DEPARTMENT OF THE NAVY
BUREAU OF NAVAL PERSONNEL
WASHINGTON, D.C. 20370-5000

IN REPLY REFER TO
BUPERSINST 1770.3
Pers-663
10 JULY 1995

BUPERS INSTRUCTION 1770.3

From: Chief of Naval Personnel
To: All Ships and Stations (less Marine Corps field addressees not having Navy personnel attached)

Subj: THE NAVY CASUALTY ASSISTANCE CALLS PROGRAM (CACP) MANUAL

Ref: (a) DODINST 1300.18 of 27 Dec 91 (NOTAL)
(b) MILPERSMAN
(c) NAVMEDCOMINST 5360.1
(d) Casualty Assistance Calls Officer Handbook (NAVPERS 15607B)

1. Purpose. To carry out the provisions of reference (a) and publish the CACP manual. This is a complete revision and should be reviewed in its entirety.

2. Cancellation. NAVMILPERSCOMINST 1770.1.

3. Discussion. This program is discussed in reference (b), article 1770-160 and is applicable to Navy members and civilian employees of the Navy. This instruction is to be used in conjunction with reference (c), the Decedent Affairs Manual, which addresses the care and shipment of remains, and the Casualty Assistance Calls Officer (CACO) Handbook, NAVPERS 15607B.

4. Reports. The following reports are approved for 3 years from the date of this instruction.

a. BUPERS 1770-1, Casualty Assistance Calls Program Report discussed in chapter 8, section 8-7 of this instruction should include any complaints, comments for improving this program, or other personal remarks regarding the CACO's experience.

b. BUPERS 1770-4, Personnel Casualty Report contained in chapter 2, section 2-2.

5. Forms. The following forms are discussed in this instruction. These forms will be provided to CACOs and/or the next of kin by the appropriate agency. The procurement source is provided here for information only.

a. The following forms are available in the Navy supply system using requisition procedures contained in NAVSUP P-2002, Navy Stock List of Publications and Forms:

FORM NUMBER	TITLE	STOCK NUMBER
DD 397 (Rev. 9-64)	Claim Certification and Voucher for Death Gratuity Payment	0102-LF-004-2001
DD 1840 (Rev. 1-88)	Joint Statement of Lost or Damaged at Delivery	0102-LF-001-8401
NAVPERS 1770/7 (Rev. 11-93)	Casualty Assistance Calls Program Report	0106-LF-016-8900
DD 1173 (Rev. 3-61)	Uniformed Services Identification and Privilege Card	0102-LF-004-2900

b. The following forms are available by request from the local Department of Veterans Affairs.

VA 40-1330 (Rev. 7-80)	Application for Standard Government Headstone or Marker for Installation in a Private or local cemetery
VA SSA-24 (Rev. 9-85)	Social Security Administration Application for Survivors' Benefits
VA 21-534 (Rev. 4-87)	VA Application for Dependency Indemnity Compensation or Death and Pension by a Surviving Spouse or Child (Including Accrued Benefits and Death Compensation, where applicable)
VA 21-535 (Rev. 1-87)	VA Application for Dependency Indemnity Compensation by Parent(s)
SGLV 8283 (Rev. 1-86)	Claim for Death Benefits

FORM NUMBER	TITLE
VA 4-5281 (Rev. 10-82)	Application for Refund of Educational Contributions
SGLV-8286 (Rev. 3-94)	Servicemen's Group Life Insurance Election and Certificate
VA 26-1817 (Rev. 1-90)	Application for Determination of Basic Eligibility - Unremarried Surviving Spouse

c. The following form is available upon request from the General Services Administration.

SF 1174 (Rev. 6-72)	Claim for Unpaid Compensation of Deceased Members of the Uniformed Services

d. The following form is available upon request from the Bureau of Naval Personnel (Pers-663).

DD 1300 (Rev. 11-91)	Report of Casualty

e. The following form is available upon request from the Defense Finance and Accounting Service, Cleveland Ohio.

NAVCOMPT 2269 (Rev. 7-78)	Application for Annuity and/or Claim for Unpaid Compensation

f. The following form is available by request from the Bureau of Medicine and Surgery (BUMED).

DD 1375 (Rev. 4-87)	Request for Payment of Funeral and/or Interment Expenses
DD 2064 (Rev. 4-77)	Certificate of Death (Overseas)

H. C. MCKINNEY, RADM, USN
CHIEF OF NAVAL PERSONNEL

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INTRODUCTION

The Navy Casualty Assistance Calls Program (CACP), as outlined in this instruction, is based on Department of Defense guidelines for notifying and assisting the relatives of members who are reported as deceased, temporarily unaccounted for (in a Duty Status - Whereabouts Unknown (DUSTWUN) Category), or missing.

Senior enlisted personnel and naval officers assigned the responsibility to personally inform and assist the relatives of a casualty are designated as Casualty Assistance Calls Officers (CACOs). They are the Secretary of the Navy's representative to the families of Navy members who have suffered a casualty.

For the family of a Navy casualty, the slogan, "The Navy takes care of its own," carries with it very special and personal expectations. The CACP is to be executed in the same professional and caring manner that each of us would expect for our family. Navy chaplains, and a network of other resources listed here, are available to assist the CACO in fulfilling the family's needs.

The majority of this instruction deals with the administrative details of CACO duty. Just as important are the emotional aspects of this important responsibility. The notification visit is most often the beginning of a grief process for the family. Appendix A-6 provides some insight as to how to deal with this process and should be read prior to the first visit.

Family members who felt as though their CACO really cared about them have been most satisfied with their CACP experience. Developing this sense of being "cared for" begins with establishing a level of trust with the family and developing their confidence in their CACO as an advocate for their best interests and a primary source of help and support.

Training and local area management of the CACP is the responsibility of the geographical area Casualty Assistance Calls/ Funeral Honors Support (CAC/FHS) Coordinators listed in Appendix A-4. The Bureau of Naval Personnel (BUPERS), Casualty Assistance Branch (Pers-663), has technical and administrative control of the CACP Program. Their phone numbers and addresses, and those of other organizations referred to in this instruction, are included in Appendix A-4. If there is any question about any policies or procedures associated with the program, the coordinator or BUPERS should be contacted immediately. CACO duty

is one of the more professionally demanding assignments that any of us will perform during our careers. It is equally one of the more satisfying assignments. Thank you for giving this important responsibility your attention and very best efforts.

CHAPTER 1

PURPOSE AND SCOPE OF THE CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

1-1. Purpose of the Program for Navy Members. The broad purpose of the Navy's CACP is to assure our service member's next of kin (NOK) of the Navy's interest in their well-being, of our concern for members reported unaccounted-for and in a Duty-Status Whereabouts Unknown (DUSTWUN) category or missing status, of the Navy's sympathy in their loss in the case of a death, and to help the survivors adjust to the new conditions these tragic circumstances have imposed upon them.

1-2. Implementation of the Program. The Navy seeks to accomplish the purpose of the program through personal visits by a chaplain and a uniformed Navy representative called a Casualty Assistance Calls Officer (CACO). Once a CACO is assigned this responsibility, it shall normally become his/her primary duty and takes precedence over all other assigned duties.

1-3. Role of the Casualty Assistance Calls Officer (CACO). The CACO is the Secretary of the Navy's official representative to assist the family members during a very difficult period in their lives. This assistance will require CACOs to use very different techniques, depending on whether they're dealing with the family's

grief or helping them through the bureaucratic maze of paperwork associated with their family member's casualty. It's important to define clearly the qualifications and responsibilities of the CACO, who is key to the success of the entire CACP.

a. Qualifications. Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Coordinators (appendix A-4) will make every effort to assign CACOs with the following qualifications:

(1) An officer with at least 2 years active duty, or

(2) A senior enlisted member (pay grade E-7 or above).

(3) Members in pay grade E-6 may be assigned CACO duty when more senior enlisted members are not available.

(4) Not a Chaplain Corps officer, or Recruiting Personnel.

(5) When possible, attempts should be made to appoint

a CACO with the same general occupational background and Navy experience as the casualty. Ideally, an aviator should serve as CACO in the case of another aviator or aircrewman, submariners should be assigned to assist the NOK of a submarine casualty, etc. CACO designation, of course, will depend upon personnel available, travel involved, and many other factors.

b. Responsibilities. It is the CACO's responsibility to:

(1) Make personal notification to the NOK of the casualty, provide circumstances of the incident as reported, and keep them informed of search efforts for the service member reported in a DUSTWUN or missing status.

(2) In the case of death, determine the funeral home chosen by the family and the cemetery name/location. Update the family daily on the location of their loved one's remains and the anticipated shipment date. (Note: The point of contact at the member's command listed in item BRAVO of the Personnel Casualty Report is a key source of information.)

(3) Inquire as to the needs of the family and extend assistance. Advise the NOK to contact local Red Cross representatives to inform other military active duty relatives of casualty incident occurrence.

(4) Contact the Bureau of Naval Personnel (Pers-663) to arrange for payment of Death Gratuity in death cases.

(5) Contact the Navy-Marine Corps Relief Society, the American Red Cross, and other service organizations if immediate financial assistance is desired but cannot be immediately arranged by other means.

(6) Assist in the arrangement of funeral or memorial services and military funeral honors, if requested; assist in providing a chaplain for pastoral care, if desired.

(7) Assist with transportation arrangements, including provision for dependents escort (see Joint Federal Travel Regulations (JFTR) U7550, when required).

(8) Assist in completing survivor benefits applications and in obtaining or photocopying documents necessary to substantiate survivor's claims.

(9) Monitor shipment progress of household goods and personal effects and keep the NOK advised.

(10) Advise the CAC/FHS Program Coordinator and/or BUPERS (Pers-663) of problems or family dissatisfaction. Pers-663 must apprise the Chief of Naval Personnel of any potential or existing problems/NOK dissatisfaction in any DUSTWUN, deceased, or missing casualty case. During the initial visit, provide the BUPERS toll-free telephone number to the NOK utilizing one of the completed CACO calling cards in appendix A-1. Assure them that you, as CACO, will be available to assist them on a continual basis; however, they should not hesitate to contact BUPERS representatives on the toll-free telephone number regarding any aspect of the Navy's Casualty Assistance with which they are not completely satisfied.

c. Other Types of CACO Assignments

(1) Stand-by Status. In the case of members who are reported as death imminent, a CACO will be assigned on a stand-by basis. No contact will be made with the NOK until directed by BUPERS through the CAC/FHS Program Coordinator. Stand-by CACOs will keep their commanding officers (COs) informed as to their whereabouts at all times to ensure that the next of kin will receive immediate notification of the member's death should it occur.

(2) Courtesy CACO. One may be assigned to assist the next of kin traveling to the bedside of a critically ill/injured member. One may be assigned to make a one-time personal visit to the NOK to notify them of the death of a deserter (only if they have not been made aware through other means). When NOK travel to distant locations to attend the funeral or a memorial service, one may also be assigned to meet them upon arrival and to assist them in making lodging arrangements.

1-4. Scope of the Program for Survivors of Navy Members

a. Available Assistance. A broad range of services are available to the survivors, including aid in obtaining passports, visas, inoculations, government funded transportation, shipment of household goods, personal belongings, baggage, and notification of change of address to various agencies from which benefits are expected. Family Service Centers (FSCs) should be consulted for requirements such as stress/financial counseling, employment

assistance, communications skills, legal aid, "special needs" children, child care centers, and many other personal and family problems. FSC staff and volunteers work to coordinate all people-oriented support and assistance programs in both the military and local civilian community and are ready to help the survivors. When NOK relocate, the CACO should ensure that the CAC/FHS Program Coordinator of the area to which the NOK is relocating is notified so that CACO assistance may be continued.

b. Rejection of CACO Assistance. Continuous assistance by the CACO may not be desired because of help or advice furnished by friends or attorneys. The Navy has no desire to intrude upon the family's privacy when no further assistance is desired or required. In such cases the CACO should assure the NOK that no further contact will be made, but that their services remain available upon request.

c. Organ Donor Program. A CACO is not required to solicit organ donations or explain the issue of cerebral death to the NOK. Should the NOK ask to discuss these issues, an appropriate medical officer should be contacted immediately and be asked to respond.

1-5. Scope of the Program for Civilian Employees of the Navy. The purpose is to personally notify the NOK of the employee's death, to assure them of the Navy's interest in their well-being, and to extend the condolences of the Navy in their great loss. Death reporting and notification of NOK procedures are defined in chapter 2, section 2-6.

CHAPTER 2

OPERATION OF THE PROGRAM

2-1. Technical and Management Control of the Casualty Assistance Calls Program (CACP).

a. Technical control is under the cognizance of the Bureau of Naval Personnel; Personal, Family and Community Support Division, Casualty Assistance Branch (Pers-663).

b. Management control is under the cognizance of the CAC/FHS Program Coordinator of the area in which the primary and secondary NOK reside.

2-2. Initiation of the Program - The Personnel Casualty Report, Report Control Symbol (RCS) BUPERS 1770-4. The information contained in the Personnel Casualty Report is defined in reference (b), article 4210100; the message format is in appendix A-3.

a. When a casualty (DUSTWUN, missing, or deceased) occurs, the Personnel Casualty Report is submitted by the commander, commanding officer, or immediate superior in command of the member, or by the command that learns of a casualty occurring to a member while in their area or enroute between duty stations. A member's parent command shall supplement the Personnel Casualty Report which was previously submitted by another command on those members reported as casualties while away from their regular duty station. Personnel records on members who die while enroute between duty stations shall be closed out by the Navy command which submits the initial Personnel Casualty Report, whose responsibility it is to obtain the member's personnel records.

b. The Personnel Casualty Report is transmitted by immediate precedence message to: (Note: For a complete list of addressees, see reference (b).)

(1) Chief of Naval Personnel. (BUPERS WASHINGTON DC//66//)

(2) Bureau of Medicine and Surgery. (BUMED WASHINGTON DC//332//)

(3) Naval Office of Medical/Dental Affairs. (MEDDEN AFFAIRS GREAT LAKES IL//02C//)

(4) Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinators of the area (appendix A-4), in which the primary and secondary NOK reside. They will readdress the report or transmit by fax to the CACO.

c. Important information addressees include:

(1) Defense Finance and Accounting Service, Cleveland Center. (DFAS CLEVELAND CENTER CLEVELAND OH//JJC//FMCS//)

(2) CAC/FHS Program Coordinator of the area in which the casualty occurred (appendix A-4).

(3) The appropriate home port station, type commander, and operational and administrative commands.

2-3. Personal Notification of Next of Kin (NOK)

a. Personal notification (a personal visit by a uniformed Navy representative) is made between 0600 and 2400, except under unusual circumstances (24-hour notification procedures are utilized following any high-visibility/media incident or other extremely unusual situation). The personal notification must be made to the primary next of kin (PNOK) and secondary next of kin (SNOK) (see appendix A for definition) of members who become a casualty while serving on active duty, active duty for training, inactive duty training, and/or who are retired and have been continuously hospitalized in a U.S. Government hospital since retirement (retired and retained).

b. The desires of the military member expressed in the record of emergency data or expressed by the member at the time of casualty concerning whom not to notify shall be honored unless in the judgement of the member's commander, official notification by the military service should be made.

c. Personal notification is not required in the death of a deserter (regardless of the length of time in that status). If it is apparent that the family is unaware of the death, the naval command which learns of the death should notify the NOK by telephone, as a minimum, or send a Courtesy CACO for a one-time notification visit. No follow-on assistance is required.

2-4. Responsibility for the Personal Notification Visit. The commanding officer of the casualty has the primary responsibility

for initiating the procedures for the personal notification of the NOK. The responsibilities are:

a. Command to which casualty assigned - located outside CONUS.

NOK resides	Responsibility for Personal Notification of NOK
Overseas at or near casualty reporting command	Commanding Officer
Overseas beyond immediate vicinity of command	Overseas CAC/FHS Program Coordinator of the area in which the NOK resides
Within Continental Limits of the United States (CONUS)	CAC/FHS Program Coordinator of the area in which the NOK resides

b. Command to which casualty assigned - located within CONUS

NOK resides	Responsibility for Personal Notification of NOK
Overseas (includes Hawaii and Alaska)	Overseas CAC/FHS Program Coordinator (CHNAVPERS will also send naval message to CAC/FHS Program Coordinator and request personal notification of NOK)
Immediate vicinity	Commanding Officer
Within CONUS but outside immediate vicinity	CAC/FHS Program Coordinator of the area in which the NOK resides

c. Command to which casualty assigned - member dies while enroute between duty stations.

