact ARPC for any assistance or material for training alternate CAR. If geographically separated from an Active-duty base, the primary AFR CARs should obtain training from AFPC/DPFC.

6.5.3. AFR, refer to **paragraph 4.5** for additional information regarding contact with the NOK.

6.5.4. Submits initial casualty reports to ARPC/DPTTB via myFSS.

6.5.5. Obtain NOK information to assist with benefits and entitlements. If NOK is not known, the CAR should contact ARPC/DPTTB at DSN 847-3500 or COMM 720-847-3500 to assist in obtaining the information.

6.5.5.1. Makes contact with NOK on RED or DD Form 93 to initiate benefits and entitlements briefing. Persons to contact may include:

6.5.5.1.1. Spouse

6.5.5.1.2. Children not residing with the spouse

6.5.5.1.3. Parents

6.5.5.2. Complete and submit applications for monetary benefits and privileges.

6.5.5.3. Locate resources to help resolve any problems in settling the deceased's estates or concerns from the NOK.

6.5.5.4. Refers to Mortuary Office or Non-Commissioned Officer to determine eligibility for mortuary services benefits. For members in a non-duty status, e-mail **NGB.A1XS.SustainmentServices@us.af.mil** to determine military funeral honors entitlements.

6.5.5.5. For participating and nonparticipating Reserve members and Retired Reserve awaiting pay at age 60, the commander notified of the member's death, or the unit nearest the place of death, prepares necessary messages, forwards appropriate documents, and provides casualty assistance.

6.5.6. Assists commanders with casualty services and condolence visits.

6.6. Reserve Component Unit Commander Casualty Notifications.

6.6.1. In the unusual case where the NOK is not aware of the member's death, the member's commander notifies the NOK in person. For assistance, contact ARPC/DPTTB immediately at DSN 847-3500 or COMM 720-847-3500. If the casualty occurs after 1700 MT, contact TFSC at 1-800-525-0102 for assistance.

6.6.2. If the NOK has been notified of death by civilian authorities, notification is not required but may be considered.

6.7. Casualty Reporting.

6.7.1. Within 24 hours of obtaining member's information, the CAR will submit the casualty report to ARPC via myFSS. **(T-2)** The casualty report can be found on SharePoint. Submit a request through myFSS, including a completed DAF Form 1075 to obtain access to ARPC SharePoint CAR page. **Note**: Notification by phone or DCIPs reporting is not necessary for ARC members not in a duty status at the time of death.

6.7.1.1. The casualty report should provide the following information: SSN, Rank, Full Name, Date of Birth, Sex, Marital Status, Date of Death, Unit of Assignment, Component, and circumstance of death.

6.7.1.2. To complete the casualty report; once received, the final death certificate, last leave and earnings statement received and any entitlement documents e.g., appropriate SGLV forms can be submitted within the same myFSS incident initially created. **(T-2)**

6.7.1.3. ARPC/DPTTB, Casualty Service Team, will work directly through the incident to obtain all pertinent documents necessary to submit claims to the insurance company and update member's record.

6.7.1.4. Appointed CARs may contact ARPC/DPTTB directly at DSN 847-8500 or COMM 720-847-3500.

6.7.2. Units and installations receiving requests for member's information must send it to the member's commander or CAR as soon as possible. **(T-2)**

6.7.3. Obtains information from the NOK to assist with reporting the casualty to ARPC/DPTTB

6.7.4. To report the death of an Air National Guard or Air Force Reserve general officer, follow these steps:

6.7.4.1. Immediately telephone AFPC/DPFC.

6.7.4.2. For Air National Guard, contact the National Guard Bureau Services Readiness Division (NGB/A1XS) Mortuary Affairs Notification Line (240) 645-5624.

6.7.4.3. For Air Force Reserve, contact AF/RESOMO at DSN 332-3245 and Air Reserve Personnel Center/Casualty Office at DSN 847-3611.

6.7.4.4. Follow up with a supplemental death message (see Air Force Defense Civilian Intelligence Personnel System User Guides available on the Air Force Casualty SharePoint Site).

6.8. Providing Casualty Assistance. The CAR:

6.8.1. Makes contact with NOK on RED or DD Form 93 to initiate benefits and entitlements appointment.

6.8.2. Completes and submits applications for monetary benefits and privileges.

6.8.3. Locates resources to help resolve any problems in settling the deceased's estates or concerns from the NOK.

6.8.4. Refers to Mortuary Officer or Non-Commissioned Officer to determine eligibility for mortuary services benefits

6.9. Eligible Benefits for Members in a Non-Duty Status.

6.9.1. Refer to **Section 4B** for benefit information for members in a duty status and any other entitlements not provided by ARPC/DPTTB.

6.9.2. In general, ARPC/DPTTB Casualty Office determines whether the NOK of Air National Guard and Air Force Reserve members who die in a non-duty status are entitled to receive benefits such as SGLI, FSGLI, TSGLI, RCSBP, as applicable.

6.9.3. Servicemembers' Group Life Insurance (SGLI)

6.9.3.1. ARPC/DPTTB certifies a deceased member's Servicemembers' Group Life Insurance coverage.

6.9.3.2. The Office of Servicemembers' Group Life Insurance (OSGLI) determines each claimant's eligibility to be a Servicemembers' Group Life Insurance beneficiary.

6.9.3.3. Locate and verify deceased members SGLV 8286. The servicing Force Support Squadron gives each potential beneficiary a copy of the SGLV 8283 after forwarding the required casualty package to Headquarter Air Reserve Personnel Center Casualty Office.

6.9.4. Reserve Component Survivor Benefit Plan.

6.9.4.1. Refer to **paragraph 4.14**.

6.9.4.2. The member must have served at least 20 satisfactory years and made an election within 90 days of notification of eligibility. **(T-0)**

6.9.4.3. ARPC/DPTTB will review the member's record to determine eligibility. If the member has an election on file for RCSBP, ARPC/DPTTB will coordinate with the CAR to obtain the information required to submit the claim to DFAS. ARPC/DPTTB will submit to DFAS on the beneficiary's behalf as DFAS is the final approval authority.

6.10. Air National Guard Memorial Certificate.

6.10.1. NGB/A1PS should prepare the Air National Guard Memorial Certificate after receiving the Death Report and send it to the appropriate Force Support Squadron. **Note**: The Air Force issues this certificate only as a unique memorial for the NOK. It is not a substitute for condolence letters.

6.10.2. For retired or prior service-members, including those deceased prior to the creation of this certificate, the unit or NOK may request a memorial certificate through any Air National Guard Force Support Squadron, who should verify the service and forward the request to NGB/A1PS.

6.10.3. If the NOK requests additional copies of the certificate, the Air National Guard Force Support Squadron may request them through NGB/A1PS.

6.10.4. The Force Support Squadron arranges for the member's commander and a chaplain to present the certificate to the NOK (in person whenever possible). **(T-3) Note**: See the *Casualty Operations Guide* for a sample presentation letter.

Chapter 7

RECORD OF EMERGENCY DATA (RED) AND DD FORM 93

7.1. Overview. The DD Form 93 serves as the official source document for members to identify the name(s) and address(es) of the persons to be notified in case of death, injury, or emergency, and for designating beneficiaries for death gratuity pay and unpaid pay and allowances.

7.1.1. The Record of Emergency Data (RED), available via vMPF, is used for all personnel who have been issued a Common Access Card (CAC).

7.1.2. The DD Form 93 is used for members who are newly accessed to any Air or Space component, but not yet gained into Military Personnel Data System and issued a Common Access Card. It is also used for all civilian contractors prior to admission to a possible theater of operations or deployment with the Armed Forces.

7.1.2.1. Units must establish procedures for ensuring that all new accessions or civilian contractors complete a Record of Emergency Data or DD Form 93 at the earliest possible date. **(T-1)**

7.1.2.2. The DD Form 93 will only be used in locations where individuals are not able to access the virtual Military Personnel Flight either from their home or work location.

7.1.2.2.1. A copy of the completed DD Form 93 is sent to AFPC/DP1OS and is placed in the member's Automated Records Management System record.

7.1.2.2.2. For civilian contractors a copy of the DD Form 93 is provided to the personnel in support for contingency operations team.

7.2. Responsibilities.

7.2.1. AFPC/DPFC:

7.2.1.1. Establishes procedures for the service member's Record of Emergency Data. **(T-1)**

7.2.1.2. Conducts a continuing publicity program to ensure each member is aware of the use and effect of the Record of Emergency Data. **(T-1)**

7.2.2. Unit Commanders will:

7.2.2.1. Ensure each member recertifies their Record of Emergency Data at least annually and encourages updates with life event changes occur (e.g., marriages, divorces, births, death). **(T-1)**

7.2.2.2. Stress the importance of assigned service members keeping their Record of Emergency Data current to assist with prompt notification of NOK and other designated persons should the member become a casualty; as well as payment of certain benefits/entitlements and the person they wish to direct disposition of remains, should they die, is appropriately designated. **(T-1)**

7.2.2.3. Ensure newly assigned members review and update their service member's Record of Emergency Data once gained to the base. **(T-1)**

7.2.2.4. Establish procedures to ensure members departing temporary duty/deployment in excess of 30 days have a current service member's Record of Emergency Data prior to departure. A current RED is one with a date completed no earlier than 30 days before their departure.

