

Retiree's Casualty Assistance Checklist



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SERVICE MEMBER DEATH NOTIFICATION PROCEDURES/CONTACT INFORMATION

To receive Casualty Assistance guidance regarding survivor assistance benefits and to discuss arrangements for burial with honors for a retiree, it is best to contact your local

Casualty Assistance Representative (CAR) immediately. Contacts in the KMC are:

Air Force Ramstein: Ramstein AB, Bldg. 2106, Rm. 101B, Dr. Richard Eleby, Tel: 06371-47-5759.

Army Kaiserslautern: Kleber Kaserne, Bldg. 3245, Rm. 108, Mr. Richardson, Tel: 0631-411-7401.

Army Baumholder: Smith Barracks, Bldg. 8681, Mr. D. Washington, Tel: 06783-6-6788.

Army Europe and Africa Casualty Assistance Center: 06111-43-544-1340 or DSN 544-1340

Navy and Marine Corps Europe/Asia Region Casualty Office: 0039-335-621-1063

For local area assistance contact the 86 AW Retiree Activities Office, 06371-46-5486; e-mail: 86aw.rao@us.af.mil

- **The Service Components are responsible only to assist with the benefits related to the member's active duty entitlements. For other federal or civilian benefits see page 7.**
- **In addition you need to report the death of an American citizen abroad (retiree) by calling the American Consulate in Frankfurt at 069-7535-2515 or via email to both Doris Ferrand: FerrandD@state.gov and GermanyACS@state.gov. They also provide copies of the death certificate.**

US Consulate Frankfurt: When reporting a death, please include the deceased person's name, date and place of birth, passport number, last known residence, and the date, place and cause of death. If known, please also provide the name, address, and telephone number(s) of the next- of-kin and/or any relatives. At this time, request 10 certified copies of a "Certificate of Death US Citizen or Non-Citizen National Abroad." They are free the first time requested, but become expensive if you have to go back for more — you may need them for other purposes in the U.S. For example, most insurance companies in the U.S. won't accept foreign death certificates.

You should also contact the Federal Benefits Unit (FBU) Office at the Consulate 069-905-551-100 (English) or 069-905-551-203 (German) or via e-mail to fbu.frankfurt@ssa.gov. There is a one-time lump sum payment that the "Next of Kin" may be entitled to, as well as answering any questions about Social Security you may have. This office may also furnish the Next of Kin, the flag for the casket if one is requested. Additional contact information is listed on the last page.

For reporting the death to both the Casualty Office and the Frankfurt American Consulate you will need the initial document issued by medical authorities substantiating the death.

Retiree's Casualty Assistance Checklist

AS OF (DATE) _____

RETIREE'S NAME _____ SSN _____ MILITARY GRADE _____

DATE OF RETIREMENT _____ BRANCH OF SERVICE _____ YEARS OF SERVICE _____

DATE OF BIRTH _____

ADDRESS _____ ZIP/POSTCODE _____

SPOUSE'S MAIDEN NAME _____ DOB _____

COUNTRY OF CITIZENSHIP _____ PLACE OF BIRTH _____

DATE OF MARRIAGE _____ PLACE OF MARRIAGE _____

Documents needed to claim death benefits *(Check them off and note location of each on a separate sheet)*

- ☐ Copies of report(s) of separation from active duty (DD Form 214, etc.) (Mandatory)
- ☐ Copies of retirement orders (If Available)
- ☐ Copies of birth and death certificates (Mandatory)
- ☐ Beneficiaries birth certificate(s) and marriage and/or divorce data (Mandatory)
- ☐ Social Security data *(see Part III)*
- ☐ VA Notification of Disability Letter *(see Part I) (If Applicable)*
- ☐ Deceased member's passport.

Plus, you should always have the following documents on hand (*attach a separate list with the location of each and indicate account numbers, amount in accounts, mailing address, e-mail address, phone numbers, passwords –if applicable and desired*)

- ☐ Updated Will (if married to a German, or own property in Germany, you should also have a German Will, the laws and entitlements under the German system differ significantly from US) and letter of instructions
- ☐ Names of banks (US and international), credit unions, etc.
- ☐ If you have other saving benefits, such as IRA, 401K, TSP, Savings Bonds, or anything else
- ☐ Updated list of all assets (to include vehicles and property) and liabilities
- ☐ Insurance policies (Civilian and other Government-not related to active duty entitlements),
- ☐ Other survivor benefits such as SBP from the Civil service, if applicable
- ☐ Other Health Insurance you may have
- ☐ Adoption or naturalization papers (*if applicable*)

NOTE: Not all agencies will need original Death Certificate to take actions, make copies when possible.

IMPORTANT ADDRESS INFORMATION

- ☐ **DFAS** (*Defense Finance and Accounting Services, Cleveland, OH*): Retiree or Annuitant Pay: 1-800- 321-1080 (or the toll free number 0800 5891634 can be dialed from any commercial telephone in Germany); <www.dod.mil/dfas>
- ☐ **Address for Retiree Pay:**
 - ☐ DFAS, US Military Retiree Pay,
 - ☐ PO Box 7130, London, KY 40742-7130.
- ☐ **Address for Annuitants:**
 - ☐ DFAS, US Military Annuitant Pay,
 - ☐ PO Box 7131, London, KY 40742-7131.
- ☐ **National Personnel Records Center:** Veterans and next of kin can contact NPRC to obtain copies of a veteran's records.
- ☐ **Mail request:**
 - ☐ 1 Archives Drive, St. Louis, MO 63138-1002.
 - ☐ <www.archives.gov/stlouis/military-personnel/index.html> **Electronic request:** <<https://vetrecs.archives.gov/VeteranRequest/home.html>>.
 - ☐ Department of Veterans Affairs, 1000 Liberty Ave, Pittsburgh, PA 15222