NOK resides	Responsibility for Personal Notification of NOK
Within CONUS	CAC/FHS Program Coordinator of the area in which the NOK resides
Outside CONUS	CAC/FHS Program Coordinator of the area in which the NOK resides

2-5. Death of Civilian Employees of the Navy

a. Reporting. The following Navy civilian deaths must be reported by priority message to BUMED:

(1) Death occurring on a naval installation or aboard a naval vessel;

(2) Death occurring while employee is in a travel or temporary duty status away from his or her employing activity;

(3) Death occurring during a period of employment outside the country, territory, or possession of the decedent's place of actual residence.

Reference (c) provides additional details.

b. Notification. If the NOK resides within commuting distance of the employing activity, notification will be made in person by a responsible designated representative of that activity. When the NOK resides outside commuting distance, BUMED and the CAC/FHS Program Coordinator in their area will coordinate to assign a CACO from a naval activity located in the vicinity of the NOK's residence to make personal notification of the death. BUMED will contact the CACO and provide information regarding the casualty incident. After personal notification has been made, the CACO will usually be relieved of further responsibility. A representative of a local Human Resources Office will provide follow-on advice and assistance to the NOK.

2-6. Report of Death of Dependents. Reference (c) provides the

guidance for reporting a dependent's death and defines the scope of CACO assistance to the surviving family members.

CHAPTER 3

PROCEDURES FOR THE CASUALTY ASSISTANCE CALLS/ FUNERAL HONORS SUPPORT (CAC/FHS) PROGRAM COORDINATOR

3-1. General Information. The functions of the CAC/FHS Program Coordinator (listed in appendix A-4) in the area in which the NOK resides are integral and important parts of the Casualty Assistance Calls Program (CACP). In order to ensure the CACP is carried out in an orderly and timely sequence, effective and expedient communication among the numerous naval commands and civil and other government representatives, is an absolute necessity. That coordination responsibility rests with the CAC/FHS Program Coordinator. The following are specific responsibilities presented in the chronological order in which they will be performed:

a. Training. CAC/FHS Program Coordinators have overall responsibility for training an adequate number of CACOs within their geographical area to carry out the CACP. Many team players assist in each casualty case. The CACO is the key player as the leader of that team. BUPERS (Pers-663) has developed a training program which should be presented as often as necessary to ensure an adequate number of trained CACOs are available.

b. Receipt of the Personnel Casualty Report. When a naval command initiates a casualty message to the CAC/FHS Program Coordinator of the geographical area in which the NOK resides, the coordinator will immediately task the appropriate command to designate a CACO to personally notify the NOK.

c. Designation of Naval Activity to Provide the Casualty Assistance Calls Officer (CACO). If the NOK resides in the immediate vicinity of the casualty's command, the commanding officer or other command representative will make the personal notification and provide CACO follow-on assistance. To do otherwise will be construed as a lack of concern, not only for the family of the casualty, but also as an expectation of what other families of the command can expect in the event of a tragedy. Only in the event of deployment, imminent deployment, or other highly unusual circumstances should the casualty's command request the CAC/FHS Program Coordinator to task another command to perform the personal notification and CACO function. In no case should the casualty's command directly task another command to assume this responsibility. That authority is vested in the appropriate CAC/FHS Program Coordinator, who is required to closely monitor each case so that required follow-on actions

occur within appropriate timeframes.

d. Notification of Qualified Personnel. As soon as possible, the CACO will ensure that a naval message is sent to all concerned (including BUMED if the casualty occurred overseas and the Naval Office of Medical/Dental Affairs, Great Lakes), listing the identity of the CACO, his or her office/home/FAX number/ mailing address, and time of notification of NOK and their address, if different from that initially provided. The coordinator must send this message if message transmission capability is not available to the CACO.

3-2. Utilization of Qualified Personnel

a. The CACO should be pre-trained by the CAC/FHS Program Coordinator and, as a result, be thoroughly familiar with this manual and reference (d), prior to initial contact with the NOK. The qualifications and responsibilities of the CACO are detailed in chapter 1, (section 1-3).

b. Assigned CACOs should normally be available to the family for at least the next 90 days. The mutual trust that occurs between CACO and survivors develops naturally and the knowledge of long-term availability will be most reassuring. All naval messages regarding the casualty will be readdressed or telefaxed to the CACO thereafter.

c. In some cases, experienced personnel should accompany an inexperienced CACO on the initial visit and follow-up visits prior to him/her assuming the duty as a CACO independently. If the casualty's personnel record reveals NOK health problems, the CACO will be so advised; he/she should then arrange for a hospital corpsman to accompany them.

3-3. Transfer of CACO Duties to Another CAC/FHS Program Coordinator

a. Transfer of CACO Duties. In some cases the appointment of a CACO within a CAC/FHS Program Coordinator's geographical area may entail lengthy travel, while there may be a naval activity within another coordinator's area nearer the residence of the NOK. The CAC/FHS Program Coordinator having the initial responsibility may, at his/her discretion, request a neighboring coordinator to appoint a CACO. The CACO/FHS Program Coordinator accepting will then assume the obligation of completing all

necessary action connected with this casualty.

b. Forwarding of Records and Reports. Similarly, if the NOK moves from one area of responsibility to another, the CAC/FHS Program Coordinator having initial jurisdiction will forward all pertinent information to the newly designated CACO. In cases of continuing action, such as a prisoner of war, this responsibility may extend over a long period of time and the responsibility must be transferred simultaneously with the movement of the NOK.

3-4. Courtesy Assistance to Persons Not Included in the Program

a. Occasionally the CAC/FHS Program Coordinator may be asked to designate a CACO to assist the NOK of a person who normally would not receive such assistance. An example is the case of an invalid widow(er) of a retired member or a critically ill dependent who is hospitalized at a distant location from the Navy member. Retired Activities Offices are in many locations to provide assistance to the survivors (see appendix A-5 for a listing of the locations). Sister service Retired Activities Offices will also assist a Navy retiree's survivors, upon request.

b. The Navy does not routinely assign a CACO for a retiree's death. However, the Retired Activities Section, BUPERS (Pers-662C), in Washington, DC will provide counseling assistance and referral services. The toll-free number is 1-800-255-8950.

c. When a retired Navy member dies, the survivors or executor/executrix should be counseled to telephone Defense Finance and Accounting Service (DFAS) to report the retiree's death. The toll-free number is 1-800-537-0814. If the death occurred at a military treatment facility or near a military command, an electronic message report of death is sent in lieu of the telephone call.

d. BUPERS (Pers-662C) should be notified as soon as possible to initiate transmittal of the claim forms from DFAS and condolence packages from BUPERS. The package from DFAS contains information and forms necessary to apply for arrears of pay and for the Survivor Benefit Plan (SBP) annuity. The BUPERS package provides the official condolence letter from the Navy and information that will assist survivors in applying for benefits from the Navy, Social Security Administration, and Department of Veterans Affairs.

CHAPTER 4

FIRST VISIT OF THE CACO - THE NOTIFICATION VISIT

4-1. Procedures to be Followed by CACO Within First 24 Hours of Occurrence of Casualty

a. After the CACO is designated, the CAC/FHS Program Coordinator provides a brief of the casualty occurrence (date, time, place, circumstances, and present location of remains if appropriate) for recording onto the casualty report formatted sheets, as shown in appendix A-3. An alternative is to fax the casualty report to the CACO.

b. The CACO should immediately coordinate with the local chaplain's office or contact the Naval Reserve Chaplain's Office per appendix B, to arrange for a chaplain to accompany him/her on the initial notification of the NOK. It is preferable to have a chaplain accompany the CACO on this initial visit; however, notification must not be delayed if a chaplain is not readily available. The CACO should maintain his/her own logbook with all the information including dates and time logged into it.

c. Notification is normally made between the hours of 0600 and 2400. If it appears the NOK may learn of the casualty through the news media, BUPERS will determine whether notification should be made regardless of the hour. If undue delay in notification is foreseen, inform the BUPERS Casualty Assistance Branch (Pers-663) immediately. Undue delay in notification is defined as that time in excess of 24 hours of casualty occurrence.

d. Notification of death should be made immediately by telephone, telegram, or any other appropriate means in those instances where a member has been hospitalized in serious or very serious condition within CONUS, the PNOK was aware of the member's condition and prognosis and had requested that the attending physician telephone them immediately following the death of the member.

e. If the CACO is advised by the CAC/FHS Program Coordinator that the NOK is already aware of the death the CACO should immediately proceed to the NOK's residence.

f. Proceed together with the chaplain (in uniform) either in government furnished transportation or privately owned vehicle

(subject to reimbursement for mileage) and upon arrival, notify the NOK (inside their private residence or in a private room at their place of employment) in a compassionate and empathetic manner. The CACO should ensure that he/she has the CACO Handbook in his/her possession.

g. Before actual notification, ask the individual if he/she is the (relationship, i.e., father, mother, wife, husband) of (rate/rank and name) assigned to (his/her command). Upon confirmation, inform the NOK of the cause and circumstances of death as provided on the personnel casualty report from the member's command. The following wording (appropriately modified) is suggested:

> "The Secretary of the Navy has asked that I inform you that your (relationship) is unaccounted for and is currently being carried in a Duty Status-whereabouts unknown category/reported in a missing status/reported dead in (city, state, country) at (time) on (date). (Briefly state the circumstances.) On the Secretary's behalf, I extend to you and your family my deep concern for his/her well being/deepest sympathy in your great loss."

Inform the NOK that initial details are normally and necessarily brief. Also advise that additional information will be provided when available, and that a letter setting forth the circumstances of the casualty incident will be sent by the commanding officer within 48 hours of the casualty occurrence. If the casualty incident occurred within the immediate location of the NOK and the family is already aware of the circumstances, the commanding officer will send only an expression of condolence.

h. Item PAPA of the Personnel Casualty Report, includes information about any investigation to be conducted into the death or disappearance of a Navy member. Under Section 1072, of the 1993 National Defense Authorization Act, family members of missing or deceased service members are entitled to copies of any completed investigation report, to the extent such reports may be furnished under the Privacy and Freedom of Information Acts.

Upon notifying the family of the death or disappearance of a loved one, advise them that they are entitled, upon written request, to two copies of any completed investigation reports.

Ask the next of kin if they desire a copy of the completed investigation reports. If so, ask them to complete and sign the appropriate form letter(s) found at appendices K, L, and M. Promptly mail the letters for the next of kin to the appropriate investigating agency.

(1) In cases where the death results from other than hostile or natural causes, a Manual of the Judge Advocate General (JAGMAN) investigation will be convened. Releasable portions of the investigation may be obtained by writing to the Office of the Judge Advocate General (NJAG 33). An example of the request letter is at appendix K.

(2) In cases where the death or missing status is the result of a military aircraft mishap, an aircraft mishap board will be convened. Releasable portions of the mishap investigation report may be obtained by writing to the Commander, Naval Safety Center. An example of the request letter is at appendix L.

(3) The Naval Criminal Investigative Service (NCIS) investigates many deaths of U.S. Navy members, depending on the jurisdiction of the location where the death occurred. Deaths attributable to natural causes are not routinely investigated by NCIS. NCIS investigations involve matters of criminal causality, and are separate from JAGMAN and safety investigations/inquiries. If it is known an NCIS investigation is ongoing, this information should be provided to family members (PNOK or SNOK).

If it is not known whether an NCIS investigation is being conducted, contact the nearest NCIS office or call the Criminal Investigations Department of NCIS Headquarters at (202) 433-9227, DSN 288-9227 (facsimile DSN 288-4922) for confirmation. All questions regarding the status/details of an NCIS investigation should be directed to NCIS. Do not attempt to answer questions from the family concerning the status or results of NCIS investigations.

In some instances NCIS agents will need to interview family members and can provide them with an update at that time. Other investigations, however, may not necessitate the interviews of family members. NCIS will still provide an update to the family directly. Although the CACO can be instrumental in arranging this verbal update, the results of the investigation should be provided to the family only by NCIS.

Once it is determined NCIS is conducting an investigation into the death, assist the family in requesting a copy of the investigative file. The family should be informed that, although a copy of the file can be requested at any time, it can only be provided to the family after the investigation is closed and reviewed by NCIS headquarters. Appendix M contains a form letter for requesting the file. As with the in-person updates, copies of NCIS investigations will be provided to both PNOK and SNOK upon request. Any clarification of this process can be addressed to NCIS at the above phone number.

The next of kin should be advised that the JAGMAN and the Navy Criminal Investigation takes approximately 120 days to complete, and may exceed 180 days, and the military aircraft mishap investigation takes from 10 to 12 months to complete.

i. Inform the NOK of the existence of the BUPERS Casualty Assistance Staff and advise them to feel free to contact those representatives. The CACO should complete one of the cards in appendix A-1 of this manual or the CACO Handbook and present it to the NOK.

j. Advise NOK that a letter of circumstances or condolence (whichever is appropriate) will be received from the commanding officer within approximately 1 week. The CACO should request the PNOK contact them as soon as they are ready to advise of their desires regarding preparation and shipment of the remains.

k. Any immediate questions about custody of the remains or contractual arrangements can be answered by the Naval Office of Medical/Dental Affairs, Great Lakes, IL or BUMED (see appendix A-2 for phone numbers). The time of arrival at final destination in the U.S. for members who die outside CONUS should be forecast as from 7-14 days. This amount of time may be required to accomplish the following, as applicable:

(1) secure the release of the remains from civilian authorities at the place of death

(2) perform an autopsy

(3) complete embalming

(4) transportation by air to the port of embarkation

(5) arrange port of entry

(6) assign escort

(7) move to the destination selected by the PNOK (a funeral home or a national cemetery). (See Appendix C for a listing of national cemeteries.) Chapter 5 and reference (c) contain additional information on care and shipment of remains.

l. If appropriate on the first visit to the widow(er), or at the latest on the second visit, determine if there is any immediate financial assistance required. If the widow(er) resides in the immediate vicinity of the member's duty station, payment of Death Gratuity ($6,000) may be made by the local disbursing office. If they reside elsewhere, BUPERS (Pers-663) will assist the CACO in arranging for payment of Death Gratuity. If the member is not survived by a widow(er) but by children, parents, brothers, sisters, etc., BUPERS (Pers-663) should be contacted regarding beneficiary and payment of death gratuity (See chapter 5, (section 5-13), for additional discussion on Death Gratuity.)

m. To help the family arrive at an appropriate funeral site decision, inform them of the availability of funded travel (maximum $50 per person per day for no more than 2 days) for the spouse and unmarried children (under age 21) to the funeral services. Parents become eligible travelers only if there are no spouse or children. Chapter 5, (section 5-15), contains additional details on this travel entitlement.

n. Conclude the first visit by presenting a completed CACO calling card from appendix H-1, only after ensuring that a "support group," e.g., friends, relatives, family clergyperson, is with the NOK. The CACO should stress his/her continued availability to assist the family.

o. Immediately upon termination of the visit, the CACO should advise the CAC/FHS Program Coordinator. Then either the CACO or the coordinator (if the CACO does not have adequate communication facilities) should send a naval message to all activities concerned (including BUMED, if remains are overseas, and, in all cases, the Naval Office of Medical/Dental Affairs (MEDDEN AFFAIRS GREAT LAKES IL//02C//)), advising of the time and date the NOK were notified and any address or name information that is different from that initially provided to the CACO. The home and work telephone number of the NOK plus the name, grade, duty station, office, home, telephone and FAX number and mailing address of the CACO should also be listed in that naval message.

p. To preclude publication of local hometown newspaper articles that were prepared prior to his/her death but not

released to the casualty's hometown news media, the CACO for the PNOK should contact the Director, Fleet Home Town News Center, (see appendix A-2) within 24 hours of the notification of the NOK. Contact your local Public Affairs Office immediately for guidance if you or the NOK are contacted at any time by the news media. The Public Affairs Officers (PAOs) have a working relationship with the press and broadcast media, and can offer advice to help protect the family's privacy while permitting the media to report the story. The PAO will be available to you for as long as you need his/her assistance.

q. Contact the casualty's command point of contact (POC) listed in item Bravo of the Personnel Casualty Report for current casualty incident details; advise NOK of any additional details which may become available.