7.2.3. Force Support Squadron Commander will:

7.2.3.1. Ensure two (2) Force Support Squadron personnel (a primary and alternate) are appointed to retrieve Records of Emergency Data for assigned personnel. **(T-1)** One of the appointed personnel must be the CAR. **(T-1)**

7.2.3.2. The commander ensures a completed appointment letter is sent to AFPC/DPFC within myFSS as requested or when a change in personnel occurs in accordance with instructions on the Air Force Casualty SharePoint site.

7.2.3.2.1. Removes an individual's access to service member's Record of Emergency Data immediately when that individual no longer requires access, by submitting a new appointment letter upon any changes in myFSS. **(T-1)**

7.2.3.2.2. SSN is required on the letter.

7.2.3.2.3. Exception to SSN Reduction Act is based on the service member's Record of Emergency Data program being a legacy system interface.

7.2.4. CAR will:

7.2.4.1. Serve as the installation office of primary responsibility for the overall management of the Record of Emergency Data program. **(T-1)**

7.2.4.2. Provide continuing publicity on the Record of Emergency Data. **(T-1)**

7.2.4.3. Establish local procedures to:

7.2.4.3.1. Educate Military Personnel Flight Commanders of their responsibility to ensure assigned service members complete their Record of Emergency Data immediately upon being gained to their first duty station. This can be accomplished on base or applicable in-processing checklists.

7.2.4.3.2. Ensure hard copy DD Forms 93 are kept until confirming a valid Record of Emergency Data is on file and in their personnel record. **(T-1)**

7.2.4.4. Provide each unit commander a RED report listing from either vMPF or Casualty SharePoint on assigned personnel indicating currency of their Record of Emergency Data at least quarterly. **(T-1) Note**: Listings are updated monthly.

7.2.5. Individual members will:

7.2.5.1. Ensure they have a current service member's Record of Emergency Data on file. **(T-1)**

7.2.5.2. Ensure beneficiary designations agree with any existing wills. **(T-1) Note**: Members should seek advice through the base legal assistance program, as necessary.

7.2.5.3. Update service member's Record of Emergency Data whenever a change occurs in NOK, address, or beneficiary. Air Force Academy Cadet Wing (for cadets only): Establish procedures to ensure cadets complete a RED during in-processing and reviewed annually. **(T-1)** At a minimum, members should update their Record of Emergency Data annually. It is also encouraged updates are made upon reporting to a new duty station, temporary duty in excess of 30 days, prior to all deployments (regardless of length), prior to departure on permanent change of station orders, prior to retirement or separation, marriage/divorce, childbirth.

7.2.6. Military Entrance Processing Station (MEPS):

7.2.6.1. Ensures an interim DD Form 93 is completed for each new Department of the Air Force member, using the most current version of the form.

7.2.6.2. Counsels new members on the importance of the Record of Emergency Data and advises them that they will be required to complete an electronic version of the form during technical training or at their first duty station after receiving their Common Access Card.

7.2.6.3. Advises new members of the need for current NOK information, including addresses, before entering training.

7.2.6.4. For members enlisting at a Military Entrance Processing Station or Military Personnel Flight for training at Basic Military Training, the Military Entrance Processing Station completes the DD Form 93 and sends two copies with original signature to 319 TRS/TPPER, 1561 Stewart Street, Suite 13, Lackland AFB TX 78236-5242.

7.2.6.5. For members enlisting at a Military Entrance Processing Station or Military Personnel Flight for training at Officer Training School (OTS), the Military Entrance Processing Station completes DD Form 93 and sends two copies with original signature to 24 TRS/DPM, 50 Chennault Circle, Maxwell AFB AL 36116-6417.

7.2.7. Officer Training School (OTS)/Commissioned Officer Training (COT) (trainees only):

7.2.7.1. Ensure trainees complete the Record of Emergency Data during in-processing or the earliest date possible after arrival at Officer Training School or Commissioned Officer Training. **(T-1)**

7.2.7.2. Develop procedures to ensure officer trainees have a current Record of Emergency Data on file prior to graduation.

7.2.8. Air Force Academy Cadet Wing (for cadets only): Establish procedures to ensure cadets complete a RED during in-processing and reviewed annually. **(T-1)**

7.2.9. Technical Training Center will:

7.2.9.1. Ensure members have access to virtual Military Personnel Flight and the opportunity to complete and/or update a Record of Emergency Data.

7.2.9.2. Ensure a copy is sent to Automated Records Management System if a DD Form 93 is completed.

7.2.10. Personnel in Support of Contingency Operations will:

7.2.10.1. Assist deployed members (to include civilian and contractors) in accessing virtual Military Personnel Flight to update the service member's Record of Emergency Data. Only in extenuating circumstances will assist a deployed member in completing a DD Form 93 for those without virtual Military Personnel Flight access. **(T-1)**

7.2.10.2. Ensure DD Form 93 are retained until confirming the document is uploaded into Automated Records Management System (military). **(T-1)**

7.2.10.3. Obtain and maintain a copy of Department of Defense civilian and civilian contractor orders (i.e., Contingency Exercise and Deployment and letter of authorization) and DD Form 93 for the period of deployment. **(T-1)**

7.2.11. Members accepting an appointment or enlistment in the Air National Guard or Air Force Reserve:

7.2.11.1. The member's unit or the Military Personnel Section servicing the member's gaining unit assists the member in completing a DD Form 93. Guard units send one signed original to the state or territory adjutant general and keep at least one original in the member's record in Automated Records Management System.

7.2.11.2. Unit procedures must be established to ensure each Air National Guard or Air Force Reserve member has a current Record of Emergency Data on file immediately after being gained into Military Personnel Data System. **(T-1)**

7.2.12. Air Force Reserve Officer Training Corps (AFROTC) Detachments will:

7.2.12.1. Establish procedures to ensure cadets complete a vRED or DD Form 93 prior to departing for field training or anytime a cadet is on official travel orders. **(T-1)**

7.2.12.2. Establish local procedures to ensure all cadets are made aware of virtual Military Personnel Flight and the Record of Emergency Data prior to commissioning. **(T-1)**

7.2.13. Unit Deployment Manager (UDM) will establish procedures to ensure that members have a current (certified annually at a minimum) Record of Emergency Data prior to processing through the Installation Deployment Readiness Cell (IDRC) or Installation Personnel Readiness (IPR) section. **(T-3)** A current RED is defined as the completion date is no earlier than 30 days prior to deployment departure.

Chapter 8

SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI), FAMILY SERVICEMEMBERS' GROUP LIFE INSURANCE (FSGLI), TRAUMATIC INJURY PROTECTION (TSGLI), AND VETERANS' GROUP LIFE INSURANCE (VGLI)

8.1. General Information. This chapter outlines the responsibilities and procedures for SGLI, FSGLI, TSGLI, and VGLI. It also outlines the procedures for SOES affecting SGLI and FSGLI elections, see **paragraph 8.11**.

8.2. Functional Area Responsibilities.

8.2.1. The Office of Servicemembers' Group Life Insurance (OSGLI), 80 Livingston Ave, Roseland, NJ 07068-1733, administers the SGLI, FSGLI, TSGLI, and VGLI programs.

8.2.2. AFPC/DPFC provides Air Force administrative guidance for the SGLI, FSGLI, TSGLI, and VGLI programs to include:

8.2.2.1. Advertising new programs or benefits.

8.2.2.2. Collecting claim forms from Military Personnel Sections or CARs and certifying the claim.

8.2.2.3. Sending the claim form to the OSGLI for processing and payment.

8.2.3. Headquarters, Air Reserve Personnel Center Entitlements Branch 18420 E. Silver Creek Ave, Bldg. 390 MS 68, Buckley AFB, CO 80011, provides procedural and administrative guidance concerning SGLI, FSGLI, TSGLI, and VGLI to members of the Air National Guard and Air Force Reserve.

8.2.4. Defense Finance Accounting Service-IN, Defense Joint Military Pay System, Support Division, (SJGJ), 8899 East 56th Street Indianapolis, IN 46249-1200, provides system support for appropriate Defense Joint Military Pay System transactions.

8.2.5. The Force Support Squadron Commander ensures Military Personnel Section and CAR complies with this instruction. **(T-1)**

8.2.6. The Military Personnel Section/Personnel in Support of Contingency Operations:

8.2.6.1. Manages this program in accordance with this instruction, and the SGLI Handbook. **(T-1)**

8.2.6.1.1. For newly accessed or deployed personnel without MilConnect/SOES access, processes and updates transactions in accordance with DAFI 36-2608, *Military Personnel Records System*, for SGLI programs and in accordance with Force Support Squadron PSDG. **(T-1)**

8.2.6.1.2. Counsels and provides members with the appropriate monthly premium rates, as required. **(T-1)**

8.2.6.1.3. Assists members with completing and submitting the SGLV 8286. **(T-1)**

8.2.6.2. Manages this program in accordance with this instruction and the SOES PSDG.

8.2.6.2.1. Ensures that two (2) Force Support Squadron personnel are appointed, by completing a DD Form 2875, to be Site Security Manager (SSM) in accordance with the SOES PSDG available at the Air Force Casualty SharePoint site. Both Force Support Squadron personnel will also act as the Site Security Manager for Servicemembers' Group Life Insurance Online Enrollment System, granting system access at the installation level administrative users.