Part I — Veterans Administration Data *(if applicable)*

VA DISABILITY COMPENSATION \$ DISABILITY CLAIM #

VA DISABILITY RATING % REMARKS

VA INSURANCE POLICY #

VA INSURANCE POLICY # FILE

TYPE AMOUNT

LOCATION OF POLICIES

ANY KNOWN PAID-UP ADDITIONAL VA AS OF

VETERAN'S CLAIM NO. (OTHER) PATIENT'S DATA CARD #

Part II — Retirement Pay Data *(see retiree account statements)*

RETIREE PAY DATA AS OF DATE:

GROSS PAY \$

DEDUCTION \$ FOR

DEDUCTION \$ FOR

DEDUCTION \$ FOR

NET PAY TAXABLE INCOME

Survivor coverage information (If applicable)

SURVIVOR BENEFIT PLAN ANNUITY \$ SBP BASE AMOUNT \$

SUPPLEMENTAL SBP (IF ANY) \$ EFFECTIVE

RETIRED SERVICEMAN'S FAMILY PROTECTION PLAN (RSFPP) ANNUITY \$

Part III — Social Security (*where applicable*)

SOCIAL SECURITY CLAIM # DATE FILED

TYPE OF BENEFITS

BEGINNING MONTH OF ENTITLEMENT MONTHLY AMOUNT \$

BANK AND ACCOUNT # (DIRECT DEPOSIT)

Note: No payment is payable for the month of death (call local SSA office).

Part IV — Miscellaneous (*Things to know and plan for upon a death of a retiree*)

- ☐ Disposition instructions for the body (burial, cremation, memorial service, etc.)
- ☐ Information required for Death Certification (date/place of birth, father's name, mother's maiden name; it is important that is stated the cause of death)
- ☐ Information required for obituary notice (names, relation and locations of appropriate relatives, etc.)
- ☐ Widows/widowers will need a new ID card (military, medical, commissary, base exchange, etc.)
- ☐ Necessary changes in your DEERS program will have to be made (Tricare, etc.)
- ☐ It may take several months to clear estates (you may require a maximum of 15 copies of death certificate)
- ☐ Contents of your safety deposit box should be known (make sure box number and its location and the location of the key are known)
- ☐ Direct deposit of Social Security benefits & military retirement payments (entitlements) must be immediately changed
- ☐ Named beneficiaries on insurance policies become very important (keep current)
- ☐ There may be some entitlement to burial benefits (headstone, payments, etc.) (Check VA)
- ☐ Check VA for Presidential Memorial Certificate
- ☐ An American flag can be obtained (in Germany, check with the Federal Benefits Unit)
- ☐ The survivor should update appropriate will
- ☐ Extra credit cards should be destroyed or cancelled
- ☐ Appropriate changes should be made to all joint ownerships
- ☐ Contact insurance companies as appropriate
- ☐ Be prepared to turn in Retiree's ID Card

**Retain original documents and provide copies/certified copies to agencies.
Fill in and keep the following office phone numbers (check periodically):**

Retiree Activities 06371-47-5486	Airmen and Family Readiness Center: 06371 47-5100 (Air Force Aid Society)
Legal Office Ramstein. 06371-47-5911	DFAS Hotline 0800 5891634
Legal Office Kleber.....0631-411-8848	VA Hotline.....1-800-827-1000
Red Cross 06371 47-2171	Social Security Hotline 1-800-772-1213
Mortuary Affairs. 06371 47-5968	VA Office, Kleber Kaserne, Building 3245, 0631-411-6007
Army Emergency Relief Office (Pulaski) Bldg 2917.....0631-3406-4232	VA Office Ramstein Air Base, Building 2120, 06371-47-2052
Army Community Service (ACS) (Pulaski) Bldg 2891.....0631-3406-4203	

THINGS YOU NEED TO DO WITH YOUR OTHER BENEFITS NOT RELATED TO ACTIVE SERVICE

Need to Change:

Name on Bank Accounts/Savings Initiatives that were joint'

Health insurances (US and German) if applicable, from family plan to single.

Name on property ownership documents.

AGENCIES/OFFICE THAT WILL HELP YOU FILE FOR BENEFITS NOT RELATED TO ACTIVE SERVICE

Survivor Outreach Services (SOS) at Army Community Services (ACS), , Kleber Kaserne, Building 3210, Room 206, phone number 0631-3406-7340.

The 86th Air Wing Retiree Activities Office (RAO), Ramstein Air Base, Building 2120, Room 108, phone number 06371-47-5486, e-mail: 86aw.rao@us.af.mil.

The KMC Retiree Council which can be reached at the 86th Air Wing Retiree Activities Office (RAO). Please see the information above.

ACTIONS TO TAKE IF CIVILIAN SPOUSE PRECEDES SERVICE MEMBER IN DEATH

Key issue here is if you are paying for Survivor Benefits Program entitlements from your active duty service is to advise DFAS CONTACT INFO immediately of the death of spouse to stop those payments.

If you are paying for Survivor Benefits Program entitlements from Civil Service is to advise OPM CONTACT INFO immediately of death of spouse to stop those payments.

If you have any other type of civilian program with such payments, you need to notify them immediately to stop those payments.

If your spouse was receiving Social Security Payments you need to notify the Social Security Administration to stop those payments.

If spouse was receiving any other type of retirement or social income notify those agencies to stop those payments.

Those things in Retiree Checklist above also apply.

NOTE: Spouse/Next of Kin should have a copy of this document or know where to locate it. Let a third party (family member) know where it is in case something should happen to both the Retiree and Spouse/Next of Kin at the same time.