4-2. Government Housing Family Occupancy/Funding for Family's Housing Costs. The PNOK may be concerned about their housing situation and ask questions of the CACO on the initial visit. The following information should be provided only if, during the initial visit, the PNOK requests it:

a. 37 USC 403(I)(1) entitles dependents of a deceased active duty member to either a 180-day quarters allowance (plus Variable Housing Allowance (VHA)/Overseas Housing Allowance (OHA), as appropriate) or an equal period of residence in government housing if the following criteria are met:

(1) For residents in government housing: eligible dependents must have been residing in government housing at the time of the incident.

(2) For residents in private housing: the member must have been entitled to a quarters allowance for his/her dependents at the time of death.

b. Dependents, for the purpose of determining housing entitlement, are defined as: member's spouse and children (including dependent children of a former marriage of the deceased member).

c. Entitlement:

(1) Determination of the entitlement for Basic Allowance For Quarters (BAQ) and VHA/OHA will be made by BUPERS and the amount will be determined by the Defense Finance and Accounting

Service. No increase in rates of quarters allowance over that which the member was receiving at the time of death is authorized for any reason. A one-time lump sum payment is made.

d. CACO responsibilities:

(1) If the family resides in government quarters, the CACO should:

(a) Apprise dependents of the entitlement to remain in government quarters for 180 days rent-free;

(b) Apprise the family of the entitlement to a quarters allowance if they choose to relocate to private quarters;

(c) Advise dependents of payment by the Defense Finance and Accounting Service if they vacate government quarters. Ensure the family understands that their total entitlement is for 180-days, which may be a combination of government quarters and housing allowance;

(d) Assist dependents in determining their short-term housing plans;

(e) Immediately notify government housing officials of the family's intentions;

(f) Apprise BUPERS (Pers-663) of the dependent(s) residence intentions and, should they vacate government quarters, their new address.

Note: If NOK are required to vacate government quarters prior to expiration of the 180-day period, then a local move is authorized at government expense. Additionally, the family retains the entitlement to relocate at government expense within 1 year of the casualty incident.

(2) If the family resides in other than government quarters, the CACO should:

(a) Apprise dependents of 180-day monetary entitlement;

(b) Contact BUPERS (Pers-663) to arrange for one-time 180-day housing entitlement;

(c) Brief family on payment procedure by Defense Finance and Accounting Service;

(d) Apprise BUPERS (Pers-663) immediately of any change of address.

(e) Brief family on payment procedure by Defense Finance and Accounting Service;

(f) Apprise BUPERS (Pers-663) immediately of any change of address.

e. Questions on this entitlement should be addressed to BUPERS (Pers-663).

CHAPTER 5

SECOND VISIT OF THE CACO - THE FUNERAL ARRANGEMENTS VISIT

5-1. General Information. The purpose of the CACO's second visit is to help with funeral arrangements and to provide immediate financial and personal problem assistance. The CACO needs to liaison with the funeral director immediately prior to the initial visitation by the next of kin, to ensure the remains are presentable. The CACO is required to ensure that the next of kin is apprised, by the funeral director, of any areas of the remains not indicative of normal appearance. The date and time of that telephone call should be recorded by the CACO in his/her logbook. Additionally, the procedures generally followed in the return of remains described in this chapter should be explained to the PNOK. The CACO Handbook should be in the CACO's possession on this visit. The name of a receiving funeral home or national cemetery should also be obtained. On this visit the family may ask if it is possible to have a special escort for the remains; actually it is possible. Chapter 5, (section 5-5), contains additional guidance.

5-2. Preparation, Care, and Shipment of Remains

a. Responsibilities. The Naval Office of Medical/Dental Affairs, Great Lakes has command and control of daily Decedent Affairs Program operations in CONUS (defined as identification, preparation, transportation, and interment of the remains of eligible beneficiaries), CACO liaison, one-time contract negotiations, and ship availability requests for burial at sea. BUMED (MED-332) has responsibility for policy formulation and the handling of remains outside of CONUS. (See appendix A-2 for addresses and phone numbers.)

b. "Primary Care" Responsibility. The PNOK, as defined in appendix O, provides instructions for the disposition of remains. This right can be relinquished to another surviving relative (over the age of majority). The CACO should have the PNOK sign a statement to this effect, sign the statement as a witness, retain the original, notify by telephone and provide copies to BUMED (332), BUPERS (Pers-663) and the Naval Office of Medical/Dental Affairs, Great Lakes. The PNOK should be encouraged to allow the Navy to provide the "Primary Care," of the remains as detailed in chapter 5, (section 5-4), and arrange for transportation with an escort to a designated destination. In areas outside CONUS, no

"Primary Care" authorization is needed. The remains will be prepared at or near the location of death (e.g., an armed services mortuary, if feasible) and will usually be returned by military aircraft to a U.S. port of entry for reprocessing, dressing, and casketing.

c. Identification. NOK should be assured that exacting methods were used in identifying their loved one, such as comparing fingerprints, dental characteristics, and physical characteristics of the remains with their loved one's medical and dental records. Additionally, if available, Navy members who were well acquainted with the deceased were asked to personally identify him/her, if possible.

d. Remains not Viewable. When remains are considered non-viewable by the shipping activity, a telegram is sent to the NOK and funeral director advising them accordingly. A copy of the telegram is also sent to the CAC/FHS Program Coordinator and to the CACO. The final decision to open the casket and view the remains shall be made by the PNOK in consultation with the receiving funeral director.

e. Shipment Scheduling. Normally, liaison regarding shipment of remains will be between BUMED, the Naval Office of Medical/Dental Affairs, Great Lakes, IL, the CACO and the local funeral home. Any interference from outside this line of communication must be reported by the CACO immediately to BUPERS (Pers-663).

(1) For overseas deaths, schedules for shipment of remains from/to ports of entry (POE) in the United States will be provided to the receiving funeral director (by telephone) by a representative from the POE, with confirmation by naval message. The CACO's command is an information addressee on the message. If other scheduling information is required, the Decedent Affairs Branch (BUMED-332) will assist. The funeral director will be requested by the POE representative to discourage the NOK from meeting the remains at the local airport. If the family insists, the funeral home director will be asked by BUMED to alert airline representatives and to request that a suitable private place be reserved at the terminal where they can wait. The following activities are authorized to receive remains arriving from overseas at POE in CONUS:

(a) West Coast Port of Entry: U.S. Air Force Port Mortuary, 60 SVS, Travis Air Force Base, CA 94535.

(b) East Coast Ports of Entry:

1. Naval Air Station, Norfolk, VA, in coordination with Naval Hospital, Portsmouth, VA.

2. Dover Air Force Base, DE in coordination with the Commanding Officer, Naval Hospital, Office of Decedent Affairs (N-47), 17th Street and Pattison Avenue, Philadelphia, PA 19145-5199.

3. Fort Hamilton, NY in coordination with the Commanding Officer, Naval Hospital, Office of Decedent Affairs (N-47), 17th Street and Pattison Ave., Philadelphia, PA 19145-5199.

(2) For deaths in CONUS, scheduling information will be provided by the Naval Office of Medical/Dental Affairs, Great Lakes, IL. If additional information is required, or is not forthcoming in a timely manner, the CACO should contact them at the phone numbers provided in appendix A-2.

f. Autopsy Report. If a completed autopsy report is requested by the NOK, BUMED (Code 332) will provide guidance and assistance. (The commanding officer of a casualty has authority by law to request an autopsy without permission of the NOK.)

5-3. Death Certificates and Reports of Casualty

a. DD 1300, Report of Casualty. The Navy forwards 10 copies of the Report of Casualty (appendix E) to each PNOK and SNOK. This report is acceptable as proof of death for most purposes. Additional copies are available from BUPERS (Pers-663).

(1) Death Occurs Outside CONUS. A DD 2064, Certificate of Death (Overseas), is prepared by the unit's commanding officer in all cases of death overseas and is included in the member's medical/dental record and forwarded to the overseas military medical/mortuary facility with the remains. The commanding officer must also provide a copy of this document to BUMED. A transit burial permit will be obtained at the POE and will be the only document forwarded with the remains of active duty members.

(2) Death Occurs Within CONUS. A transit burial permit will accompany remains shipped within CONUS or to an overseas destination. Other forms or certificates required for shipment overseas (the original and two copies of certificate of embalming, three certified copies of the preliminary death certificate and two statements of identification of remains) will be provided

by the activity responsible for the care and initial transport and will accompany the remains. Copies of the certificate of death for the NOK may be obtained from the funeral director 3 to 4 weeks following the member's demise.

5-4. Burial Entitlement and Allowances for Active Duty Personnel

a. General. The Navy pays certain funeral and interment expenses for active duty personnel. The CACO must help with funeral or memorial service arrangements. A maximum of $1390 is reimbursable for costs of a memorial service for a member whose remains are not recovered. In a geographic area where no contract exists, a one-time contract can be arranged by the Navy. The CACO may call the Naval Office of Medical/Dental Affairs regarding contractual questions.

(1) Primary Care: This care includes embalming, dressing, and casketing of remains of active duty members. The military services annually contract with CONUS mortuaries/funeral homes to provide primary care, at a fixed rate and at no cost to the family.

(2) Secondary Care: This care includes reimbursement for funeral home usage, cost of the gravesite, vault, clergyperson's services, opening and closing of the grave, floral tribute, and obituary notices.

NOTE: When the PNOK declines existing government contract services, a signed statement to this effect shall be obtained by the CACO and mailed to the Bureau of Medicine and Surgery (Code-332), Washington, DC 20372-5120 and a copy shall be sent to the Naval Office of Medical/Dental Affairs.

(3) CACO Counseling. After the CACO's personal visit, a telegram will be sent by the member's command giving the PNOK the option of using Navy or private contractual arrangements. The PNOK should be encouraged by the CACO to allow the Navy to utilize "Primary Care" contractual arrangements because it is economically advantageous. The primary care authorization (for CONUS death cases) and the name of the funeral home (or name of national cemetery if no funeral home services are desired), should be telephoned/fated and confirmed via naval message to BUMED and to the Naval Office of Medical/Dental Affairs. Should the PNOK insist on privately contracting for the embalming, dressing and casketing, the CACO must advise the PNOK that a maximum reimbursement expense of $1,750 is allowed, regardless of

the PNOK's cost, if there is a military contract for that area. If there is no contract for the area, they can be reimbursed up to the amount the contract would cost the Navy.

NOTE: Contract option is not applicable for overseas deaths.

(4) ! of PNOK desiring disposition of their loved one's remains at sea should contact the Office of Medical/Dental Affairs, Great Lakes. They will ascertain ship availability and advise as to where to deliver the remains.

(5) Interment Expense Allowance: Separate from the initial costs described above, an additional amount for interment expenses is payable by the Navy as follows:

(a) Interment in a Private Cemetery. A maximum of $3,100 for interment in a private cemetery. Reimbursable expenses include:

1. Use of funeral home selected by the PNOK for remains to lie in repose; cost of a single grave space; opening and closing of grave; flowers; contribution to a religious person officiating at the service; obituary notices, funeral home rental cars (for family transport) or flower cars, vault, etc.

2. When it is necessary to transport remains via hearse from the place of death or airport to the funeral home, then to a church or gravesite, the transportation cost is payable, in addition to the $3,100 maximum.

NOTE: When place of death and place of burial are local to the family's permanent residence, transport costs are reimbursable for removal of the remains from place of death to a local funeral home and onward to a local cemetery.

(b) Indirect Consignment to a Government Cemetery or Burial at Sea. A maximum of $2,000 is authorized when remains are taken to a funeral home prior to interment in a government cemetery or prior to being shipped to a naval activity or ship for burial at sea. Reimbursable expenses include:

1. Use of the funeral home selected by PNOK for remains to lie in repose, obituary notices, flowers, and contributions to religious person officiating at services.

2. There are no costs to the PNOK for gravesite opening/closing in a national cemetery or for burial at sea.

3. Costs for transporting the remains via hearse from the place of death or the airport to the funeral home, and to the church or gravesite, are reimbursable (in addition to the $2,000 maximum).

(c) Direct Consignment to a National Cemetery or to a Ship/Port Activity for Burial at Sea. Up to $110 is authorized when remains are shipped direct from the site where initially prepared and casketed to a national or other government cemetery or to a ship for burial at sea (no funeral home involved). Reimbursable expenses include obituary notices, flowers, and contributions to a religious person officiating at the services.

b. CACO notification and requirements. Immediately following the PNOK's decision on desired arrangements:

(1) If the member dies at sea, overseas, or between duty stations, the CACO should immediately convey the family's desires to BUMED by message or by telephone (202) 653-1345/DSN 294-1345/1-800-842-3668. The non-duty hours number is (202) 653-1327 or DSN 294-1327.

(2) If the member dies in CONUS, the CACO should immediately convey the family's desires to the Naval Office of Medical/Dental Affairs, Great Lakes, IL 60088-5200 (MEDDEN AFFAIRS GREAT LAKES IL//02C//).

c. Claims. The escort accompanying the remains is required to deliver the DD 1375, Request for Payment of Funeral and/or Interment Expenses to the PNOK. The CACO should assist in the preparation of these claims. An itemized funeral invoice must accompany all claim forms. If the Navy's allowance is to be paid directly to the funeral home, or other person, the PNOK must include such information in block 17 of the DD 1375 (appendix D).

(1) Claims, including those for memorial services (remains not recovered), should be sent to the Naval Office of Medical/Dental Affairs, Great Lakes.

(2) Social Security Allowances. Application should be made directly to the local office of the Social Security Administration within 2 years after the date of the member's death. A maximum lump-sum benefit of $255 is payable when a member is a covered employee, i.e., had sufficient quarters of coverage to be eligible for Social Security benefits. The benefit is payable in the following order of precedence:

(a) To a widow(er) who was living in the same household as the deceased at the time of death. Temporary absence or separation because of marital difficulties precludes payment unless the spouse was eligible for or entitled to monthly benefits; if none,

(b) To the member's (minor age) children in equal shares.

5-5. Escort of Remains. An escort is provided by the Navy as a symbol of respect. Escorts are responsible for the safe delivery of the remains, notifying the consignee of delays, delivering the DD 1375 to the CACO for the primary NOK, expressing appropriate condolences, and participating in the military funeral honors rendition, e.g., presenting the flag from the casket to the NOK. Detailed duties are in reference (c). Occasionally, an escort may be requested to personally deliver items such as rings or watches to the PNOK who may wish to place them on the person of the deceased.

a. Assignment of Escorts

(1) Death Occurs Overseas (Includes Hawaii and Alaska). For remains being flown to or from overseas, the commander of the military aircraft acts as the escort. An escort from a naval command in the immediate vicinity of the port of entry (POE) is routinely assigned to accompany the remains from that location.

(2) Death Occurs in CONUS. Normally a person from the member's unit is assigned to accompany the remains from the place of death to the interment site.

b. Special Escorts. Any person specifically requested by the PNOK, civilian or military, may be assigned as a special escort.

(1) The commanding officer of a member that has been requested as a special escort may approve requests if located in CONUS and the member's death occurred in CONUS.

(2) BUMED will approve/disapprove special escort requests when:

(a) The requested escort is in or outside CONUS and the remains are outside CONUS.

(b) The requested escort is outside CONUS and the

remains of the deceased member are in CONUS.

(3) Special escorts from overseas who have not been approved by BUMED will travel at the expense of the command authorizing the travel. If traveling from overseas, upon arrival at the POE mortuary a decision will be made by the Decedent Affairs Officer (BUMED, Code 332) as to whether he or she will be permitted to escort the remains to the final destination. This decision will be based on whether the individual meets standards of military appearance and bearing required of a military escort. Those who fail to meet this criteria will be returned to the overseas command at the expense of the command. If he or she is permitted to proceed, the CONUS escort travel will be chargeable to the Disposition of Remains Funds in accordance with reference(c). Escort travel from CONUS port of debarkation to overseas by commercial air is also chargeable to the Disposition of Remains Funds.