8.2.6.2.2. Directs service members with a common access card, except for those exceptional circumstances outlined in the SOES PSDG, to use Servicemembers' Group Life Insurance Online Enrollment System to make all coverage elections (i.e., beneficiary designations, increase, decrease, reinstatement, or cancellation of coverage).

8.2.7. The CAR:

8.2.7.1. Provides initial and periodic service Member's Group Life Insurance training and updates to all assigned Military Personnel Section personnel. **(T-1)**

8.2.7.2. Provides policies and procedures and is the focal point of contact on all service Member's Group Life Insurance matters. **(T-1)**

8.2.7.3. Assists members with completing and submitting the following Veterans Affairs forms, as required:

8.2.7.3.1. SGLV 8283. **(T-1)**

8.2.7.3.2. SGLV 8283A, *Claim for Family Coverage Death Benefits*. **(T-1)**

8.2.7.3.3. SGLV 8284, *Servicemember/Veteran (SGLI/VGLI) Accelerated Benefits Option Form*. **(T-1)**

8.2.7.3.4. SGLV 8284A, *Servicemember Family Coverage (FSGLI) Accelerated Benefits Option Form*. **(T-1)**

8.2.7.3.5. SGLV 8600, *Servicemembers' Group Life Insurance Traumatic Injury Protection Program (TSGLI) Application for TSGLI Benefits*. **(T-1)**

8.2.7.3.6. SGLV 8700. **(T-1)**

8.2.7.3.7. SGLV 8714, *Application for Veterans' Group Life Insurance*. **(T-1)**

8.3. Minimum Counseling Information for Members Making Service Member's Group Life Insurance Elections.

8.3.1. Title 38 USC, Section 1967(d), *Persons insured; amount,* requires special counseling to inform members of their insurance benefits, the rationale behind those benefits, and the general availability of commercial alternatives. It is intended to stimulate consideration of personal insurance requirements in the context of overall estate planning. General, not detailed or comprehensive, information is required by this provision of law. The required counseling should be conducted at the time initial SGLI coverage is elected, even if the automatic maximum level of coverage is retained, and upon the occasion of any election to increase or decrease the level of SGLI coverage in effect. As a minimum, the following information is provided:

8.3.2. Purpose and role of life insurance. Life insurance can serve a number of purposes, but the principal role is to ease the financial burden imposed on survivors when a member dies before achieving the financial strength needed to cover the expenses associated with death and any associated loss of income to those financially dependent on the member. Generally, persons with a family require more insurance during the period of time their family is young. Extra money would be needed to meet childcare, education, and personal expenses for their dependent children. Thus, as their children reach adulthood, their future expenses begin to diminish while their financial strength has increased. As a result, they may need less insurance, having reached a point of long-term financial stability.

8.3.3. Term insurance versus whole life insurance. There are several types of life insurance, but the two principal types are term and whole life. Term insurance covers a limited period of time while whole life covers an indefinite period, or the insured person's whole life. While term insurance may be renewable past the established period of coverage, premiums for the new period will likely be increased to cover the higher risk of death as the insured person gets older. Thus, while people are young, premiums for term insurance are generally low, but can be expected to increase substantially for persons age 60 to 70. Many term policies stop at age 70 or thereabouts. Because the life expectancy for Americans is in the range of 70 to 80 years of age, many people strive to achieve long-term financial stability by that age. They may stop their term policies and rely on their investments and permanent income to meet the limited needs, which remain. SGLI and VGLI are considered to be term-type life insurance policies, they are "renewable for life" unlike many commercial term policies. Premiums for whole life insurance depend on the age at which the policy is purchased, but generally do not increase.

8.3.4. SGLI and VGLI. Another important benefit of SGLI is the ability to convert to VGLI after leaving the military. VGLI can be taken up to the amount of SGLI the member has at the time of separation. It can be retained for life or converted to permanent commercial insurance with the extra costs underwritten by the SGLI program. Unless totally disabled, SGLI coverage will terminate at the end of the 120-day period following separation, but the SGLI level of coverage may be maintained through VGLI. If totally disabled, a member should complete an SGLV 8715, *Servicemembers' Group Life Insurance Disability Extension Application*, and submit it to OSGLI to find out if they qualify for an extension of their SGLI coverage for two (2) years from the date of separation or the date their disability ends, whichever comes first. VGLI can be applied for up to two (2) years following the 120-day period, but evidence of good health will be required. The cost of VGLI increases with each new five-year age group, becoming significantly more expensive after age 65. Thus, VGLI is similar to most other term insurance programs.

8.3.5. Commercial Insurance. Almost anyone on active-duty or in the Ready Reserve should be qualified to buy a commercial life insurance policy at reasonable cost. It all depends on the company and type of policy desired. Many military associations provide term insurance at a group rate. Because they may screen applicants for health and high-risk practices like smoking, flying, parachute jumping, premiums can be fairly competitive, while allowing for some profit. Some associations offer the insurance more as a benefit than as a money-making proposition and this helps keep premiums down. However, the SGLI premiums are the same for everyone, regardless of the risk factors involved and there is no clause for wartime death. Some private policies may not pay in the event of a war casualty or if there is no war clause, the company may not have the financial resources to pay if war casualties are high.

8.3.6. Family Servicemembers' Group Life Insurance (FSGLI). Expands SGLI coverage to insurable spouses and children.

8.3.6.1. If a member is covered under SGLI, spouse and children (including step and adopted) coverage is automatic. Spouse coverage will add an additional cost to the monthly premium. Member may elect to decline or reduce FSGLI for their spouse in writing (SGLV 8286A, *Family Coverage Election*), but children's coverage is free and cannot be declined unless the member is not covered under SGLI.

8.3.6.2. The amount of spouse coverage cannot exceed the amount of coverage held by the member or $100,000, whichever is less. The amount of coverage for children is $10,000 each for each child.

8.3.6.3. Military members married to other military members (Mil-to-Mil) who married prior to 2 January 2013, covered under Servicemembers' Group Life Insurance are automatically enrolled in FSGLI.

8.3.6.3.1. For Mil-to-Mil couples married on or after 2 January 2013, the military member must elect FSGLI coverage for their spouse via the SOES online application. **(T-0)**

8.3.6.3.2. By law, the military member is the sole beneficiary for FSGLI.

8.3.6.4. For Mil–to-Mil couples:

8.3.6.4.1. Only one parent can receive insurance proceeds for a child.

8.3.6.4.2. The beneficiary of the child coverage is the member who first became eligible for SGLI.

8.3.6.4.3. In the event of a stillborn death meeting eligibility criteria, the beneficiary is the mother of the child.

8.3.6.5. The cost for spouse coverage is based on the age of the spouse. Refer to current cost charts provided by Veterans Affairs for current cost information at **www.insurance.va.gov**.

8.3.6.6. Spouse and children's coverage continues free for 120 days from the date of retirement, separation, or termination of coverage by the military member. Spouse coverage can be converted to a permanent civilian policy during the 120-day grace period following termination of coverage. Provisions for conversion to a civilian policy are the same as for SGLI coverage. Coverage for children cannot be converted to a civilian policy.

8.3.6.7. When a covered family member dies, the CAR must verify the qualified family member information and complete the SGLV 8283A and SGLV 8700. **(T-1)** The CAR will forward the completed forms, along with any required documentation to AFPC/DPFC for certification prior to being sent to the Office of Servicemembers' Group Life Insurance for payment.

8.3.6.8. Reserve and Guard units will report the death of a covered family member by sending completed SGLV 8283A and SGLV 8700 to Headquarters, Air Reserve Personnel Center Casualty office for certification prior to being forwarded to OSGLI for payment. **(T-1)**

8.3.6.9. CARs will advise service members to review and update their SGLI election upon life changing events (e.g., Marriage, Divorce, and Death). **(T-1)**

8.4. Military Personnel Section/Force Support Squadron Customer Service Element Actions.

8.4.1. SOES will retain a transactional record of what date the advisory letter was sent to the spouse.

8.4.2. The completed forms serve as the basis for:

8.4.2.1. Establishing payroll deductions.

8.4.2.2. Authorizing collections in a reduced amount or none at all.

8.5. Paper Based Reduction or Cancellation of Insurance.

8.5.1. Members who do not want to be insured or who elect less than the maximum coverage must complete a new SOES election or SGLV 8286. **(T-1) Note**: The spouse is sent a letter of advisory when the member reduces, declines, or elects someone other than the spouse to receive the full Servicemembers' Group Life Insurance benefit.

8.5.2. A member performing duty who is insured and who elects a lesser amount of insurance or no insurance must request a change in writing, signed, and witnessed. **(T-1)**

8.5.2.1. If a legislated increase in coverage occurs, the member will be covered at the full increased amount unless the member completes a new SOES election or SGLV 8286 reducing coverage.

8.5.2.2. A new SOES election or SGLV 8286 must be completed and the original sent to Automated Records Management System for processing. **(T-1)** A paper copy should be kept on file until the Military Personnel Section can see the document in Automated Records Management System.

8.5.2.3. Reduction or cancellation is effective at midnight of the last day of the month in which the Military Personnel Section Customer Service Element receives the form.

8.5.3. During initial accession processing, if a member elects not to be insured or elects less than the maximum coverage, that election is effective immediately.

8.5.4. If the election is made after the initial accession, the election is effective at midnight of the last day of the month in which the Military Personnel Section Customer Service Element receives the form.

8.6. Paper Based Request for Reinstatement or Increase of SGLI.

8.6.1. If a member elects to cancel or reduce SGLI or elects not to be insured under SGLI and later elects to increase the level of coverage, or reinstate coverage, the member must complete and submit a new SOES election or SGLV 8286. **(T-1)**

8.6.2. If all medical questions on the SOES election or SGLV 8286 are answered "NO," the Military Personnel Section performs the following actions:

8.6.2.1. Complete the appropriate update(s) for the new SGLI coverage to initiate withholding of monthly premium deductions effective the date the member completes and submits the SOES election or SGLV 8286.

8.6.2.2. SGLI coverage is updated in Military Personnel Data System.

8.6.2.3. Send SOES election or SGLV 8286 to Automated Records Management System. File a copy of the SOES election or SGLV 8286 until the form appears in Automated Records Management System.

8.6.3. If any of the medical questions on the form are answered "YES," the Military Personnel Section perform the following actions:

8.6.3.1. Keep one copy of the SOES election or SGLV 8286 on file until the medical underwriting decision letter is received.

8.6.3.2. Forward the completed SOES election or SGLV 8286 to the OSGLI for review and decision. Do not complete the Military Personnel Data System transaction until the decision for acceptance or rejection is received from OSGLI.

8.6.3.3. Members submitting SOES election or SGLV 8286 should be informed that when the OSGLI requires additional information, the member is responsible for providing the requested information directly to and within the time prescribed by OSGLI.

8.6.3.4. Both the member and the Military Personnel Section Customer Service Element will be advised of the acceptance or rejection of the application OSGLI.

8.6.3.5. If the application is accepted, the Military Personnel Section will:

8.6.3.5.1. Complete the appropriate Military Personnel Data System transaction.

8.6.3.5.2. The effective date of coverage is the date the member signed the completed SOES election or SGLV 8286.

8.6.3.5.3. Send the SOES election or SGLV 8286 and the medical underwriting letter to Automated Records Management System and keep a paper copy on file until the new form is reflected in Automated Records Management System.

8.6.3.6. If the application is rejected:

8.6.3.6.1. Advise the member of the rejection.

8.6.3.6.2. Send a copy of the SOES election or SGLV 8286/8286A and the medical underwriting letter to Automated Records Management System and keep a paper copy on file until the new form is reflected in Automated Records Management System.

8.7. Servicemembers' Group Life Insurance Beneficiaries.

8.7.1. An insured member may designate as principal beneficiary or contingent beneficiary any person, firm, corporation, or legal entity (including the member's estate), individually or as a trustee.

8.7.2. The following are guidelines to be used in the preparation of the SOES election or SGLV 8286:

8.7.2.1. A member should be encouraged to name a specific beneficiary. Use of the "By Law" designation should be discouraged.

8.7.2.2. If a member does not want to designate a specific beneficiary but prefers the proceeds to be paid in the order of precedence, the member should enter "By Law" by his or her own hand (printed or cursive) in the appropriate space in **part 2** of the form.

8.7.2.2.1. The insurance proceeds will automatically be paid in the following order of precedence:

8.7.2.2.1.1. Surviving spouse of member.

8.7.2.2.1.2. Child or children of the member, in equal shares, with the share of any deceased child to be distributed among the descendants of that child. **Note**: Payment cannot be made to minor children without the establishment of a guardian and can delay payment. The guardian will control the funds payable to a minor child.

8.7.2.2.1.3. Parents in equal shares, or all to the surviving parent. **Note**: Biological parents are not always who the member intended to receive the proceeds, and in cases of abandonment, they are not always recognized as legal parents. Claim disputes involving the recognition of "rightful" parents can be avoided by discouraging the use of "By Law" designations and listing the parent(s) by name.

8.7.2.2.1.4. A duly appointed executor or administrator of the member's estate.

8.7.2.2.1.5. Other qualified family members.

8.7.3. When a member is likely to be survived by a spouse, children, or parents and member designates some other person or entity as beneficiary, Military Personnel Section Customer Service Element:

8.7.3.1. Counsels the member to the fact that the Servicemembers' Group Life Insurance law was specifically designed to provide some form of security for spouse, children, or parents. **(T-3)**

8.7.3.2. Encourages the member to designate spouse, children, or parents as beneficiaries. **(T-3)**

8.7.3.3. Advises married members that a letter of advisory will be sent to their spouse, if they elected to decline or reduce coverage or designate someone other than their spouse to receive Servicemembers' Group Life Insurance benefits. **(T-3)**

8.7.3.4. Under no circumstances should a member be compelled to designate any beneficiary.

8.7.4. When a member wishes to name minors as beneficiaries such as the member's own children, nephews, nieces, etc., the member should be advised that the proceeds of the insurance cannot be paid to a minor beneficiary, other than a minor surviving spouse, without a court-appointed guardian of the children's financial estates.

8.7.4.1. The appointment of a guardian is often time-consuming and costly, which may delay the payment of proceeds.

8.7.4.2. The amount of the proceeds can be materially reduced by the payment of court costs, attorney fees, and expenses incurred by the guardian. One way to avoid such complications and expense is to designate a pre-appointed trustee of the minor beneficiary.

8.7.4.3. Advise beneficiaries to consult with their servicing legal assistance office, personal financial advisor, or civilian attorney if they should have legal or financial questions about their designations.

8.8. Accelerated Benefit Option (ABO). Anyone who is insured by SGLI or VGLI and whose life expectancy is nine months or less may be eligible for the Accelerated Benefit Option. Up to 50 percent of the face value of the SGLI or VGLI coverage may be paid as an accelerated benefit. The accelerated benefits are paid in a lump sum only and are exempt from taxation. If an insured wants less than 50 percent of the face value, it will be paid in $5,000 increments only. Once an election becomes effective (by cashing or depositing the Accelerated Benefit payment), it cannot be revoked. A member is not eligible for additional Accelerated Benefits.

8.8.1. Service members with FSGLI coverage have access to up to 50 percent of the face value of the spousal coverage through the ABO. The ABO is available in $5,000 increments. In order to qualify, the spouse must have a life expectancy of nine months or less. This benefit will be paid only to the service member.

8.8.2. Personnel wanting to claim this benefit should have their provider complete page three of the SGLV 8284/8284A or provide a letter from their attending physician to OSGLI stating the member or spouse has a life expectancy of less than nine months.

8.8.3. If accelerated benefits are paid, the remaining SGLI, VGLI, or FSGLI coverage will be reduced accordingly with the amount of accelerated benefits paid and the insured must continue to pay premiums on the remaining coverage. When accelerated benefits are paid, a new Form SGLV 8286/8286A for the remaining coverage must be completed and certified in SOES. **(T-1)**

8.9. Election for Method of Payment of Insurance Proceeds.

8.9.1. An insured member may elect the proceeds of SGLI be paid to the beneficiary in a lump-sum payment or in 36 equal monthly installments. An insured member may also change the method of settlement at any time without the consent of the beneficiary.

8.9.2. If the insured member elects a lump-sum payment or makes no election, the beneficiary may choose either the lump-sum settlement either through the Prudential Alliance Account check, electronic funds, or 36 monthly installments.

8.9.3. If the insured member elects 36 monthly installments, the beneficiary may not elect a lump-sum payment.

8.9.4. For additional information refer to the Veterans Affairs website: **http://www.benefits.va.gov/insurance**.

8.10. Servicemembers' Online Enrollment System (SOES).

8.10.1. SOES is a self-service application used as the primary method for service members to make changes to their SGLI and FSGLI elections, 24 hours a day, seven days a week, 365 days a year.

8.10.2. The Defense Enrollment Eligibility Reporting System (DEERS) database is the authoritative source for dependent eligibility for FSGLI and feeds SOES. Members must update dependent data in DEERS to make spousal FSGLI elections. **(T-1)**

8.10.2.1. Pay transaction will flow to appropriate Defense Finance Accounting Service pay system for premium deductions and updates.

8.10.2.2. Premium discrepancies will be resolved in accordance with **paragraph 8.12**.

8.10.3. All Service members meeting full-time coverage eligibility will manage their insurance coverage information by accessing SOES via the Department of Defense milConnect portal (**https://www.dmdc.osd.mil/milconnect/**). **(T-1)**

8.10.3.1. Service members will access SOES at least annually to recertify their coverage and beneficiary elections. Service members will also recertify their coverage and beneficiary elections prior to deployment, PCS, or when a life changing event occurs (marriage, divorce, childbirth, etc.).