5-6. Flags

a. Use. Flags for funeral purposes are the responsibility of the Decedent Affairs Branch, BUMED (Code 332). A flag is presented to the PNOK and to the secondary next of kin (SNOK) (parent or parents). When remains are returned to the United States, an appropriate number of flags are furnished at the port of entry. They may be carried by the escort or enclosed in the casket. All escorts accompanying the remains of deceased active duty members will be issued one additional flag to drape the shipping container.

b. Presentation. The funeral director or national cemetery representative is responsible for assuring that the flag(s) is/are presented to the proper person(s). If an escort is present at the graveside services, the escort usually makes the presentation to:

(1) The person recognized as the one to direct the disposition of remains or to whomever that person designates and,

(2) To the parent or parents if other than the PNOK. However, the actual presentation(s) may be made by any person, military or civilian, who is in government service. When a Navy chaplain conducts services, the flag(s) may be presented by the chaplain. In any event it should be predetermined who is to make the presentation(s). When remains are not recovered or are

5-7. Funeral Planning

a. Place. Deciding on interment in a family plot or national cemetery is a personal one and the decision should be left to the NOK. The CACO should inform the NOK of the location of the nearest national cemetery but should not attempt to influence the decision. Appendix C is a listing of national cemeteries and details concerning interment in national cemeteries. If the family decides on interment in a national cemetery, a representative from the funeral home (locally caring for the remains) should contact a representative from the national cemetery concerning funeral scheduling.

b. Time. The NOK should be advised not to complete funeral plans until specific information regarding the return of remains is available. The family should not finalize a funeral date until the remains arrive at the funeral home. Normally, remains of persons who die overseas are returned within 7-14 days after death.

c. Naval Reserve Chaplain Participation in Funerals. Many requests for Navy chaplains to conduct military funerals are from isolated areas where no active duty chaplain is available. The utilization of Naval Reserve Chaplains is encouraged and procedures are in effect for them to receive pay, allowances, and reimbursement for travel while performing such duty. The procedures for requesting Naval Reserve Chaplain participation at funerals are contained in appendix B.

5-8. Honors for Funeral. The guidelines and procedures for furnishing honors are outlined in reference (c); reference (b) the MILPERSMAN, article 5360-010; Navy Military Funerals (NAVPERS 15555C), and the training videotape "Rendering Navy Military Funeral Honors" (available from CAC/FHS Program Coordinators). The CACO is expected to arrange the Military Funeral Honors. The following guidelines will be observed as minimum support requirements, resources permitting:

a. A seven-member rifle squad, six body-bearers, an officer in charge or a petty officer in charge, and a bugler. A chaplain shall also be furnished when requested by the NOK.

b. If the CACO activity's resources are insufficient to render the honors, then the CAC/FHS Program Coordinator may levy the requirement on other Navy units.

c. When NOK requests military honors for the funeral of an

active duty member who dies under other than honorable conditions, contact BUPERS (Pers-663) for a decision as to the appropriateness of rendering honors.

5-9. CACO Attendance at the Funeral

a. The CACO should liaise with the clergyperson or chaplain and the escort prior to the service and should also attend the funeral.

b. When funeral or memorial services are being conducted in the area of the deceased member's command, the CACO should inform the member's commanding officer of the time and location so that permission may be granted for shipmates to attend if possible.

c. When there is no chaplain present, the following procedures are appropriate:

(1) As the flag-draped casket enters or leaves the building, stand at the building entrance to render a salute as the casket passes.

(2) If convenient, ride in the hearse with the driver. This enables the CACO to be the first person at the gravesite and he/she can take position at the head of the grave.

(3) As the casket approaches the grave, come to attention and salute while the firing party presents arms.

(4) After volleys and TAPS, the casket-bearers will fold the flag, and the OIC/POIC will hand the flag to the Navy representative who shall then present the flag to the proper person.

5-10. Headstones and Memorial Markers

a. Eligibility. The VA National Cemetery System will furnish, at no cost to the applicant, a headstone or marker for the unmarked grave of a Navy member who died while on active duty or a veteran under conditions other than dishonorable. Also, an appropriate memorial headstone or marker will be furnished for placement in a private or national cemetery for those whose remains have not been recovered, identified, or were buried at sea.

b. Application. If burial is in a national cemetery, the director or superintendent will file the application and have the

headstone or grave marker erected in the cemetery at no expense to the NOK. If burial is in a private cemetery, VA 40-1330, Application for Standard Government Headstone or Marker for Installation in a Private or Local Cemetery, will be sent to the CACO by BUPERS (Pers-663) within approximately 10 working days of casualty occurrence. The CACO should deliver it to the person who made the funeral arrangements. It must be filled out completely and mailed to the VA. The headstone or marker will be shipped free of charge to the designated consignee within 90-180 days of application, but the applicant is responsible for the cost of transportation to the cemetery and for the expense of placement in a private cemetery.

5-11. Personal Effects

a. Entitlement and Handling

(1) The Navy has no authority to decide lawful succession to, or title of ownership of, personal effects. Only the civil courts of the State in which the deceased was legally domiciled have jurisdiction and authority to settle estates and determine who shall be lawfully entitled to the personal property of a deceased person. However, the Navy (member's command) is responsible for the collection, inventory, custody, safekeeping, and delivery of personal effects to a NOK or legal representative. If a member had personal effects off-station at a private residence, the parent command is also obligated to retrieve, inventory, launder/clean and ship those items. If such items are located in a residence owned or rented by another person who refuses to allow Navy representatives access to such items, the NOK should be advised that they may be required to obtain a civil court order to gain possession. The CACO should liaise with station legal office for further advice to be offered to the NOK on obtaining a civil court order.

(2) Upon the death of a member, the personal effects are collected; inventoried; and shipped as soon as possible, following the guidelines in paragraph 9004.4 of NAVSUP Publication 490. BUPERS (Pers-663) tasks (via naval message) the casualty's command to ship the personal effects within 2 weeks of casualty date. All valuable items such as watches, jewelry, money, or valuable documents should be forwarded to the NOK via registered or certified mail and the CACO will be advised by the casualty's command of such shipment. Otherwise, such items may be entrusted to the escort. The escort shall ensure safe delivery of the items and obtain the signature of the PNOK on the list accompanying the items to attest their safe delivery.

(3) Personal Effects Recipients (in Order of Precedence):

(a) To a duly appointed executor or administrator of the member's estate; if none

(b) To the widow(er); if none

(c) To the member's children (if residing in separate households, see following paragraph (d); if none

(d) To the member's parents if residing in the same household (if residing in separate households see NOTE below).

NOTE: If the deceased member was located overseas, or where questions arise as to who should be the recipient, personal effects will be shipped via one of the two centers, (Norfolk) Williamsburg, VA 23187-8792 or Oakland, CA 94625-5000.

(4) If appropriation accounting data is not readily available from local transportation offices for shipment of personal effects, it can be obtained from BUPERS (Pers-712).

b. Inquiries Concerning Personal Effects of Casualties. Item QUEBEC of the initial naval message, Personnel Casualty Report, includes data about the member's personal effects. It is not a primary responsibility of the CACO to accomplish the disposition of a member's personal effects. However, the CACO should ensure that the proper procedures are being followed to deliver the effects to the NOK. The question of the location of the personal effects may not be raised on the initial calls, but this subject can quickly become a source of major concern to the NOK. Transportation difficulties and insufficient addresses or forwarding instructions may delay or prevent the proper delivery of personal effects. The command to which the member was assigned shall keep the CACO advised regarding personal effects (i.e., when and how the effects were sent, bill of lading numbers, intermediate transhipment points, and when the effects should arrive). The CACO will keep the NOK informed of the status. If there is an indication that the effects are being delayed at an intermediary point, further inquiry should be made. The member's command and CACO should not hesitate to contact representatives at the Fleet and Industrial Supply Centers at either Norfolk or Oakland, BUPERS (Pers-663), or the Naval Supply Systems Command Personal Property Division if efforts to return the member's personal effects to the NOK in a timely manner are unsuccessful (see appendix A-2 for addresses and telephone

numbers).

c. Claims. Claims for reimbursement of lost or destroyed effects must be filed within 2 years after the date of death. The forms may be obtained from the Personal Property Office of the nearest military activity in the area where the recipient resides. These forms for reimbursement are provided automatically to the NOK in instances such as plane crashes and disasters where it is obvious some effects were destroyed or lost.

5-12. Decorations and Awards

a. Pending Awards. No commitments regarding decoration or award recommendations shall be made since recommendations may be disapproved or downgraded or may not be ready for presentation for some time thereafter.

b. Correspondence. All correspondence concerning decorations and awards, including awards to be inscribed on a headstone or marker, should be addressed to BUPERS (Pers-324). (See Appendix A-2 for address and phone number.)

5-13. Death Gratuity - Immediate Financial Assistance

a. General. Death Gratuity is a lump-sum payment ($6,000), payable to survivors of members who die on active duty, active duty for training, inactive duty training, (or other authorized activities). It is also payable to the survivors of persons who die within 120 days of discharge or release from active duty when the Department of Veterans Affairs determines that death resulted from a service-connected cause. Death Gratuity is payable in the following order of precedence:

(1) To the spouse of the deceased; if none,

(2) The member's children, including step-children who reside in the member's household (without regard to age or marital status), in equal shares; if none, and

(3) When designated by the member on the NAVPERS 1070/602, Dependency Application/Record of Emergency Data, or the DD 93, Record of Emergency Data, it is payable to any one or more of the following persons:

(a) The member's parents or persons in loco parentis (see "Note" below) including a father and mother through adoption

and other persons who stood in loco parentis to the decedent for a period of not less than 1 year prior to and closest to the time the member entered the Navy; if none, it is payable to

(b) The member's brothers/sisters.

(4) When there is no spouse or children and no one is designated, it is payable to the member's parents or persons in loco parentis in equal shares; if none, it is payable to

(5) The member's brothers and sisters in equal shares.

NOTE: In Loco parentis persons must have exercised parental responsibility to the decedent for a period of not less than 1 year at any time before entry into the Navy. Preference is given to those who exercised a parental relationship on the date, or closest to the date, on which the decedent entered the Navy. Documentary evidence of the relationship must be submitted to BUPERS (Pers-663).

b. Immediate Payment. Generally, payment should be made to the eligible beneficiary by any disbursing officer within 24 hours of the casualty incident as follows:

(1) To widow(er) if the casualty's pay record is located at a command in the vicinity of his/her residence. BUPERS (Pers-663) authorization is not necessary when pay record location/NOK residence criteria is met.

(2) Upon BUPERS authorization, to eligible beneficiary(ies) who reside away from the casualty's command.

(3) If immediate payment is not possible, and immediate financial assistance is necessary, the CACO should contact the nearest Navy-Marine Corps Relief Society for assistance on the next of kin's behalf.

c. Procedures for Arranging Immediate Payment

(1) The CACO contacts a local disbursing office and advises of the need for immediate payment; then he/she contacts BUPERS (Pers-663), who will authorize, via naval message, the disbursing office to make the payment (if needed).

(2) A DD 397, Claim Certification and Voucher for Death Gratuity Payment, will be provided by the disbursing officer.

The CACO/disbursing officer will complete (original and five copies) blocks 5 through 14 inclusive and the administrative statement in block 18, which must be signed by the disbursing officer.

(3) The disbursing officer will then draw a check to the order of the person named in block 5 and complete blocks 2, 3, 4 and the check payment data portion of block 18.

(4) The check, and the original and one copy of the DD 397, will be delivered by the CACO to the payee (person named in block 5).

(5) The payee must complete block 15, sign in block 17a, and have two witnesses complete block 17 on the original voucher at the time the check is delivered (CACO may sign as a witness).

(6) The CACO shall present the check to the payee and will retain the copy of the DD 397, the CACO must return the original to the disbursing office.

(7) The CACO should then immediately send a naval message to BUPERS, appropriate CAC/FHS Program Coordinator and Defense Finance and Accounting Service, Cleveland, OH, advising that Death Gratuity has been paid, the name/address of the beneficiary, and the date.

d. Payment When Immediate Financial Assistance is not Required. The DD 397 is forwarded to the CACO for delivery to the beneficiary, usually within 10 working days of the member's death. If the member is not survived by a spouse but is survived by minor children, legal guardianship of the children may be required before payment of Death Gratuity can be authorized. If the payment to any one minor child (as his or her share) exceeds $1,000, documentary proof of the legal guardianship of the child's "person and property" is necessary. Such documentary proof must be in the form of Letters of Guardianship which state that an individual is appointed as legal guardian of the person and property of the minor child. The primary reason for this documentation is to ensure that the legal guardian is held accountable by the civil courts for the expenditure of funds for the child's well-being. The CACO should advise the NOK to contact local court officials or the nearest Legal Aid Center for assistance and guidance in obtaining that documentation. The documentation must be provided to BUPERS (Pers-663) before payment can be made. If the Death Gratuity share for any minor

child of the member does not exceed $1,000 (and the child is not eligible for any other benefits in excess of the $1,000), then only an affidavit of natural guardianship must be executed and sent to BUPERS (Pers-663). A blank affidavit will be sent by BUPERS (Pers-663) to the PNOK (upon request from the CACO) within 10 working days.

e. Payment through a Court Appointed Guardian. A copy of a court order appointing the guardian is needed if the beneficiary has been declared mentally incompetent. (Payment may not be made locally).

f. Last Will and Testament not a Designation. Beneficiaries named on the Last Will and Testament do not constitute a legal designation for the Death Gratuity.

g. Other Determinations Affecting Entitlement

(1) Member Allegedly Killed by Beneficiary. Benefits payable by the Department of the Navy, as well as the VA and the Social Security Administration, are held in abeyance pending completion of criminal action in such cases. Even though judicial action results in acquittal of the beneficiary (absolved from felonious intent), payment of Death Gratuity may not be made until the claim is approved by the General Accounting Office.

(2) Unauthorized Absence (Less than 30 Consecutive Days). Death Gratuity is payable to the survivors of an unauthorized absentee, unless:

(a) His or her date of death is later than the expiration of contracted duty; or

(b) His or her date of death is after the date the member should have been declared a deserter. Casualty reporting command will determine whether retroactive declaration as a deserter is applicable.

(3) Appellate Leave. Death Gratuity is payable if member is in a pay status. Member will be in a pay status until all earned accrued leave is used. After all earned leave is used, member's status automatically changes to leave without pay. BUPERS (Pers-663) will make the determination of entitlement.

(4) Desertion. Death Gratuity is not payable in the case of death of a declared deserter unless it is found later that the

declaration was in error.

5-14. Personal Problem Assistance

a. Navy-Marine Corps Relief Society. The Navy-Marine Corps Relief Society provides both financial and personal assistance. The CACO should inform the family of the Society's availability and help to obtain assistance. There is a Navy-Marine Corps Relief auxiliary or branch at most naval installations. The NOK may request forms and applications from the nearest branch or from the Washington headquarters (see appendix A-2). If the need is urgent and immediate assistance is required, a telegram request should be processed through the local American Red Cross chapter which will assist in ensuring that sufficient information is included to permit prompt action. Depending upon the family's financial situation and immediate needs, Navy-Marine Corps Relief may approve:

(1) A loan without interest to be repaid over a period of time;

(2) A grant of funds with no repayment; or

(3) A combination of the two methods.

b. American Red Cross. The American Red Cross, a private organization, as is the Navy-Marine Corps Relief Society, offers assistance which may be requested through a chaplain, field director on station, or by dependents through the local chapter in their home town.

5-15. Travel of Family Members to and from Place of Burial

a. General. Survivors of active duty members (on active duty for a period of 30 or more days, including those on appellate leave) are authorized travel and per diem to and from the place of burial.

b. Eligibility for Travel:

(1) Spouse;

(2) Unmarried children under age 21 (includes legitimate children, stepchildren and illegitimate children who are in fact dependent upon the member). When minor children are 16 years of age and younger, or incapacitated if older, an escort for that child or children may also be funded for travel;

(3) Unmarried children over age 21, physically and or mentally incapable of self-support; if none,

(4) Member's parents (includes step-parents or anyone who stood in loco parentis for at least 5 consecutive years before member attained age 21).

c. Entitlement:

Place from which member ordered to active duty/ dependent's residence/place when informed of member's death	Dependent authorized round-trip travel:	Transportation and Per Diem
Within U.S., Puerto Rico, possession of U.S.	Burial site in U.S., Puerto Rico or a U.S. possession	Government Travel Request (GTR); reimbursement for commercial travel cannot exceed GTR cost of travel and per diem (2 days); $0.30 per mile reimbursement is payable to authorized driver of Privately Owned Vehicle (POV).
Outside U.S., Puerto Rico, or possession of U.S.	From place member ordered to active duty or traveler's residence to burial site at place member ordered to active duty or traveler's residence or anywhere in U.S., Puerto Rico, or a U.S. possession.	Government Travel Request (GTR) reimbursement for commercial travel cannot exceed GTR costs and per diem for 2 days or more to accommodate the time needed to perform travel outside of U.S.