8.10.3.2. Use of the Form SGLV 8286 is only permissible in emergent situations where a member is unable to access SOES as outlined in the SOES PSDG.

8.10.3.3. Members with part-time SGLI coverage will continue to use SGLV Form 8286.

8.10.3.4. Newly accessed service members will update SOES with validating desired coverage levels and beneficiary information at their first duty station when proper credentials are fully available for system access.

8.10.4. SOES provides Force Support Squadron personnel and commanders with the ability to monitor members SGLI elections and key SGLI data for an entire unit or a single individual.

8.10.5. Force Support Squadron Site Security Manager personnel will provide appropriate access to unit leaders enabling units to generate an organization status report with their members' SGLI coverage information.

8.10.6. Produces spousal notifications letters in accordance with 38 USC, Chapter 19, Subchapter III, §1967.

8.11. Processing Requests for SGLI Premium Reimbursement. When a member claims SGLI premium deductions exceed the level of intended coverage, review the member's SOES election or SGLV 8286, and Defense Finance Accounting Service Military Leave and Earnings Statement (LES).

8.12. Application for Correction of Military Record. When a member requests reimbursement for overpayment of premium deductions for any reason other than the Military Personnel Section erroneously updating the wrong election, and all other administrative remedies are exhausted, the member should:

8.12.1. Complete DD Form 149, *Application for Correction of Military Record*.

8.12.2. Mail the DD Form 149 to the Secretary of the Air Force, Review Board Office (SAF/MRBC), 1500 West Perimeter Road, JB-Andrews NAF Washington, MD 20762-7002.

8.13. Traumatic Servicemembers' Group Life Insurance (TSGLI).

8.13.1. TSGLI provides automatic traumatic injury, providing short-term financial assistance to severely injured service members and veterans to assist them in their recovery. The program began on 1 December 2005. Details of the OSGLI and Veterans Affairs programs are provided in the TSGLI procedural guide (see **Attachment 1**). All definitions, regulations, and final determinations are under the authority of OSGLI.

8.13.1.1. This benefit is also provided retroactively for service members who incurred severe losses as a result of traumatic injuries incurred between 7 October 2001, and 30 November 2005, regardless of the geographic location where the injury occurred, and regardless of whether SGLI coverage was in effect at the time of injury.

8.13.1.2. The *TSGLI procedural guide* and SGLV 8600, and the *Casualty Operations Guide* provides detailed information on eligibility requirements for members applying for losses in this category.

8.13.2. TSGLI provides insurance coverage for injuries incurred on or off duty, regardless of combat status. There are five (5) requirements that must be met by the member to ensure a TSGLI payment:

8.13.2.1. The member must be insured under full-time SGLI in any amount at the time of the traumatic injury. **(T-0)** TSGLI coverage applies to Regular, Air National Guard, and Air Force Reserve members, funeral honors duty, and one-day muster duty.

8.13.2.1.1. Part-time TSGLI covers the member only during the actual days of duty and while proceeding directly to and returning directly from their scheduled duty.

8.13.2.1.2. Members eligible for part-time coverage become eligible for full-time coverage when they perform Active-duty or Active-duty training, under calls or orders that specify 31 days or more.

8.13.2.2. The member must incur a scheduled loss and that loss must be a direct result of a traumatic injury that results from a traumatic event. **(T-0)** The schedule of losses and applicable program definitions may be found in the TSGLI procedural guide.

8.13.2.3. The member must have suffered the traumatic injury, as defined in the TSGLI procedural guide, prior to midnight of the day that the member separates from the uniformed services or active-duty orders end. **(T-0)**

8.13.2.4. The member must suffer a scheduled loss within two years (730 days) of the traumatic event, as defined in the TSGLI procedural guide. **(T-0)**

8.13.2.5. The member must survive for a period of not less than seven (7) full days from the date of the traumatic event. **(T-0)** The seven-day period begins on the date and time of the traumatic event, as measured by Zulu [Greenwich Meridian] time and ends 168 full hours later.

8.13.3. Exceptions to eligibility can be found in the TSGLI procedural guide. Injuries caused by the following are excluded from eligibility:

8.13.3.1. A mental disorder.

8.13.3.2. A mental or physical illness or disease, not including illness or disease caused by a pyogenic infection, biological, chemical, or radiological weapon, or accidental ingestion of a contaminated substance.

8.13.3.3. Attempted suicide.

8.13.3.4. Self-inflicted wounds.

8.13.3.5. Diagnostic procedures, preventive medical procedures such as inoculations, medical or surgical treatment for an illness or disease, or any complications arising from such procedures or treatment.

8.13.3.6. The members' willful use of an illegal or controlled substance, unless administered or consumed on the advice of a medical professional.

8.13.3.7. Injuries sustained while committing, or attempting to commit, a felony.

8.13.4. Beneficiary(ies) of TSGLI:

8.13.4.1. If the member is deemed incompetent, payment will be made to the guardian, power of attorney, or military trustee.

8.13.4.2. If the member dies after qualifying for payment, the payment will be made to the member's listed SGLI beneficiary(ies). The member must survive for seven (7) days (168 hours) from the date of the traumatic event and suffer a scheduled loss to be eligible for TSGLI. **(T-0)**

8.13.4.3. Payment of TSGLI benefits will be in accordance with the published schedule of losses in Title 38 CFR Section 9.20, *Traumatic Injury Protection*. The OSGLI issues payments after a claim is certified for by AFPC/DPFC.

8.13.4.4. Payment details are discussed at the time of application with the CAR. Additional details are located in the TSGLI procedural guide.

8.13.5. The CAR:

8.13.5.1. Is the focal point of contact on all TSGLI matters. Duties include, but are not limited to:

8.13.5.1.1. Establishing policies and procedures to ensure the Medical Treatment Facility notifies the CAR of all traumatic events.

8.13.5.1.2. Providing TSGLI annual training for assigned Medical Treatment Facility physicians, medical case managers, social workers, commanders, first sergeants and Air Force Recovery Care Coordinators. **(T-1)**

8.13.5.1.3. Should counsel and assist eligible participants and/or NOK in filing TSGLI claims. **(T-1)**

8.13.5.1.4. Providing potential qualifying members with SGLV 8600 and program material.

8.13.5.2. Reviewing completed SGLV 8600 ensuring SGLI eligibility, required signatures are obtained, and all applicable items are completed accurately and legibly. **Note**: If the service member is currently medically incapacitated and unable to apply or receive TSGLI payment, the CAR will ensure medical authority completes the SGLV 8600, Part B, Section 6, annotating the inability.

8.13.5.3. Forwarding completed SGLV 8600 and supporting medical documentation to AFPC/DPFC.

8.13.6. AFPC/DPFC:

8.13.6.1. Reviews all claims for accuracy and validation. **(T-1)**

8.13.6.2. Determines if additional information is needed from the member or physician and, if needed, contacts the assisting CAR to obtain information.

8.13.6.3. Determines if the claim requires an additional medical assessment, and if needed, forwards the claim to appointed TSGLI medical representative.

8.13.6.4. Completes the TSGLI claim certification worksheet with required certification signature and forwards all claims to OSGLI for processing and/or payments.

8.13.6.5. Completes adjudicated claim and decision letter. Forwards decision letter to the member and OSGLI.

8.13.7. TSGLI Claim Appeals:

8.13.7.1. AFPC/DPFC drafts and distributes initial claim denial letter to the service member in accordance with guidance outlined in the TSGLI Policy Manual.

8.13.7.2. AFPC/DPFC drafts and distributes second level appeal to AFPC/DPFD for approval or disapproval. AFPC/DPFC sends decision letter to the service member and OSGLI for processing and/or payments.

8.13.7.3. Air Force Board of Correction for Military Records is the third level appeals authority for TSGLI and establishes procedures to adjudicate these appeals. For more information see **https://www.afpc.af.mil/Career-Management/Military-Personnel-Records/**.

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Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

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Title 38, CFR Chapter I, Part 9, Section 9.20., *Traumatic Injury Protection*

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Title 5, USC Section 5565, *Agency review*

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Title 10, USC Chapter 75, *Deceased Personnel*, Sections 1475-1489

Title 10, USC Chapter 76, *Missing Persons*, Sections 1501-1513

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AFI 33-332, *Air Force Privacy and Civil Liberties Program,* 10 March 2020

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DAFI 36-167, *Civilian Survivor Assistance*, 18 April 2023

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DAFI 36-2903, *Dress and Personal Appearance of Air Force Personnel,* 14 March 2024

DAFI 36-2910, *Line of Duty (LOD) Determination, Medical Continuation (MEDCON), and Incapacitation (INCAP) Pay*, 28 September 2022

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DAF Form 484, *Missing Person(s) Supplementary Report*

DAF Form 1075, *Casualty Personnel Roster*

DAF Form 4455, *Emergency Family Member Travel (EFMT) Form*

DAF Form 4456, *Privacy Act Release (PAR)*

Adopted Forms

AF Form 9, *Request for Purchase*

AF Form 348, *Line of Duty Determination*

AF Form 469, *Duty Limiting Condition Report*

DAF Form 623, *Individual Training Record Folder*

DAF Form 847, *Recommendation for Change of Publication*

AF Form 1315, *Accident Report*

DAF Form 1613, *Statement of Service*

DD Form 4, *Enlistment/Reenlistment Document Armed Forces of the United States*

DD Form 93, *Record of Emergency Data*

DD Form 149, *Application for Correction of Military Record*

DD Form 175, *Military Flight Plan*

DD Form 214, *Certificate of Release or Discharge from Active-duty*

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Abbreviations and Acronyms

ABO—Accelerated Benefit Option

AD—Active-duty

ADT—Active-duty for Training

AF—Air Force

AFFF—Air Force Families Forever

AFI—Air Force Instruction

AFOSI—Air Force Office of Special Investigations

AFPC—Air Force Personnel Center

AFPC-OPLOC—Air Force Personnel Center, Operating Location

AFR—Air Force Reserve

AFROTC—Air Force Reserve Officer Training Corps

AMC—Air Mobility Command

ANG—Air National Guard

ARC—Air Reserve Component

ARMS—Air Force Personnel Center Automated Records Management System

ARPC—Air Reserve Personnel Center

AWOL—Absent Without Leave

CACO—Casualty Assistance Coordinator

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CJCS—Chairman of the Joint Chiefs of Staff

CCB—Configuration Control Board

CMS—Case Management System

CONUS—Continental United States

CRC—Community Readiness Consultant

CRS—Community Readiness Specialist

DAF—Department of the Air Force

DAFI—Department of the Air Force Instruction

DAFMAN—Department of the Air Force Manual

DAFPD—Department of Air Force Policy Directive

DAF-SL—Department of the Air Force-Senior Leader

DAO—Defense Attaché Office

DAV—Deployment Availability Code

DCIPS—Defense Casualty Information Processing System

DPCIPS-CM—Defense Casualty Information Processing System-Case Management

DCIPS-CR—Defense Casualty Information Processing System-Casualty Reporting

DD—Department of Defense

DEERS—Defense Enrollment Eligibility Reporting System

DFAS-IN—Defense Finance and Accounting Service-Indianapolis Center

DIC—Dependency and Indemnity Compensation

DNA—Deoxyribonucleic Acid

DoD—Department of Defense

DoDI—Department of Defense Instruction

DPAA—Defense Prisoner of War/Missing in Action (POW/MIA) Accounting Agency

DSN—Defense Switched Network

DUSTWUN—Duty Status-Whereabouts Unknown

EAWUN—Excused Absence Whereabouts Unknown

EFMT—Emergency Family Member Travel

FAR—Family Assistance Representative

FLDCOM—Field Command

FLO—Family Liaison Officer

FOIA—Freedom of Information Act

FSGLI—Family Member Servicemembers' Group Life Insurance

FSO—Financial Services Office

FSS—Force Support Squadron

FTNGD—Full-Time National Guard

GOV—Government Owned Vehicle

GS—General Schedule

GSU—Geographically Separated Unit

HIPAA—Health Insurance Portability and Accountability Act

IAW—In Accordance With

IDT—Inactive-Duty Training

IDRC—Installation Deployment Readiness Cell

INCAP—Incapacitation

IPR—Installation Personnel Readiness

IMA—Individual Mobilization Augmentee

IRS—Internal Revenue Service

JPRA—Joint Personnel Recovery Agency

JTR—Joint Travel Regulation

LES—Leave and Earnings Statement

LOD—Line of Duty

MACE—Military Acute Concussion Evaluation

MAJCOM—Major Command

MDG—Medical Group

MEDCON—Medical Continuation

M&FRC—Military and Family Readiness Center

MEPS—Military Entrance Processing Station

MIA—Missing in Action

MTF—Medical Treatment Facility

myFSS—my Force Support Squadron (Customer Relationship Management Portal)

NAF—Non-Appropriated Funds

NCO—Noncommissioned Officer

NOD—Notification of Death

NOK—Next of Kin

NLT—No Later Than

NSLI—National Service Life Insurance

NSI—Not Seriously Ill or Injured

OCONUS—Outside Continental United States

OPR—Office of Primary Responsibility

OSD—Office of the Secretary of Defense

OSGLI—Office of Servicemembers' Group Life Insurance

OSI—Office of Special Investigations

OTS—Officer Training School

PA—Public Affairs

PAC—Pay and Allowance Continuation

PAR—Privacy Act Release

PCS—Permanent Change of Station

PERSCO—Personnel in Support of Contingency Operations

PNOK—Primary Next of Kin

POTUS—President of the United States

POW—Prisoner of War

PSDG—Personnel Services Delivery Guide

PSDM—Personnel Services Delivery Memorandum

RCSBP—Reserve Component Survivor Benefit Plan

RED—Record of Emergency Data

RegAF—Regular Air Force

RMC—Returned to Military Control

RSFPP—Retired Servicemen's Family Protection Plan

ROTC—Reserve Officer Training Corps

SAAR—System Authorization Access Request

SBP—Survivor Benefit Plan

SCO—Summary Court Officer

SDVI—Service Disabled Veterans Insurance

SECAF—Secretary of the Air Force

SERE—Survival, Evasion, Resistance and Escape

SF—Standard Form

SGLV—Servicemembers' Group Life Insurance Election and Certificate

SGLI—Servicemembers' Group Life Insurance

SI—Seriously Ill or Injured

SJA—Staff Judge Advocate

SNOK—Secondary Next of Kin

SOES—Servicemembers’ Group Life Insurance Online Election System

SOFA—Status of Forces Agreement

SORN—System of Record Notice

SPD—Standard Position Description

SSN—Social Security Number

TSGLI—Traumatic Servicemembers’ Group Life Insurance

TSP—Thrift Savings Plan

UDM—Unit Deployment Manager

UIF—Unfavorable Information File

USC—United States Code

USO—United Service Organization

USSF—United States Space Force

VA—Department of Veterans Affairs

VARO—Veterans Affairs Regional Office

VGLI—Veterans Group Life Insurance

VIP—Very Important Person

vMPF—Virtual Military Personnel Flight (Suite of Applications)

vRED—Virtual Record of Emergency Data

VSI—Very Seriously Ill or Injured

Office Symbols

AF/A1—Deputy Chief of Staff for Manpower, Personnel, and Services

AF/A1S—Directorate of Air Force Services

AF/A1SA—Military and Family Care Division of Air Force Services

AF/A1SAZ—Air Force Warrior and Survivor Care

AF/CVAI—Air Force, Foreign Liaison Division

AFPC/DP2LT—Air Force Personnel Center Career Intermission Program

AFPC/DPCBB (BEST)—Air Force Personnel Center Civilian Benefits and Entitlements Branch

AFPC/DPF—Air Force Personnel Center Directorate of Family Care

AFPC/DPFC—Air Force Personnel Center Casualty Matters Division

AFPC/DPFCM—Casualty Sustainment Branch

AFPC/DPFCS—Casualty Operations Branch

AFPC/DPFW—Air Force Personnel Center Warrior and Survivor Care Division

AFPC/DPSTSB—Air Force Personnel Center Benefits and Entitlements Section

AF/JA—Air Force Judge Advocate General

AFPC/PA—The Air Force Personnel Center Public Affairs

AF/RE—Chief of Air Force Reserve

AF/RESOMO—Reserve Senior Officer Management Office

AF/SG—Air Force Surgeon General

AMC TACC/XOGC—Headquarters Air Mobility Command Tanker Airlift Control Center, Aerial Port Control Center

ANG/A3XC—Air National Guard Readiness Center Operations Center

ARPC/DPTTB—Air Reserve Personnel Center Casualty Services Team

FSS/CC—Force Support Squadron Commander

HQ AFPC/DPP—Headquarters Air Force Personnel Center Directorate of Personnel Pay

MDG/CC—Medical Group Commander

MTF/CC—Medical Treatment Facility Commander

NGB/A1PS—Air National Guard, Customer Support and Policy Branch

NGB/A1XS—National Guard Bureau Services Readiness Division

NGB/CF—Director of the Air National Guard

NGB/GC—National Guard Bureau, General Council

OPM—Office of Personnel Management

OSD/PA—Office of the Secretary of Defense Public Affairs

SAF/IAPA—Secretary of the Air Force International Airmen Division

SAF/FMF—Deputy Assistant Secretary for Financial Operations

SAF/FMFC—Air Force Accounting and Finance Office

SAF/MR—Manpower and Reserve Affairs

SAF/MRBC—Secretary of the Air Force Review Board Office

SAF/PA—Secretary of the Air Force Public Affairs

USAFSAM/PHR—United States Air Force School of Aerospace Medicine, Epidemiology Consult Service Division

Terms

Note—These definitions are for the purpose of this DAFI only. See the *DoD Dictionary of Military and Associated Terms* for the official DoD definition of many of these terms. Throughout this DAFI, the word "member" refers to military or retired personnel and the word "person" refers to either civilian or military personnel.

Active Air Force—Members of the Regular Air Force, United States Air Force Academy Cadets, and Air National Guard and United States Air Force Reserve members serving on extended active-duty (i.e., they are assigned to an active-duty unit and their accountability is against active force strength).