Per diem in excess of 2 days (generally no more than 3) may be authorized when travel is to an overseas destination, other than the U.S. or a possession thereof or to Puerto Rico. (See JFTR Article U5242-3A regarding overseas per diem rates.) Per diem is

not payable if burial site is within 10 hours round-trip travel time.

d. CACO Role in Arranging NOK Travel:

(1) BUPERS (Pers-663) will contact the CACO to determine family travel desires and transmit each traveler's authorization via naval message. Upon receipt the CACO must:

(a) Certify the naval message authorization as the original travel order;

(b) Provide a copy to the traveler;

(c) Telephone NAVPTO/PSA(D) and arrange for travel/ issuance of a roundtrip GTR;

(d) Pick up the GTR; present the airline ticket to the traveler or arrange for the ticket to be waiting at the airport (be specific, e.g., specify which airline ticket counter).

(e) Provide local transportation for traveler(s);

(f) Advise the CACO in the area in which burial is to take place of the traveler's itinerary;

(g) Within 5 days of the completion of dependent travel, assist traveler(s) in filing claim DD 1351-2, Travel Voucher or Subvoucher.

(h) Mail a copy of the liquidated travel orders to BUPERS (Pers-663).

Note: Should travel commence prior to the receipt of naval message authorization, BUPERS (Pers-663) will issue confirmation of travel orders when so advised by the CACO. (Reimbursement for transportation costs cannot exceed GTR costs.)

5-16. Arrangements for Subsequent NOK Visits by CACO. The CACO should inform the NOK that a letter will be mailed to the CACO from BUPERS, usually within 10 working days after the date of death, briefly addressing the benefits to which the NOK may be entitled, along with the forms for making application for those benefits. Upon receipt, the CACO is required to contact BUPERS (Pers-663) to advise of their receipt. The CACO should then immediately contact the NOK and arrange to meet at the NOK's

convenience to complete the forms.

5-17. Obituaries. Each case will differ slightly in the propriety of coverage. This determination should be decided by the NOK. Subject to the consent of the NOK, the CACO should provide assistance in obtaining a transcript of the member's service, if required. The family will probably be able to furnish much of the information. The release should be no longer than 300 words in length. Where the circumstances of death are controversial or other considerations require professional advice, the appropriate Public Affairs Officer (PAO) should be contacted.

CHAPTER 6

CACO'S THIRD VISIT - PART I OF II
THE BENEFITS VISIT

6-1. General Information. The purpose of this visit is to assist the NOK in the completion of survivor benefits claims. The CACO Handbook should be in the CACO's possession on this visit. Since the missing or captured category presents different problems, chapter 9 addresses these types of casualties exclusively. The following pertains to the benefits of the deceased personnel:

a. Typically within 10 workdays, BUPERS will send a packet of claim forms/applications to the CACO for delivery to the NOK.

b. Many of the monetary figures listed in this section, and other sections, should be considered as guidelines only, and should not be presented to the NOK as a firm commitment of the ultimate benefits. Laws, changes, and decisions by the controlling agencies may frequently alter the actual value of the benefits due.

c. Applications for survivor benefits from the Department of Veterans Affairs and the Social Security Administration (VA and SSA) should include copies of the following (as appropriate):

(1) VA Claim File Number.

(2) Civil Court official-certified copies of children's adoption papers.

(3) County/State official-certified copies of all members/widow(er) divorce/marriage certificates.

(4) State official-certified copies of birth certificates for children.

(5) W-2, Withholding Tax Statement Forms of the deceased for the past 2 years.

(6) DD 1300, Report of Casualty (see appendix E).

(7) Member's Leave and Earnings Statement (LES) for month

prior to death.

d. The benefits visit and subsequent visits are extremely important to the future of the NOK, and the assistance rendered by the CACO must be carried out in a professional manner. When there is any doubt, solicit the advice of experts in the area, and take advantage of the experience that the CAC/FHS Program Coordinator and the BUPERS Casualty Assistance Branch (Pers-663) have acquired through the handling of many diverse casualty cases.

e. In as much as the CACO will be inquiring about the status of the NOK's claims from the VA and SSA and other organizations, it is suggested that the CACO obtain a Privacy Act authorization from the NOK, a sample of which is:
I,_____, relationship) of (grade/rate) (name) (social security number), deceased, hereby authorize the United States Navy to release personal information about myself, normally protected by the Privacy Act of 1974 (5 USC 552a) for the settlement of my (relationship's) affairs and to procure such survivor benefits to which I may be entitled on the basis of (his/her) military service. I also authorize the Navy to make inquiries on my behalf to other government agencies and organizations. (Signature of NOK). The CACO should retain the authorization and provide copies to requesting agencies as required.

6-2. Submission of Claims. Attached to each claim submitted by the CACO on behalf of the survivors should be a statement requesting a copy of all correspondence between the government agency and the survivors. Such documentation will ensure that the CACO can monitor the case and quickly take appropriate corrective measures when difficulties become known.

a. Statement of Service. The submission of claims for all benefits should not be delayed due to lack of service data. When the VA and SSA require information in addition to that furnished on the DD 1300, Report of Casualty, the agencies will request the information directly from BUPERS, DFAS, BUMED, and the office of the Judge Advocate General (JAG), etc.

b. Notary Services - Administration of Oath. Oaths in the completion of claims for the settlement of affairs and payment of survivor benefits from the Navy can only be administered by commissioned officers or other persons legally authorized as a notary public.

c. Evidence Required in Completion of Claim Forms

(1) Copies. The CACO should retain copies of documents required to substantiate claims. original documents are of future value to the survivor and should not be released.

(2) Delays. The submission of claims should not be delayed pending receipt of information or documentary evidence. It is recommended that forms be filled in as completely as possible and be submitted with a statement that the additional data will be furnished as soon as possible.

d. Record of Claims Filed. The CACO should prepare a list of titles and numbers of forms filed, the dates filed, and copies of documentary evidence and data furnished each agency. In addition to the CACO's retention of such documents, copies should be furnished to the NOK.

6-3. Unpaid Compensation. Item JULIET (c) of the naval message, Personnel Casualty Report, identifies the person entitled to receive the unpaid compensation.

a. Settlement of Unpaid Compensation (Arrears of Pay). Within 10 working days of a casualty incident, BUPERS (Pers-663) mails a statement to the beneficiary explaining how a deceased member's pay account is settled, along with other claim forms. A sample of this statement is included in appendix G. Settlement normally takes place within 60-90 days of casualty occurrence.

b. Application. SF 1174, Claim for Unpaid Compensation of Deceased Members of the Uniformed Services, must be submitted in duplicate. The signature of the claimant must be witnessed (signed) by two persons acquainted with the applicant (CACO may sign as a witness). The completed form should be mailed in the preaddressed envelope to BUPERS (Pers-663). (See appendix A-2 for address.)

6-4. Refund of Member's Contributions to the Veteran's Educational Assistance Programs (VEAP) and Montgomery GI Bill

a. Monthly contributions made by the member to the VEAP or Montgomery G.I. Bill are reimbursable to:

(1) the beneficiary designated on the member's SGLI Election; if none,

(2) the member's spouse; if none,

(3) the member's children; if none,

(4) the member's parents in equal shares (or those persons who stood in loco parentis).

(a) Reimbursement for VEAP may be obtained by applying in writing to the nearest VA Regional Office. The request may be in letter form or on VA 4-5281, Application for Refund of Educational Contributions, available from the VA. A copy of the DD 1300, Report of Casualty, must be included. Item NOVEMBER (g) of the Report of Casualty indicates whether deductions were being made from the member's pay. If there is doubt as to whether the member was making periodic contributions to the VEAP or Montgomery G.I. Bill, the NOK should be encouraged to write to the VA and ask for clarification.

(b) Reimbursement for Montgomery G.I. Bill contributions may be obtained by applying in writing to the:

Department of Veterans Affairs Regional Office
(Code 21, Chapter 30)
P.O. Box 66830
St. Louis, MO 63166-6830

6-5. Unused Leave

a. Eligibility. Payment for unused leave will be made to the person named on the member's NAVPERS 1070/602, Dependency Application/Record of Emergency Data, as beneficiary for the unpaid pay and allowances.

b. Payment. Payment is included in the settlement of unpaid compensation. It will be made for each day of accrued leave which does not exceed the 60 days maximum payable during the member's career.

6-6. Debt Collection from Navy Pay Account or Estate. Generally the casualty's pay account or estate is subject to debt collection if he or she owed money to the government when reported deceased. Debts may be due to erroneous payments, unearned bonus(es) and special pays, or advance pay and allowances. Recoupment action may be initiated when the cause of death is due to misconduct or if the member was in an unauthorized absence status. DFAS will liaise directly with the NOK if recoupment

actions are initiated. CACOs should not advise the NOK of this possibility unless it is discussed with DFAS.

NOTE: Death Gratuity and the 90 day BAQ/VHA dependent survivors' entitlement are not subject to recoupment.

6-7. Dependency and Indemnity Compensation (DIC) and Pension to a Widow(er), Child, or Parent

a. The CACO should arrange with the nearest VA Regional Office for a personal visit by the NOK to discuss VA benefits with one of the agency's counselors and to determine the current monetary amount of the benefit to which the NOK may be entitled.

b. This benefit is payable to eligible survivors of members who have died:

(1) From disease or injury incurred or aggravated in the line of duty while on active duty or active duty for training;

(2) From a service-connected disability under laws administered by the VA.

c. Parents of the member who are within certain income limits may also qualify for DIC.

d. Payments are exempt from federal income taxation and are not subject to seizure by creditors of either the deceased or the surviving spouse. DIC for a surviving spouse and children may be received simultaneously with no reduction for Social Security benefits.

e. A determination of eligibility for DIC will be made by the VA on the basis of data in the member's medical record or data in the JAG Manual Investigation Report. Item PAPA of the Personnel Casualty Report states whether such an investigation is underway.

f. DIC may not be payable in those cases of members who suffer fatal accidents where it is determined that his or her blood alcohol content was .10 percent or more. The standards used by the National Safety Council establish that a person is presumed to be under the influence of intoxicating liquor if his/her blood contains .10 percent or more of alcohol. The VA

applies these standards in determining whether willful misconduct on the part of the member was involved in a fatal accident. The consumption of alcohol, in itself, may not be looked upon as misconduct. However, in fatal accidents involving the operation of motor vehicles, the hazards of alcohol consumption are general knowledge. Driving while under the influence, or riding as a passenger with an impaired driver, may be considered an act with wanton disregard of the possible consequences, and therefore may be viewed as willful misconduct and not in the line of duty. In the event DIC is denied, the CACO should inform the NOK of their right to appeal the VA decision. The CACO should further advise the NOK to utilize the services of a legal assistance officer or the VA Benefits Counselor from the local regional office in the preparation of his or her appeal. As appropriate, the widow(er) may also wish to utilize the services of an attorney.

g. DIC payments are authorized for widow(er)s, unmarried children under 18 (certain helpless children over the age of 18 who become physically or mentally disabled prior to age 18, and those between 18 and 23 if attending a VA-approved educational program), and certain parents (based upon a sliding scale of income). DIC payments may be made to:

(1) Widow(er) of the deceased spouse. The monthly rate of DIC payable to a widow(er) is increased when:

(a) He or she is housebound due to disability, a patient in a nursing home, or

(b) Helpless or blind, or so nearly helpless or blind as to require the regular aid and attendance of another person.

(2) Widow(er) with children below the age of 18. The DIC paid monthly to the widow(er) is increased for each child.

(3) Widow(er) with child (over 18) who became permanently incapable of self-support prior to reaching 18. A separate award is paid for that child.

(4) Widow(er) with a child (over 18) who is enrolled in a VA-approved school. A separate award is paid to the school age child.

(5) No widow(er) but surviving children only:

(a) Whenever there is no widow(er) entitled to DIC, it is paid in equal shares to the children of the deceased veteran.

(b) A child entitled to DIC who has attained the age of 18 years and who became permanently incapable of self-support prior to age 18 shall receive a separate award in addition to his or her regular monthly benefit.

h. Parents are considered dependent if their income is insufficient to provide reasonable maintenance for themselves and for members of their family under legal age. A dependent parent is concurrently entitled to DIC based on a sliding scale of annual income and their status, that is, whether there is only one parent, two parents not living together, or two parents together or remarried with spouse. A separate additional award is payable each month to a parent who is a patient in a nursing home or who is otherwise determined to be in need of regular medical aid and attendance.

i. VA SSA-24, Social Security Administration Application for Survivor Benefits; VA 21-534, Department of Veterans Affairs Application for Dependency and Indemnity Compensation or Death Pension by a Surviving Spouse or Child (including Accrued Benefits and Death Compensation, where applicable); and VA 21-535, Department of Veterans Affairs Application for Dependency and Indemnity Compensation by Parent(s), (see appendix H), are joint applications for social security survivor benefits and Dependency and Indemnity Compensation (DIC). They should be completed as a unit and sent (intact) to the local VA Regional Office. The VA will, in turn, forward the appropriate portion of the claim to the SSA. The purpose for referral of a completed VA SSA-24 to the SSA is to establish a date of claim for benefits from the SSA that may be payable at some future time.

j. Certain surviving spouses and children of deceased wartime veterans may qualify for nonservice-connected death pensions. The veteran must have had 90 days wartime service, unless discharged or retired for service-connected disability, and been discharged under conditions other than dishonorable. If the veteran died in service not in line of duty, benefits may be payable if the veteran had completed at least 2 years of honorable active service. Surviving spouses and unmarried children under age 18 (or under 23 if attending a VA-approved school) of deceased veterans with wartime service may be eligible for

pension based on need if they meet the applicable income standards. Otherwise qualified children who become permanently incapable of self-support because of a mental or physical defect before reaching age 18 may receive a pension as long as the condition exists or until they marry. The current pension rates will be provided the NOK at the time they visit the local VA Regional Office.

k. A separate additional award is paid to the widow(er) when there is more than one child. When there is no eligible widow(er), the children may receive a monthly award and the total shall be equally divided among them. A child is not entitled if his or her income exceeds certain limitations.

l. If there is no eligible widow(er) for pension benefits, the member's children who are attending school and are between the ages of 18 and 23 may qualify for a pension, providing their income and net worth do not exceed certain limitations.

6-8. Social Security Administration (SSA) Benefits

a. These benefits are administered by the SSA. The NOK should be advised to visit or telephone their local SSA office as quickly as possible after a death to avoid a possible loss of one or more months of benefits and to obtain specific information about survivor benefits. Follow-on information may be provided by telephone or telegram/mailgram.

b. As discussed in section 6-7i, when VA SSA-24 is executed by a claimant as part of VA 21-534/535 (see appendix H), it should be forwarded to the VA Regional Office which, in turn, forwards it to the local SSA office.

c. The SSA will be furnished verification of active service, upon request, directly from BUPERS (Pers-324). Wage credit information is obtainable from DFAS.

d. Survivor benefits from SSA are based on the "insured status" of the member at the time of his or her death. The terms "insured" and "covered" are used interchangeably in this chapter. Insured status may be established on a minimum number of calendar quarters (as few as six). The number required for survivor benefits is based on the member's date of birth and date of death, unless the member was entitled to disability or retirement benefits prior to death. The maximum number required for any type of benefit is 40. The local SSA office will determine

whether insured status exists when a claim is filed.

e. The following listed survivors of the member are eligible for benefits based on SSA insured status at the time of death:

(1) Unmarried children (including adopted children) under age 18; age 18 or over if disabled before reaching age 22; or, age 18 and up to age 19 if the child is a full-time student of an elementary or secondary school (depending upon school term and date of attainment of age 19).

(2) Children may be eligible for benefits based on a grandparent's earnings if the natural parents are disabled or dead, and if the children are living with and receiving at least one-half of their support from the grandparent. A child may also be eligible based on a stepparent's record if the child was either living with or receiving one-half of his/her support from the stepparent.

(3) Widow(er), regardless of age, if caring for either a child under age 16 or for a disabled child who is entitled to children's benefits.

(4) Surviving divorced spouse under age 60 if caring either for a child under 16 or a disabled child who is entitled to children's benefits based on the member's record.

(5) Dependent parent age 62 or older. Proof of dependency (at least one-half of their support) is required to be filed within 2 years of the member's death, even though the claimant is not then of retirement age.

6-9. Earnings for Work Under Social Security. Active duty or active duty for training has counted toward Social Security credits since 1 January 1957 when Federal Insurance Contribution Act (FICA) contributions were first withheld from a member's pay. Information concerning the earnings required for quarters of coverage may be obtained by contacting any SSA office.

6-10. Life Insurance. Commercial life insurance companies should be notified of the death of the insured by a letter or by direct contact with a local agent. By agreement with the International Claims Association, BUPERS (Pers-663), forwards a DD 1300, Report of Casualty, directly to any insurance company listed on the official records of the decedent, or upon request from an

insurance company. This form is normally acceptable by commercial insurance companies in effecting settlements.

6-11. Servicemen's Group Life Insurance (SGLI)

a. General Information.

(1) The maximum amount of coverage is $200,000.

(2) Members in a missing, Missing in Action/Prisoner of War (MIA/POW), and captured status are entitled to continuous coverage while in that status.

(3) SGLI coverage is also in effect for 120 days following separation from active duty.

b. Beneficiary. The SGLV 8286, Servicemen's Group Life Insurance (SGLI) Election and Certificate, is used to designate a beneficiary for SGLI. The current SGLI Election on file in either the member's service record or BUPERS microfiche is used to determine the beneficiary. (Dependency Application/Record of Emergency Data, or DD 93, Record of Emergency Data, is not used to designate a SGLI beneficiary.1 SGLI is payable to the beneficiary designated by the member (regardless of the relationship to the member).

c. Proceeds Payment Option. If the member did not elect a settlement option or did not elect the lump-sum, the beneficiary may elect either to receive the lump-sum benefit or 36 monthly increments. Payment will normally be made within 4-6 weeks after receipt of the completed application by the Office of Servicemen's Group Life Insurance. If no beneficiary is designated, payment will be made in the following order of precedence:

(1) Widow (er) ;

(2) Child or children;

(3) Parents in equal shares, unless the parent willfully failed to support a child during his or her minority, or consented to his/her adoption;

(4) Executor or administrator of member's estate;

(5) Other NOK

NOTE: If the beneficiaries are the parents, either parent has the right to contest the payment of one-half of the proceeds to the other parent on the basis that he or she did not provide support for the upbringing of the member during his/her minority years. To contest the proceeds payment, the CACO should advise the NOK to contact a representative of SGLI. (See appendix A-2.) Details necessary to substantiate the non-support allegation will be provided to their representative. In any case, the parent making the allegation should not delay submission of his or her claim for their share of the insurance proceeds.

d. Application. BUPERS (Pers-663) will certify the amount of life insurance in effect and the beneficiary(ies), along with the option of settlement, to the Office of Servicemen's Group Life Insurance. Application form(s) by which designated beneficiary(ies) may apply for the insurance proceeds will be forwarded to the CACO of each beneficiary within 10 working days following the date of death of the member. The CACO shall immediately deliver the form to the beneficiary. The completed application form should be forwarded by the CACO to the address which appears SGLV-8283, Claim for Death Benefits, Servicemen's/Veterans Group Life Insurance, (see appendix I). The Insurance proceeds (with interest accumulated from date of death) are normally paid within 4-6 weeks after receipt of a completed application.

6-12. General Information Regarding Insurance. Proceeds from government or commercial life insurance, except where invested in property, are exempt from income taxation and are not subject to claims by the United States, with certain exceptions. It is not liable to attachment, levy, or seizure under any legal or equitable process, either before or after receipt by the beneficiary.

6-13. Navy Mutual Aid Association

a. The Navy Mutual Aid Association (see appendix A-2 for address and phone number) is a non-profit membership organization offering both permanent and term life insurance to members. All active duty officers and enlisted persons in the U.S. Navy, U.S. Marine Corps, U.S. Coast Guard, and officers of the National Oceanic and Atmospheric Administration and the Public Health Service, through age 64, are eligible. Membership eligibility is also extended to reservists provided they apply while on active duty or active duty for training and that such application is made from a military address. Applications from retiring or

separating non-members must be received within 120 days after retirement/separation.

b. Up to $320,000 of permanent universal life type insurance and up to $300,000 of term insurance, or a combination of both, are currently offered. Spouse and family coverage are also available.

c. Navy Mutual Aid normally receives notification of death by letter, official message, or telephone. Upon receipt of such notification, an initial amount is forwarded to the beneficiary to help defray immediate expenses. The association also assists survivors in getting claims from other insurers paid promptly and in full, and in obtaining all Federal benefits to which entitled. This also includes appearing in their behalf before Federal agencies when necessary. Further, the association forwards and monitors all claims to the VA.

6-14. DD 1173, Uniformed Services Identification and Privilege Card

a. Eligibility. The unremarried widow(er) and minor children age 10 to 21 and to age 23 if a full-time college student) of a member who dies while serving on active duty generally are eligible for the following benefits: medical care at uniformed services facilities, medical care from civilian sources, theater privileges, and purchase privileges at commissary and exchange facilities. To utilize these facilities, each person must have a DD 1173, Uniformed Services Identification and Privilege Card, issued since the member's death. Dependent parents, parents-in-law, stepparents, and stepparents-in-law may be authorized commissary, exchange, or theater privileges, and may be authorized medical care at uniformed services facilities, if at the time of the service member's death they were dependent on him or her for more than 50 percent support and resided in a home maintained or provided by the member.

b. Application. To verify the DD 1172, Application for Uniformed Services Identification and Privilege Card, for those dependents deemed to have entitlement, the CACO should contact BUPERS (Pers-334) for guidance. (See appendix A-2 for address and phone number.) Cards are issued to children over 10 years of age. Children under 10 years of age are not issued cards, unless residing with a person who is not entitled to an identification card. After verification by the CACO, the application, DD 1172, will be taken to a uniformed services installation where

the card, DD 1173, will be issued. The CACO shall advise the dependent receiving the card that it cannot be used by other than to whom issued and that failure to report a marriage or change in status for a surviving child can result in prosecution for fraudulent use. The Uniformed Services Identification and Privilege Card may be renewed upon expiration if the widow(er) has not remarried and children still qualify.

6-15. Dependent Travel

a. Eligibility. Travel for the purpose of establishing a residence for dependents of deceased active duty personnel (does not include active duty for training or inactive duty training personnel) is authorized from the place at which official notice of death, missing or serious illness/injury is first received by the dependent to such place as designated by the dependent (see U5241-D JFTR). The time limitation on travel of dependents is 1 year from the date of the member's death. However, requests for extensions may be addressed to BUPERS (Pers-332). (See appendix A-2 for address and phone number.)

b. Application. If travel is desired at government expense, or if travel is to be performed at personal expense, subject to reimbursement, the appropriate forms are obtainable from the nearest Navy Personnel Support Activity/Detachment.

(1) Claims for reimbursement for travel performed at personal expense by dependents, incident to a notification of death of the active duty member, should be forwarded to the nearest Navy Personnel Support Activity or to officer in Charge, Personnel Support Activity Detachment, Military Travel Department (PSD/CC-072), Washington, DC 20371-5000, for settlement. The claim should be submitted, in triplicate, on DD 1351-4, Voucher or Claim for Dependent Travel and Dislocation or Trailer Allowance, and should be accompanied by three copies of the DD 1300, Report of Casualty.

(2) Claims or documents pertaining to reimbursement for travel and transportation allowances due the member prior to his/her death, including reimbursement for dependent's travel performed prior to the member's death, should be submitted in duplicate on DD 1351-4, to the Defense Finance and Accounting Service (DFAS), Special Claims Department (Code 64311), Cleveland, OH 44199-2055. Usually these claims will be submitted with the decedent's pay record by the decedent's last permanent duty

station.

(3) Arrangements for dependent(s) travel (and household goods relocation) may be made through any military transportation office. The CACO should contact the nearest Personal Property Shipping Office or BUPERS (Pers-7) for the Navy accounting appropriation to which the dependents' travel (plus household goods shipment) is chargeable.

6-16. Shipment of Household Goods (HHG) and Privately Owned Vehicle

a. Household goods consist of all personal property associated with the home and all personal effects belonging to a member and the member's dependents which can be legally accepted and transported as household goods (HHG) by an authorized commercial carrier, except the items listed in 1 through 7. The term "household goods" does not include the following:

(1) Personal baggage when carried free on commercial travel tickets;

(2) Automobiles, trucks, vans, and similar motor vehicles; airplanes; mobile homes; camper trailers; and farming vehicles;

(3) Live animals not required in the performance of official duties, including birds, fish, and reptiles;

(4) Privately owned live ammunition;

(5) Property liable to permeate or otherwise damage equipment or other property (e.g., hazardous articles including, flammable and corrosive materials, insecticides, etc.);

(6) Articles which cannot be taken from the premises without damage to the article or the premises;

(7) Perishable articles including frozen foods, articles requiring refrigeration, or perishable plants.

NOTE: Claims for damaged or lost items must be filed within 70 days of' the household goods' movement on DD Form 1840, Joint Statement of Lost or Damaged at Delivery.

b. Household goods of naval personnel.on active duty (other

than for training) who are officially reported as dead, seriously ill/injured, or absent for a period of 29 days or more in a status of missing, may be shipped at government expense to the member's home of record, home of dependent, NOK, or person legally entitled to receive custody of the household goods. The household goods must be turned over to a transportation officer or carrier for shipment within 1 year from the official report of casualty status. This 1-year limit for shipment may be extended upon written request to the Commanding Officer, Navy Material Transportation office, Building Z-133-5, Code 024, Norfolk, VA 23511-6691. The CACO should contact the personal property transportation officer at the nearest military installation before responding to any direct inquiries on this subject from the NOK.

(1) Temporary Storage. Temporary storage of household goods at government expense is authorized in connection with shipment for a period of 90 days. Temporary storage in excess of 90 days will be at the expense of the person for whom shipment is being made unless a written request for extension, due to extenuating circumstances beyond the control of the NOK, is submitted to the transportation officer and approved by the appropriate authority. (Ref: JFTR - U5375B, Para 2)

(2) Non-Temporary Storage. Non-temporary storage of household goods of a deceased member may be authorized at government expense for a period of 1 year. If a member is officially reported in a missing status for a period of more than 29 days, his/her NOK may request non-temporary storage in excess of 1 year. (Ref: JFTR - U5380L - Table Item #17)

c. Privately Owned or Long-term Leased (12 Months or Over) Vehicles. Shipment of one privately owned or long-term leased vehicle of a member who is officially reported as dead, absent for a period of 29 or more days in a missing status, at government expense, to the member's home of record, the home of the dependent, NOK, or person legally entitled to receive custody of the personal effects. Such shipment will include overland transportation originating inside or outside CONUS as well as ocean transportation. The authority for shipment is contained in Joint Federal Travel Regulations (JFTR), Vol 1, paragraph U5455-E. When the NOK states that the member may have owned a vehicle, and no information has been provided by the member's command concerning its whereabouts or disposition, the CACO

should obtain from the member's NOK as much descriptive information (model, make, year, color, etc.') as possible and send a naval message to the member's command asking for a status report.

(1) Sale of Vehicle(s). In some instances, the NOK of a deceased member may desire to sell the vehicle rather than have it returned. If that is the case, the CACO must contact the member's command to determine to whom power of attorney can be given at the casualty's parent command to sell the vehicle and return the sale's proceeds to the NOK. CACOs should contact the station legal officer for specific guidelines concerning the sale of owned vehicles as well as the leasing company or lien holder. Every effort should be made to preclude vehicles being towed to garages and remaining for extended periods while towing and storage charges accumulate.

(2) Death Resulting from Vehicular Accident. In cases of death resulting from a vehicular accident, the NOK may desire information about insurance coverage on the vehicle because of the possibility of liability for bodily injury and/or death of vehicle occupants or other persons involved in the accident. The CACO shall request that the member's command investigate such matters and provide necessary information where possible. If difficulty is encountered regarding shipment of a vehicle, the CACO shall contact the appropriate Personal Effects Distribution Center at Oakland or Norfolk, or BUPERS (Pers-663) at the telephone numbers listed in appendix A-2.

d. Mobile Home Allowance. A mobile home allowance in lieu of shipment of baggage and household goods may be paid to dependents of active duty members who are officially reported dead

providing baggage and household goods were not previously shipped while the member was in a missing status.

6-17. Survivor Benefit Plan (SBP) Coverage for Retirement Eligible Members. The Survivor Benefit Plan provides the survivors of retirement eligible members with a monthly annuity to complement the survivor benefits from the SSA. The annuity is equivalent to the amount the member could have provided for his/her spouse and dependent child(ren) had he/she retired instead of continuing on active duty until the date of his/her death. The application form by which the survivors may apply for the annuity will be sent automatically by DFAS along with an explanation of Dependency and Indemnity Compensation and Social Security monthly benefits. Additional information about SBP may be obtained by contacting BUPERS (Pers-662C).

CHAPTER 7

CACO'S THIRD VISIT - PART II OF II
INFORMING BENEFICIARIES OF HEALTH BENEFITS PROGRAMS AND OTHER BENEFITS AND ASSISTANCE AVAILABLE

7-1. Uniformed Services Health Benefits Program (USHBP), Including the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS)

a. Scope. The USHBP provides medical care to other than active duty members through uniformed services medical facilities on a space available basis, or through the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) on a cost-sharing basis. Treatment is on an inpatient or outpatient basis for most medical, surgical, nervous, mental, chronic communicable conditions, and maternity care. Certain prescriptive supplies, drugs, services, and equipment are included in the coverage.

(1) Specifically excluded by law from USHBP coverage in uniformed services facilities are domiciliary or custodial care; routine dental care at those installations within the U.S. which have not been specifically designated to provide dental care to dependents; prosthetic devices (other than artificial limbs and eyes); hearing aids; orthopedic footwear; and eye-glasses or contact lenses for correction of ordinary refractive error. Prosthetic devices, hearing aids, orthopedic footwear, spectacles and contact lenses may be sold to dependents at government cost outside the U.S. and at installations within the U.S. which have been specifically authorized to sell these items by the Secretary of Defense.

(2) Proof of eligibility is a current enrollment in the Defense Eligibility Enrollment Reporting System (DEERS) and possession of the Uniformed Services Identification and Privilege Card. If a dependent is not enrolled in DEERS, or is enrolled with expired benefits, CHAMPUS will deny medical claims and uniformed services facilities will deny all but emergency care. If emergency care is provided, the surviving spouse will be billed.

(3) Eligibility for USHBP. The spouse and children are eligible, but lose their eligibility for the CHAMPUS if they are totally disabled or have a chronic kidney condition. Dependent parents, stepparents, and parents-in-law are eligible for care in uniformed services facilities but are not eligible for CHAMPUS.

b. USHBP Eligible Survivors include:

(1) A child - legitimate/illegitimate child, adopted child or stepchild who is unmarried and who:

(a) Is under 21 years of age

(b) Is over 21 years of age but is incapable of self-support because of a mental or physical incapacity, and was dependent upon the member at the time of the member's death for more than one-half of his/her support. The incapacity must have existed both before and on the 21st birthday and must have been continuous.

(c) Has not passed his or her 23rd birthday, is enrolled in a full-time course of study in an institution of higher learning approved by the Department of Education, and is dependent upon the member (or was at the time of the member's death) for more than one-half of his/her support.

(2) An illegitimate child of a deceased male active duty member whose paternity has been judicially determined. If paternity has not been judicially determined, the child must have resided with the father and have been dependent (or dependent on the date of his death) for more than one-half of his/her support.