Active-duty—Applies to members serving full-time duty in the active military service of the United States. It includes members of the Reserve Component serving on active-duty or full-time training duty, but does not include full-time National Guard duty. The term Inactive-duty for Training (IDT) does not apply to this definition when considering healthcare eligibility. See AFI 36-2115, for more details.

Active-duty for Training (ADT)—A tour of active-duty which is used for training members of Reserve components to provide trained units and qualified persons to fill the needs of the Armed Forces in times of war or national emergency and such other times as the national security requires. The member is under orders that provide for return to non-active status when the period of active-duty for training is completed. It includes annual training, special tours of active-duty for training, school tours, and the initial duty for training performed by non-prior service enlistees. ADT for Air National Guard is always performed in a Title 10 USC federal status and may be referred to as annual training, special training, formal school training, and initial active-duty for training. Active-duty for training can be training under Title 10, USC, Section 12301(b). This duty may satisfy the requirement for an individual to perform 15 days of active service for training per fiscal year.

Active Service—Service on active-duty or full-time National Guard duty.

Air Force Reserve—The Air Force Reserve is a reserve component of the Air Force to provide a reserve for active-duty. It consists of the members of the officers' section of the Air Force Reserve and of the enlisted section of the Air Force Reserve. It includes all Reserves of the Air Force who are not members of the Air National Guard of the United States. The purpose of each reserve component is to provide trained units and qualified persons available for active-duty in the armed forces, in time of war or national emergency, and at such other times as the national security may require, to fill the needs of the armed forces whenever more units and persons are needed than are in the regular components.

Air Force Reserve Officer Training Corps—A program by which fully qualified and selected college students can earn a commission in the United States Air Force Reserve while completing undergraduate studies.

Air National Guard—A reserve component of the Air Force. Membership in the ANGUS is acquired by enlistment in the federally recognized ANG of the State and concurrent enlistment as Reserve of the Air Force in the same grade.

Annuity—The monthly or annual payment a beneficiary receives.

Alternate CAR—person assigned by the FSS/CC to perform casualty reporting, notification and assistance in the absence of the CAR and during a Mass Casualty.

Automated Records Management System—The Air Force repository and document management system for the service members. The system is an automated tool for the storage, retrieval, and life-cycle management of service members.

Beneficiary—The individual who is entitled to receive certain benefits either by law or written designation of the service member.

Casualty Assistance Representative (CAR)—The person at the Air Force installation responsible to perform reporting and provide assistance to the families of ill, injured, DUSTWUN, missing, or deceased members.

Casualty Augmentation Support Team (CAST)—A group of individuals trained in casualty reporting, notification, and assistance procedures that help the CAR and other casualty personnel. The size of the team is at the FSS Commander's discretion and depends on the size and mission of the installation it serves.

Casualty Status—Used to classify a casualty for reporting purposes. There are six casualty statuses: deceased, DUSTWUN, missing, very seriously ill or injured (VSI), seriously ill or injured (SI), or not seriously ill or injured (NSI).

Casualty Type—Used to identify a casualty for reporting purposes as either a hostile casualty or a non-hostile casualty.

Chain Of Command—For the purpose of this instruction, chain of command includes not only the succession of commanding officers from a superior to a subordinate through which command is exercised, but also the succession of officers, enlisted or civilian personnel through which administrative control is exercised including supervision and rating performance.

Civilian Employee—A civilian employee hired in the US and assigned overseas. The Air Force pays civilian employees from the Department of the Air Force or DoD appropriated or non-appropriated funds. A civilian employee must be either a U.S. citizen or a permanent resident alien not a foreign national.

Community Readiness Consultant or Specialist—A professional employee in the Military and Family Readiness Center that provides social services related to non-medical counseling, financial assistance or counseling, employment and transition counseling, readiness and relocation information or planning assistance, and providing referrals to agencies in the local community to assist with a multitude of family needs.

Company Grade Officers—Officers in the rank of first lieutenant, second lieutenant, and captain.

Conclusive Evidence—Evidence that cannot be contradicted by other available information. In regards to death, recovery of remains is not required as conclusive evidence of death in situations where remains cannot be recovered and chance of survival is deems impossible.

Continental United States (CONUS)—United States territory, including the adjacent territorial waters, located within North America between Canada and Mexico. When used for ANG casualties, the term applies to the geographical limits of the 50 states and the District of Columbia, Puerto Rico, Guam, and the Virgin Islands.

Contingency Operation—Title 10 USC, Section 101(a) **Paragraph 13** defines a contingency operation as: a military operation that is designated by the Secretary of Defense as an operation in which members of the Armed Forces are or may become involved in military actions, operations, or hostilities against an enemy of the United States or against an opposing military force; or a military operation that results in the call or order to, or retention on, active-duty of members of the uniformed services under sections 688, 12301 (a), 12302, 12304, 12304a, 12305, or 12406 of Title 10, **chapter 15** of Title 10, or any other provision of law during a war or during a national emergency declared by the President or Congress.

Current Record of Emergency Data—A RED that has a competition date that is within 30 days of the required purpose it must be updated.

Date of Separation—A date established according to law or policy for termination of active service.

Death Certificate (Military)—The official DD Form 1300, Report of Casualty, published by Headquarters, United States Air Force. The DD Form 1300 is used to provide an official record of the death of a military member. The form may be used in place of a civilian death certificate when proof of death is necessary. Government agencies and most commercial life insurance companies use the DD Form 1300 as the basis for paying benefits. It may be used to facilitate the cashing of bonds or in the settlement of any other claim in which proof of death is required.

Deceased—A casualty status applicable to a person who is either known to have died, determined to have died on the basis of conclusive evidence, or declared to be dead on the basis of a presumptive finding of death. The recovery of remains is not a prerequisite to determining or declaring a person deceased.

Defense Casualty Information Processing System-Case Management (DCIPS-CM)—An electronic system used to collect and manage benefits and entitlements of each dependent, and/or beneficiary.

Defense Casualty Information Processing System-Casualty Reporting (DCIPS-CR)—The web-based application that provides CARs the ability to record, store, and submit casualty information.

Defense Finance and Accounting Service-Indianapolis Center (DFAS-IN)—The agency that administers all Air Force pay accounts.

Department of Veterans Affairs (VA)—The agency that administers all VA programs and survivors' annuities.

Deployment Order—A directive for the deployments of forces for operations or exercises.

Duty Status—Status in which a member serves, under Title 10, USC or Title 32, USC at the time the member becomes a casualty. Used to determine eligibility for survivor benefits and entitlements. As defined in USC Title 10 as: (1) The term "active-duty" means full-time duty in the active military service of the United States. Such term includes full-time training duty, annual training duty, and attendance, while in the active military service, at a school designated as a service school by law or by the Secretary of the military department concerned. Such term does not include full-time National Guard duty. (2) The term "active-duty for a period of more than 30 days" means active-duty under a call or order that does not specify a period of 30 days or less. (3) The term "active service" means service on active-duty or full-time National Guard duty. (4) The term "active status" means the status of a member of a reserve component who is not in the inactive Army National Guard or inactive Air National Guard, on an inactive status list, or in the Retired Reserve. (5) The term "full-time National Guard duty" means training or other duty, other than inactive-duty, performed by a member of the Army National Guard of the United States or the Air National Guard of the United States in the member's status as a member of the National Guard of a State or territory, the Commonwealth of Puerto Rico, or the District of Columbia under sections 316, 502, 503, 504, or 505 of title 32 for which the member is entitled to pay from the United States or for which the member has waived pay from the United States. (6) The term "active Guard and Reserve duty" means active-duty performed by a member of a reserve component of the Army, Navy, Air Force, or Marine Corps, or full-time National Guard duty performed by a member of the National Guard pursuant to an order to fulltime National Guard duty, for a period of 180 consecutive days or more for the purpose of organizing, administering, recruiting, instructing, or training the reserve components.

Excused Absence–Whereabouts Unknown (EAWUN)—An administrative status, applicable only to civilian personnel, that is used when the responsible commander suspects the employee may be a casualty, whose absence is involuntary, but does not feel sufficient evidence currently exists to make a determination of missing or deceased.

Family Assistance Representative (FAR)—An individual, appointed by the commander who facilitates support between the Department of the Air Force and the family. Acts as a liaison to seek subject matter experts (SMEs) to address family needs that may include resources, services or information following the death of a member.

Family Housing—On-base and off-base government-owned, -leased and -controlled residential dwellings provided for eligible military and civilian members and their families. **Note**: Generally, in foreign areas housing is owned by the host nation and controlled by the U.S. government.

Family Liaison Officer (FLO)—An individual appointed by the commander, to assist seriously wounded, ill and injured Service members, and their families. Serves as a facilitator‖ assisting the member and their family navigate the various agencies involved in recovery, rehabilitation and reintegration.

Foreign Nation—Any geographic area (land, water, and airspace) that is under the jurisdiction of one or more foreign governments; any area under military occupation by the United States alone or jointly with any other foreign government; and any area that is the responsibility of an international organization of governments. “Foreign nation” includes contiguous zones and fisheries zones of foreign nations. “Foreign government” in this context includes governments regardless of whether recognized by the United States, political factions, and organizations that exercise governmental power outside the United States. See 32 CFR Section 187.