(3) An illegitimate child of record of a female active duty member or a deceased female active duty member who has been judicially directed to support the child. If there was no judicial direction the child must have:

(a) Resided with the mother or in a home provided by her, or if the mother is deceased, have resided with her or in a home provided by her on the date of her death.

(b) Been dependent (or dependent on the date of the mother's death) upon the mother for over one-half of his/her support.

(4) An illegitimate child of the spouse of an active duty member, (i.e., the member's step-child) who:

(a) Resided with or in a home provided by either the active duty member or the spouse.

(b) Was dependent upon the member for over one-half of his/her support. If the member is deceased, the child must have met both the residential and dependency requirements on the date of the member's death.

c. Non-availability Statement. Since 9 February 1976, Defense Appropriations Acts have prohibited the use of CHAMPUS funds for payment of non-emergency civilian inpatient care if care is available at a uniformed services medical treatment facility within a 40-mile radius of the patient's residence. As a result, dependent spouses and children of deceased active duty members who live within a 40-mile radius of a uniformed services medical treatment facility capable of providing inpatient care must seek such care at the uniformed services hospital. If the needed care cannot be provided at the uniformed services hospital, the hospital will issue the patient a Non-availability Statement. A claim submitted to CHAMPUS for non-emergency civilian inpatient hospital care, or for any emergency or non-emergency maternity care by an otherwise eligible CHAMPUS beneficiary who resides within a 40-mile radius of a uniformed services hospital, cannot be paid if the claim is not supported by a Non-availability Statement.

d. Deductible. The deductible is the first $150 of authorized outpatient charges in a fiscal year. For a family of two or more beneficiaries filing claims, the maximum deductible in a fiscal year is $300 collectively.

7-2. Department of Veterans Affairs (VA) CHAMPVA Program. The surviving spouse or child of a veteran who died as a result of a service-connected disability, or who at the time of death had a total and permanent service-connected disability, is entitled to medical care under CHAMPVA (Civilian Health and Medical Program of the Department of Veterans Affairs). For the individual to be eligible for CHAMPVA, he or she must not have entitlement under CHAMPUS or MEDICARE (Social Security Administration). Normally, necessary medical care will be provided in non-government hospitals and through private physicians and other providers of medical care in the community. However, care may be provided to CHAMPVA beneficiaries in specialized VA medical facilities when they are uniquely equipped to provide the most effective care, and when use of the VA facility does not interfere with the care and treatment of veterans.

7-3. Settlement of Decedent's Estate. The technical aspect of settling an estate can be complicated. The CACO should refrain from giving anything but general information to the NOK. The most practical aid for the NOK is to refer them to the legal assistance officer, the local Legal Aid Society, or the local State Bar Association for legal guidance and information. The following information is to give guidance on some of the non-technical questions which may be raised.

a. Last Will and Testament/Administration of Estates. A Last Will and Testament (hereafter referred to as will) is executed for the purpose of assuring that the distribution of the deceased member's estate is made according to his or her wishes. If there is no will, the estate is distributed to the NOK according to the laws of the State of the decedent's legal domicile (many banks have pamphlets summarizing their state's law of distribution when there is no will).

(1) The NOK should make a search of all possessions of the deceased (including safe-deposit box and safe) before concluding that no will exists.

(2) If there is a will, it should be filed as soon as possible in the Probate Court of the home county of the state of the deceased. Probating a will means primarily proving the authenticity of the document and signatures on the will. The Probate Court has jurisdiction over the administration of the deceased's estate. If the deceased owned real property (land) outside his or her state or country, it may be necessary to have additional probate where that real estate is located.

(a) If an administrator or executor has been named, he/she should be immediately notified.

(b) It is the administrator or executor's responsibility to obtain civilian legal counsel to assist in probating the will and administering the estate under the terms of the will.

(3) If the deceased did not prepare a will and there is an estate to be administered, it is most important that legal advice be sought by the NOK so that Letters of Administration can be procured to administer the estate. Where the value of the estate is small, some states provide for informal administration.

(4) Joint ownership of property may or may not be an adequate substitute for a will. There are tax hazards, legal complications, and added expenses involved in joint ownership, many of which could have been avoided by a will. In some cases, decedent's property which is not in joint ownership will have to be probated. Because of the variance and changes in the laws of descent and distribution in individual states, the NOK should be advised to seek legal advice, either from a legal assistance officer or a civilian attorney.

b. Bank Accounts and Safe-Deposit Boxes

(1) Bank Accounts (Savings or Checking). If the NOK has knowledge of any bank accounts held by the deceased, he or she or the CACO should contact the commercial bank account's supervisor concerning any action which should be taken to close out the account. A DD 1300, Report of Casualty, may be sufficient as proof of death.

(a) If the deceased had a bank account (savings or checking) in his/her name exclusively, such balances will become part of the estate and may be accessed only by the administrator or executor of the estate.

(b) If the deceased had a bank account jointly with someone else, the surviving joint tenant may or may not be able to withdraw the account balance depending upon state regulations. Some states freeze such accounts for an appraiser who determines the inheritance tax.

(2) Safe-Deposit Boxes. The requirements for gaining entry to a safe-deposit box vary with the laws of the state (or District of Columbia) in which it is located. The CACO may assist the NOK in determining from the bank officials the exact procedure required to gain entry to a safe-deposit box.

c. Property (Real and Personal)

(1) Definition. Real property includes land and any buildings, improvements, or fixtures on that land. Personal property includes clothing, jewelry, household furnishings, money, stocks, bonds, savings bonds, automobiles, etc.

(2) Entitlement. Property, either real or personal, which was:

(a) Owned jointly (or in the case of real estate, owned by husband and wife as tenants by the entirety) will pass immediately by law to the surviving spouse. The registrar of deeds of the particular county in which real estate is owned should be contacted for the procedure to be followed to reflect the sole ownership. The Division of Motor Vehicles, in the case of joint automobile title or registration, should be contacted by the CACO or survivor. In most cases, an official copy of the death certificate may be submitted with the title for reissuance in the survivor's name.

(b) Owned exclusively by the deceased, or as a tenant in common with others, must be administered under the terms of the will.

d. U.S. Savings Bonds (Series E/Series EE)

(1) General. DFAS Cleveland maintains a safekeeping depository for U.S. Savings Bonds. A member who had an allotment for U.S. Savings Bonds could either have requested that the bonds be forwarded to the depository or that the bonds be mailed directly to an address designated by him/her. Also, any other U.S. Savings Bonds the member may have purchased previously could also have been forwarded to the depository for safekeeping. At the time of death of the member, such bonds will be mailed from the depository to the co-owner, beneficiary, estate administrator, or executor as designated. However, disposition by DFAS is not always automatic since, in some cases, the bonds do not contain the address of the designated co-owner, beneficiary, administrator, or executor. In such cases, it will be necessary for the NOK to advise the DFAS Safekeeping Depository of the appropriate address to which the bonds should be sent. If there is any doubt as to whether a member may have purchased bonds for retention in the safekeeping depository, the NOK should write immediately to the CO, DFAS, Cleveland.

(2) Transfer or Reissuance. DD 1300, Report of Casualty, is acceptable proof of death for purposes of redeeming U.S. Savings Bonds. Such bonds owned by the deceased exclusively will either go to the beneficiary named on the bond or, if no beneficiary is named, become part of the estate. Information concerning reissuance or transfer of bonds may be obtained from any

Federal Reserve Bank or branch thereof, or from the Bureau of Public Debt, Securities Transactions Branch, Washington, D.C. 20226.

e. Taxes. The military income of a member who dies of wounds, disease, or injury resulting from a terrorist or combat action outside the United States is exempt from Federal income taxation for the calendar year in which death occurred, and any earlier tax year beginning the year before the wounds or injury occurred. Any tax liability outstanding against the member at time of death will be forgiven. Refunds can be made if tax on such income has already been paid. The Federal estate tax is not applicable in the settlement of estates of such combat veterans. (Income tax information pertaining to missing or captured personnel is discussed in chapter 9.)

(1) Other Income. All other income, e.g., wages for part-time work at a non-military job, which the deceased had received during the taxable year, is subject to Federal income tax and must be paid by the decedent's estate.

(2) Most Payments Upon Death are Tax Exempt from Federal Income Tax. Payments from the Death Gratuity, DIC, SGLI, VA and generally all commercial insurance policy payments are exempt. Questions should be addressed to the local Internal Revenue Service office.

(3) State Income Taxes. The NOK should be advised to write the state tax commission, usually located in the state capitol, stating the facts and requesting state income tax information since laws and procedures vary.

f. Service Academy Appointments. Each year a limited number of appointments to the major service academies are reserved for the sons and daughters of military members who died of war injuries. Inquiries should be sent directly to the service academies.

g. Counseling Widow(er) for Financial Future. The widow(er) alone makes all decisions as to expenditures and investments. The CACO should limit his/her assistance by offering to guide or accompany her or him to a bank or other reputable counselor.

7-4. State Rights and Benefits. Many states provide benefits for survivors of veterans such as educational assistance, Civil Service preference, tax and license fee exemptions, employment

assistance, and bonuses. Most states maintain veterans' agencies (usually titled States Veterans Commissions) which administer these programs.

7-5. Home Loan Guaranty - Department of Veterans Affairs

a. Home loan guaranty benefits are available to the spouse of any member of the Armed Forces serving on active duty and listed as missing in action, or detained as a prisoner of war for at least 90 days. Unremarried surviving spouses of veterans who died in service or as a result of service-connected disabilities may also have entitlement to VA loan guaranty benefits. VA Form 26-1817, Application for Determination of Basic Eligibility - Unremarried Surviving Spouse, may be obtained from any VA regional office.

b. The mortgage insurance provided free as part of GI Bill loans and Federal Housing Administration (FHA) in-service loans does not pay off the mortgage upon the death of the homeowner. Those guarantees apply solely to the private lender who made the home loan; the obligation to repay the loan falls to the decedent's estate and widow(er) (property held as tenants by entireties. Only if the widow(er) defaults may the government pay the lender to the extent of the guarantee, but the government is then obligated to recover its loss from the family. For FHA mortgage insurance, the government will continue to pay the insurance premium for 2 years after the death of a member, or until the widow(er) remarries or sells the property.

7-6. Preference in Federal Employment

a. Unremarried widow(er)s, and mothers of certain deceased veterans and members, may be eligible for certain advantages in Federal employment, such as additional points added to passing scores in job examinations, waivers of certain physical requirements, first consideration for certain jobs, and preference for retention in layoffs.

b. More specific information concerning these benefits and other Federal job information may be obtained by contacting the Federal Job Information Centers, Office of Personnel Management. Their locations are listed in telephone directories under United States Government.

7-7. Educational Assistance. Scholarship assistance for sons and daughters of deceased members is provided by certain schools,

colleges, special scholarship funds, and, in some cases, by state law. While such assistance is usually provided only for selected persons in need of financial assistance, in some instances aid is furnished regardless of need. This is particularly true of the state benefit. Information on the various state benefits may be obtained by contacting the various state veterans commissions.

7-8. Survivors and Dependents Educational Assistance from the Department of Veterans Affairs

a. Eligibility. Educational assistance benefits are available to spouses and children of: veterans who died or are permanently and totally disabled as the result of a disability arising from active service in the Armed Forces; veterans who died from any cause while rated permanently and totally disabled from service-connected disability; service members presently missing in action or captured in line of duty by a hostile force, or service members presently detained or interned in line of duty by a foreign government or power.

(1) Benefits may be awarded for pursuit of associate, bachelor, or graduate degrees at colleges and universities (including independent study, cooperative training and study abroad programs). Courses leading to a certificate or diploma from business, technical, or vocational schools may also be taken. Other opportunities include apprenticeship or on-the-job training programs and farm cooperative courses. Benefits for correspondence courses are available to spouses only. Secondary school programs may be pursued if the individual is not a high school graduate.

(2) The individual may also receive tutorial assistance benefits if he/she is enrolled half-time or more and has a deficiency in a subject. Remedial, deficiency, and refresher training may also be available.

(3) An eligible child who is handicapped by a physical or mental disability that prevents pursuit of an educational program may receive special restorative training. This may involve speech and voice correction, language retraining, lip reading, auditory training, braille reading and writing. Specialized vocational training is available to an eligible spouse or child over age 14 who is handicapped by a physical and mental disability that prevents pursuit of an educational program. On request, VA will provide counseling services, including testing, to help

an eligible dependent select an educational or vocational objective, develop a plan to achieve it, and overcome any problems which might interfere with its successful achievement.

b. Length of Training

(1) A person may be entitled to receive educational assistance up to a total of 45 months or the equivalent in part-time training.

(2) Benefits to a spouse end 10 years from the date VA first finds the individual eligible. VA may grant an extension of this period if a physical or mental disability prevented the individual from using some portion of his/her education benefits. The disability must occur during the individual's 10-year period of eligibility.

(3) Generally, children must be between the ages of 18 and 26 to receive benefits. Certain extensions may be granted, including the period of time equal to any time the child may spend on active duty. No extension can go beyond the individual's 31st birthday.

c. Additional Information. You can obtain the "Federal Benefits for Veterans and Dependents," a VA brochure, by contacting your local VA office.

7-9. Education Loan Program. Student loans in the full amount needed are available under the provisions of Title IV of the Higher Education Act of 1965, as amended. Students unable to obtain such loans may be eligible to borrow up to $2,500 per academic year to pursue a course leading to a standard college degree, or to a professional or vocational objective which requires at least 6 months to complete.

7-10. Navy Scholarships/Educational Loans. The American Legion publishes a booklet titled "NEED A LIFT?" which highlights available educational loans and scholarships, including those provided by Navy and Marine Corps related organizations. Copies of this booklet may be ordered from the American Legion, National Emblem Sales, P.O. Box 1050, Indianapolis, IN 46206 ($2.00 each - prepaid).

a. Loans. Many different organizations have loan programs available for Navy personnel and their dependents. Three such programs are detailed below. (See appendix A-2 for addresses and

phone numbers.)

(1) The Navy-Marine Corps Relief Society participates in the Stafford Student Loan (SSL) Program, providing loans for Navy dependents (spouses and children) who are pursuing a college education or vocational training. Dependents of deceased active, reserve, or retired members are included in this eligibility.

(2) The Navy Federal Credit Union (NFCU) offers numerous loans to their members. Contact your local NFCU office for additional information or write to the main office.

(3) The Retired Officers Association sponsors a student loan program. Write to them directly for more information.

7-12. Dependents Dental Plan/Coverage. It automatically terminates at the end of the month in which the death occurs one year from the date of death.

CHAPTER 8

ADDITIONAL RESPONSIBILITIES OF THE CACO

8-1. CACO Assistance in Expediting Settlement of Claims. A reasonable delay must be expected in the adjudication of claims to enable appropriate agencies to process the claims. The CACO should inform BUPERS (Pers-663) if there appears to be an excessive delay. Routine receipt timeframes for the various benefits are contained in section four of the CACO Handbook. If available, the CACO should furnish the claim numbers assigned the cases by each agency, when checking on a claim.

8-2. Assistance to More Than One Relative

a. General. The CACP essentially provides for assistance to the PNOK and SNOK. However, it should be noted that in some instances additional assistance will be required when the deceased has eligible survivors residing in other households. Examples include minor children from former marriages or brothers and sisters who are beneficiaries. Although a large number of cases require the services of more than one CACO, if other relatives reside in the same locality, and such assistance is practical, the same CACO preferably should contact and assist those relatives.

b. Procedure. If eligible survivors are not living in the same area, and more than one CACO is designated, all assigned CACOs will be informed which survivor has legal rights as to the disposition of remains and to survivors' benefits. The approach of these CACOs should be tactful and discretion should be used to determine whether other than immediate courtesy assistance is needed. The appointed CACOs should keep each other and BUPERS (Pers-663) informed of any potential problems.

8-3. When CACO Learns Widow is Expecting a Baby. To ensure that the name of a child is recorded on the official records of the decedent, a copy of the birth certificate should be furnished to BUPERS (Pers-663). A copy of the record of birth also should be furnished to the local SSA and VA offices with the full name, social security number or claim number assigned to the case by the agency concerned. This will establish the child's entitlement to benefits.