Foreign Nationals—Military or civilian members of a foreign nation or its territories or possessions authorized to be in the United States while visiting Department of the Air Force activities, serving with the Air Force or Space Force on an exchange basis, undergoing training under the jurisdiction of the Air Force or Space Force, or otherwise under the auspices of the Department of Air Force.

Friendly Fire—In casualty reporting, a casualty circumstance applicable to persons killed in action or wounded in action mistakenly or accidentally by friendly forces actively engaged with the enemy, who are directing fire at a hostile force or what is thought to be a hostile force.

Full-Time National Guard Duty (FTNGD)—Training or other duty, other than inactive-duty, performed by a member of the Air National Guard of the United States under Title 32, USC Sections 316, 502, 503, 504, or 505. FTNGD does not include inactive-duty training. FTNGD is always performed in Title 32, USC status and may only be performed in the United States to include Alaska and Hawaii, and United States territories to include the Commonwealth of Puerto Rico and the District of Columbia. It includes active Guard or Reserve duty; annual training, special training, formal training, and active-duty for special work performed in a Title 32, USC status. This duty may satisfy the requirement for an individual to perform 15 days of active service for training per fiscal year. See Title 10, USC Section 101[d][5].

Home Installation—The unit where the Air Force or Space Force permanently assigns a member or the member's permanent duty station if temporarily assigned to another unit (i.e., air attachés). For a member on a permanent change of station move, the Department of the Air Force considers the last assigned unit the member's home installation until the member joins the new unit.

In Loco Parentis—Any person(s) who act in place of the member’s parent(s) for a period of not less than one year at any time before the member entered on active-duty.

Inpatient—An inpatient is defined as an individual who is admitted to an acute care facility such as a hospital. There are times when a patient is formally admitted to the hospital but, for whatever reason, is either discharged or transferred before the census taking hour (midnight).

Installation Commander—The individual responsible for all operations performed by an installation.

Individual Mobilization Augmentee—An individual filling a military billet identified as augmenting the active component structure of the Department of Defense or other departments or agencies of the U.S. Government, which must be filled to support mobilization (including pre- and post-mobilization) requirements, contingency operations, operations other than war, or other specialized or technical requirements for fill with individual members of the Selected Reserve.

Mass Casualty—Any large number of casualties produced in a relatively short period of time, usually as the result of a single incident such as a military aircraft accident, hurricane, flood, earthquake, or armed attack that exceeds local logistic support capabilities.

Medical Progress Report (MPR)—Provides updates or changes to a member’s diagnosis, prognosis, or status.

Next of Kin (NOK)—Generally the person most closely related to the casualty is considered primary NOK for disposition of remains, personal effects, and the release of records to secondary NOK and third parties. The un-remarried surviving spouse is primary NOK. The term surviving spouse does not include one who obtained a divorce from the decedent (at any time). Other NOK and interested parties are recognized in the following order:

(a) Natural and adopted children in order of seniority. *Includes stepchildren and non-marital children if acknowledged by the member or so determined by a court. The age of majority is 18 years. The rights of minor children, with the exception of disposition of remains, shall be exercised by their surviving parent or legal guardian.
(b) Parents, in order of seniority, unless legal exclusive (sole) custody was granted to a person by reason of a court decree or statutory provision.
(c) Blood or adoptive relative who was granted legal custody of the person by court decree or statutory provision.
(d) Brothers or sisters of legal age in order of seniority.
(e) Grandparents in order of seniority.
(f) Other relatives in order of relationship to the member according to civil laws. Seniority of age will determine control when persons are of equal degree of relationship (i.e., parents or siblings).
(g) Persons standing in loco parentis to the decedent. Seniority of age will determine control when the persons are of equal relationship.
(h) Remarried surviving spouse. The term remarried surviving spouse does not include one who obtained a divorce from the decedent or who remarried before a finding of death. **Note**: Indicates relationship for possible benefits and entitlements determination.

Non-duty Status ANG or AFR Member—An Air National Guard or United States Air Force Reserve member who is NOT serving on active-duty, active-duty for training, or inactive-duty for training.

Notification—When a service member dies on active-duty, all Next of Kin and other persons listed on the Service member's Record of Emergency Data (RED), DD Form 93, Record of Emergency Data, and Form SGLV-8286, Servicemembers' Group Life Insurance Election and Certificate, are notified of the death in person by a uniformed Air Force officer.

Office Of Primary Responsibility—The headquarters, agency, or activity having the primary functional interest in and responsibility for a specific action, project, plan, program, or problem.

Overseas—All locations outside the continental United States (CONUS) including Alaska and Hawaii.

Overseas Installation—A facility or group of facilities at a fixed geographical location under the control of a DoD component, and other facilities designated by a Unified Combatant Commander, base, camp, post, station, yard, center, or other activity under the jurisdiction of the Secretary of a Military Department that is located outside the U.S. and outside any territory, commonwealth, or possession of the U.S.

Participating Individual Ready Reserve—A subset of the Individual Ready Reserve (IRR) which consists of Ready Reservists who are not in the Selected Reserve and are subject to Active-duty recall by the President or Congress in time of national emergency or war; they are also known as Category E reservists. There are four main programs: 1) Ready Reinforcement Personnel Selection (RRPS)--for line personnel only; 2) Air Force Admission Liaison Officer (ALO) and Air Force Reserve Officer Training Corps (AFROTC)--for line officers only; 3) Civil Air Patrol Reserve Assistance Program (CAPRAP)--for line personnel only--these members fall under the purview of CAP, Maxwell AFB in accordance with AFI 10-2701, *Organization and Function of the Civil Air Patrol*; 4) Professional Career Programs (JA/HC/SG)-- for line (JA) non-line (HC/SG) personnel, these members participate in respective professional programs for Legal, Chaplain and Medical career fields.

Personal Property—Any property including military equipment, but excluding real property, consumable items, component parts of a higher assembly, or items that lose their individual identity through use.

Power Of Attorney—A legal document authorizing an individual to act as the attorney-in-fact or agent of the grantor. General rules and individual state laws specify when a power of attorney is required. Refer any questions pertaining to powers of attorney to the MLC/JA.

Ready Reserve—Refers to units (Air National Guard and Air Force Reserve) and individual reservists eligible to be called to active-duty in their current assignment. The Ready Reserve includes the Selective Reserve and the Individual Ready Reserve (IRR). The Selective Reserve and Individual Ready Reserve are liable for active-duty as prescribed by law. (Title 10, USC, Sections 268, 12301, 12302 and 12304).

Record of Emergency Data (RED)—The RED serves as the official document required by law (Title 10, USC, Sections 1475 - 1480 and 2271; and Title 44, USC, Section 3101) to designate beneficiaries for certain benefits and designate the person authorized to direct disposition in the event of the Service member’s death. It is a guide for the disposition of a member’s pay and allowances if captured, missing, or interred. It also shows names and addresses of the person(s) the Service member desires to be notified in case of emergency or death.

Regular Air Force—A component of the Air Force. The term "Regular" with respect to an enlistment, appointment, grade, or office, means appointment, grade, or office in the active or regular component.

Reserve Component—The Air National Guard and Air Force Reserve of the United States.

Responsible Commander—The commander of a member's home installation, the installation where the member is assigned or attached for duty, or any Air Force or Space Force installation having knowledge of the casualty depending on which is closer in locale to the casualty.

Retired Reserve—All Reserve members who receive retirement pay on the basis of their active-duty and/or Reserve service; those members who are otherwise eligible for retirement pay but have not reached age 60 and who have not elected discharge and are not voluntary members of the Ready or Standby Reserve.

Sensitive Information—Unclassified information requiring special protection from disclosure that could cause compromise or threat to our national security, a Department of the Air Force organization, activity, military member, Department of the Air Force civilian, DoD contractor, or family member.

Theater Of Operations—An operational area defined by the geographic combatant commander for the conduct or support of specific military operations.

Traumatic Injury Protection Servicemembers' Group Life Insurance (TSGLI)—Traumatic injury coverage for members of the uniformed services who are covered under Servicemembers' Group Life Insurance (SGLI). TSGLI pays a predetermined monetary benefit for qualifying losses that are incurred by the member as a result of a traumatic injury.

Unit Deployment Manager—The UDM is a member assigned to a unit that manages all deployment readiness, training, and equipment requirements for all deployable personnel within their unit to ensure they are deployment-ready. In addition, UDMs support redeployed personnel in the Redeployment Support Process with commanders of their units.

Unit of Assignment—The unit where the Air Force assigns a member for strength accountability.

Un-remarried Spouse—A surviving spouse who never legally remarried.

Very Important Person (VIP)—Government officials to include but not limited to heads of local, state, and federal government, members of congress, and foreign dignitaries.

Visual Aerial Search—Aerial survey of areas, routes, or landing zones.

120-day retiree/separatee—any Active-Duty Airmen, Guardian, Reservist or Guardsmen in an active status that passes away within 120 days of their official separation/retirement date. Reporting, notifications, benefits and entitlements may apply IAW **Table 2.1**., **Chapter 4**, as well as *the Casualty Operations Guide and DCIPS Users Guide.*

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.