8-4. When CACO Learns NOK is Moving. When the PNOK or SNOK move from one area to another prior to completion of the CACP, the CACO should advise the CAC/FHS Program Coordinator immediately. It should be impressed upon the NOK that all agencies from which benefits may be payable need to be kept apprised of their current address.

8-5. When CACO Learns Surviving Spouse is Not a U.S. Citizen

a. General. Public Law 90-369, approved 29 June 1968, provides for the expeditious naturalization of the surviving spouse and children of a U.S. citizen who dies while serving on active duty. This legislation permits immediate naturalization for aliens, male or female, widowed by the death of a U.S. citizen spouse/parent on active duty in the U.S. Armed Forces, providing the aliens have been admitted to the U.S. for permanent residence, were living in spousal/parental union with the U.S. citizen at time of death, and are otherwise qualified for naturalization.

b. Procedure. Contact the nearest office of the U.S. Immigration and Naturalization Service for application procedures.

8-6. Information Concerning Gold Star Lapel Button and Lapel Pin

a. Gold Star Lapel Pin. The pin is a circular gold pin with a star on a purple background. It is issued by BUPERS (Pers-663) to widow(er)s, parents, and other NOK of Navy members who lost their lives:

(1) During periods of armed hostilities in which the U.S. was engaged before 1 July 1958; or,

(2) On or after 1 July 1958 while engaged in an action against an enemy of the U.S. in military operations involving conflict with an opposing force; or,

(3) In an armed conflict while serving with friendly foreign forces.

(4) As a result of terrorist actions since 29 March 1973.

b. Lapel Button. The button is gold in color. The star within the circle commemorates honorable service; the sprigs of oak are a symbol of the strength of the Army, Marine Corps, Navy, and Air Force. It is issued by BUPERS (Pers-663) to widow(er)s, parents, and children of armed service members who lost their lives while serving on active duty or while attending or going to or from a naval reserve scheduled drill.

c. BUPERS (Pers-663) will mail the buttons or pins to the CACO for presentation to the family within approximately 10 working days of the casualty incident.

8-7. NAVPERS 1770/7, Casualty Assistance Calls Program Report. The CACO should request that the NOK advise him/her when all benefits are received. A final report (appendix J) of the CACO's assistance will be prepared by the CACO and forwarded to BUPERS (Pers-663) via the CAC/FHS Program Coordinator when all benefits are received or when the NOK advises that no further assistance is desired. To ensure that all benefits to which the NOK is entitled have been applied for/received, CAC/FHS Program Coordinators must ensure that each block of the report is appropriately annotated prior to endorsement. Report control symbol BUPERS 1770-1 is assigned to that report. Unless otherwise requested by the NOK, the case is then closed as far as CACP assistance is concerned. CACOs are encouraged to submit their comments, recommendations, and concerns, for the attention of the BUPERS Casualty Assistance Branch (Pers-663), on this report. NAVPERS 1770/7 normally will be completed in quadruplicate. A copy will be retained by the CACO for information and the additional copies should be forwarded to the Bureau of Naval Personnel (Pers-663) via the CAC/FHS Program Coordinator who will retain a copy. Whenever there is any comment, recommendation, or concern regarding condition, preparation, encasement, or transportation of remains, the matter should be referred to Chief, Bureau of Medicine and Surgery (BUMED-332), utilizing an information copy of the NAVPERS 1770/7.

CHAPTER 9
SPECIAL PROCEDURES FOR UNACCOUNTED FOR CASUALTIES

9-1. General Information

a. Duty Status Whereabouts Unknown (DUSTWUN). In cases involving members the commanding officer suspects may be a casualty and whose absence is involuntary, but insufficient evidence exists upon which to make a definite determination that the member is Missing or Deceased, the member is initially placed in a temporary status of DUSTWUN, or Duty Status Whereabouts Unknown. This status affords the commanding officer up to 10 days in which to conduct search and rescue efforts or investigation, or otherwise gather information into the member's disappearance upon which a status change will be based. This status, by definition and legal entitlement, differs from the Missing status and shall be fully explained by the CACO to the NOK.

b. Missing. When a member is placed in a Missing status, provisions of the Payment to Missing Persons Act (10 U.S.C. 551-559) are invoked. Changing a member's status from DUSTWUN to Missing requires that the CACO visit the next of kin and advise them of the status change. There are specific entitlements and requirements of law in cases involving members placed in a Missing status. Included among these are:

(1) authorization for relocation of dependents after the member has been officially listed in a Missing status for a period of 29 or more days (Joint Federal Travel Regulations, Article U5241).

(2) authorization for relocation of household goods (HHG) after the member has been officially listed in a Missing status for a period of 29 or more days (Joint Federal Travel Regulations, Article U5372).

(3) continuous payment to eligible next of kin of a percentage of the missing member's pay and allowances, subject to change under certain circumstances.

(4) the Secretary of the Navy, or his designee, must conduct a status review by the year anniversary date of the member's being declared missing.

(5) next of kin right to notification of an impending status review.

(6) right to a reasonable opportunity to attend a hearing with or without an attorney at the next of kin's expense.

(7) right to reasonable access to information upon which a status change may be based.

(8) right to present information which the next of kin considers relevant to a status review proceeding.

BUPERS (Pers-663) will provide necessary guidance and assistance to the CACO in all Missing cases. In the case of members who are captured by enemy forces, the booklet entitled, "Surviving the Tough Times," will be mailed from Pers-663 to the CACO for immediate delivery to the next of kin.

9-2. Guidelines and Responsibilities of the CACO. These guidelines are to be followed in the case of missing members:

a. CACO of Similar Experience. Whenever practicable, the CAC/FHS Program Coordinator should assign CACOs of similar broad experience as indicated by the designator and qualifications of the missing member. Also, a member's seniority should be taken into consideration in the CACO assignment.

b. PAO Assistance When Member is Missing in Action or Captured. The CACO's first visit, and as necessary, CACOs should request media assistance from a local public affairs officer (PAO). Media interest cases involving members missing or captured is usually extremely high and can quickly overwhelm the family. The family must make some important decisions prior to speaking to reporters. Generally, it is better not to provide personal details on missing or captured members because the enemy may be able to use such information for interrogation and exploitation. Releasing photographs or videotape of missing personnel may help the enemy identify someone who is trying to evade or escape capture. Details on family members may also be used by the enemy. For example, American POWs have reported that enemy force interrogators sometimes used personal family information to increase emotional stress. Controlling the media is a primary concern for the safety of the MIA/POW and privacy is critical to the well-being of the family.

c. Maintaining Contact. CACOs will contact PNOK and SNOK of missing or captured personnel at least once a week unless the NOK desires some other arrangement.

d. Maintaining Confidence of NOK. It is necessary that each CACO gain and maintain the complete confidence of the NOK. Rumors or statements by the news media are a constant source of anxiety for the NOK. A CACO who has the confidence of the NOK can normally dispose of these sources of annoyance before they grow out of proportion. Both the CACO and the NOK can be assured that any legitimate news regarding the status of the casualty will be transmitted in a most expeditious manner. In handling the case of a missing/captured member, the CACO should keep in mind that knowledge of personal affairs relating to the case should be kept in the strictest confidence.

e. Donations. The family may experience an overwhelming flood of donations. You may be able to work with the family and community groups in establishing a fund into which these well-intentioned donations can be funneled.

f. Pay Accounts and Allotments. The Missing Persons Act (37 U.S.C. 551-559) provides that a member in a Missing status (includes the categories of missing in action, captured (Geneva Convention terminology is Prisoner of War (POW), interned, detained, beleaguered, besieged, etc.) shall be entitled to receive all of the pay and allowances to which entitled at the time he or she entered the missing status, plus any additional pay and allowances to which he/she may subsequently become entitled by reason of promotions, military pay raises, longevity, etc. Entitlement to pay and allowances continues to rest solely with the member and is not transferred to dependents. A percentage of the member's pay may be placed in a government savings deposit program. In the past this program earned a 10 percent interest rate and the amount deposited could be increased bye the dependents.

(1) To permit the missing member's dependents to continue receiving adequate financial assistance, the Missing Persons Act authorizes the Secretary of the Navy to provide for adequate financial support through the adjustment of the member's pay and allotments ensuring that his/her dependents' standard of living may be reasonably maintained during this period of uncertainty.

(2) When it is determined that a member is missing, his/her pay and allotments status is reviewed by a designated representative of the Secretary of the Navy and all existing allotments for the support of dependents, the purchase of savings bonds, payment of commercial insurance premiums, savings, etc.,

are continued. Public law provides that the entire amount of compensation of U.S. Armed Forces members who are in a missing status be tax deferred. In connection with allotments for the support of dependents, the following procedures apply:

(a) The PNOK of each missing member is provided an accounting of the member's current pay, allowances, and deductions and advised of the provisions of the Missing Persons Act as it relates to these funds. This information is furnished by Defense Finance Accounting Service (DFAS) and will normally follow the initial notification of the casualty within 1 week.

(b) The PNOK shall be advised to inform BUPERS (Pers-663) by return mail of any additional financial support that may be required.

(c) If the PNOK is currently receiving an adequate allotment from the member's pay, no further action is necessary.

(d) If additional funds are required, an allotment may be increased, at the discretion of the Secretary of the Navy's designee in an amount to meet the needs of the member's family.

(e) Providing Financial Counseling. During the time a member is in missing status, large amounts of money may accumulate in the member's pay account, other savings accounts, or from other investments. The CACO should arrange (with a local legal officer) for NOK to discuss their financial situation, preparation of a Last Will and Testament, establishment of a trust fund for the children, etc. If appropriate, the CACO should also assist in arranging for reputable financial counseling services from the civilian community. The CACO may give advice about the NOK's financial future but all decisions as to expenditures and investments must be made by the NOK.

(f) Family Housing. Dependents are permitted to retain assigned family housing for at least 12 months.

(g) VA Home Loan Eligibility. The spouse of a missing member is eligible for one home mortgage after the member has been in that status more than 90 days. Official notice that the member is no longer in that status terminates any unexecuted entitlement.

(h) VA Educational Assistance. The spouse and child(ren) of a member listed as missing for 90 or more days are entitled to 45 months educational assistance. The spouse must complete training within 10 years. (See section 7-8 for additional details.)

(i) Space Available Transportation on DOD-Owned Aircraft. Dependents may request travel on DOD aircraft within the continental limits of the United States for humanitarian reasons. A written request must be made to BUPERS (Pers-332).

9-3. Correspondence Received From Captured Personnel. In the case of captured personnel, the CACO should encourage the NOK to forward any letters received from the captured member to BUPERS (Pers-663) for study. Such letters should be forwarded by registered mail and will be returned undamaged as promptly as possible. It should be impressed upon the NOK that this information may aid the families of other captured personnel, in addition to their own. The CACO shall assist the family in contacting the local Chapter of the American Red Cross. They are encouraged to send letters to captured members via the Red Cross which coordinates delivery of the mail through the International Committee of the Red Cross (ICRC).

9-4. Maintaining a Case History. One of the more important duties of the CACO is to maintain a complete case history of all transactions, opinions, events, or anything that pertains to the case. Casualty assistance relative to missing persons cases may continue for many years. The case history should be such that in the event of a change in CACO, the new CACO can assume this duty with full knowledge of all that has previously transpired. Wherever possible, personal contact should be made between the former and new CACO. A CACO being replaced should accompany the new CACO to the home of the NOK and make the proper introductions to ensure a smooth transition. Where personal contact between CACOs is not possible, a letter explaining any circumstances or opinions which would not be included in the case history is warranted. Since each case is unique, it is important that the new CACO have the benefit of the experience of anyone formerly associated with the case.

a. Prospective Trouble Areas. From past experience in handling cases involving missing or captured personnel, there are a few trouble areas that recur. These examples should serve as a forewarning to the CACO.

(1) Harassment or Threats. NOK should be advised to contact the CACO immediately should they receive any form of harassment either by telephone or in threatening letters. The CACO will in turn contact the appropriate investigating authorities so that they may assist by coordinating with local police officials to determine the source of the harassment.

(2) Identification Cards. Dependents should be aided in obtaining new cards. The dates of expiration should be checked on one of the initial visits and appropriate action taken. In some cases the casualty's separation date occurs while he/she is in a missing or captured status and dependents could have difficulty renewing identification cards. Under the provisions of the Missing Persons Act, extensions of obligated service beyond normal expiration date are automatic for those persons in a missing or captured status.

(3) Medical Care. Another source of trouble to the NOK has been receiving proper medical care. This problem has not been acute in areas where military medical facilities are available, but in many of the areas where dependents relocate, the procedures and paperwork may be foreign to all concerned. Additional information and assistance is available from BUPERS (Pers-663).

(4) Legal Problems. Legal problems are more likely to occur in a casualty case involving missing or captured members. The undetermined fate of the member presents problems to the NOK during transactions involving sale of property, licensing of vehicles, obtaining power of attorney, etc. The CACO should anticipate difficulties in settling legal problems and utilize the services of a Navy legal officer whenever possible. Tax information is available in Internal Revenue Service (IRS) Publication 17, titled "Your Federal Income Tax" and IRS Pub 3, "Tax Information for Military Personnel." The IRS toll-free number is 1-800-829-1040.

b. Obtaining Assistance with Problems. In solving medical care and legal problems, the CACO is not expected to be an expert, but is expected to obtain the required information from the best source available. The CACO should keep in mind the services available from Chaplain and Supply Corps officers. The latter can help arrange household goods and personal effects shipments. The CACO's parent command and the CAC/FHS Program

Coordinator normally have qualified personnel available to advise on such matters. Army, Air Force, and Marine Corps installations in the area usually have personnel who have dealt with similar matters with their respective Service and the staff of the Casualty Assistance Branch at BUPERS is always available to assist you.

9-5. Summary. The following summarizes some of the duties and recommendations for CACOs assisting NOK of missing or captured members. Each case may present unique problems that must be resolved:

a. Contact PNOK and SNOK at least once a week unless otherwise requested by NOK.

b. Strive to gain and maintain confidence of NOK.

c. Keep the NOK advised of developments and progress toward repatriation.

d. Do not assume that anything is being automatically accomplished, e.g., check on pay records, identification cards, medical care eligibility, allotments, movement of household effects, etc.

e. Encourage the NOK to forward any correspondence they receive from the member to BUPERS (Pers-663) for review.

f. Anticipate legal and medical care problems and ascertain possible sources of expertise in these matters.

g. Report promptly any problems in assisting the NOK, which cannot be resolved locally, to BUPERS (Pers-663).

h. Submit a letter report of the NOK's situation, including the possibility of special needs with which Navy-Marine Corps Relief or another aid association might assist, and any special problems which might be alleviated by resorting to higher authority. Include recommended actions which will assist the NOK in adjusting to the new situation. This report should be submitted to BUPERS (Pers-663) within the first week of initiating the Casualty Assistance Calls Program.

i. Maintain a log or case history of all visits and transactions so that in the event of a change in CACO, the

continuity of the program will not be affected. Include memoranda for the record of important and significant telephone conversations.

9-6. Determination of Status

a. Determinations of status under the Missing Persons Act are the responsibility of the Head, Personal, Family, and Community Support Division (Pers-66) who is the Secretary of the Navy's designee for administration of the Missing Persons Act.

(1) The member's status may be reviewed under the Missing Persons Act (37 U.S.C. 551-558) at any time for the following reasons:

(a) The passage of time without any information which could relate to the likelihood of a member's return to military control.

(b) The non-availability of any information from intelligence or investigative sources regarding the status of the member.

(c) The remains of the missing member being recovered and positively identified.

(d) Such other circumstances as the Secretary of the Navy deems to warrant a review.

(2) The member's status will not be changed until all of the following circumstances have been satisfied:

(a) NOK are advised in writing that a review of the case is scheduled to take place.

(b) NOK entitled to receive government financial assistance while the member is in a missing/captured status, is advised of his/her right to a hearing. That NOK is accorded the opportunity to attend a hearing in connection with a review of the case and present any relevant information for consideration. Legal representation may accompany the NOK to the hearing.

(c) A brief of facts, upon which the status review is based, will be furnished the NOK who is entitled to the notice of a hearing.

(d) A board of officers is convened to review all available relevant information and submits possible changes in status.

(e) The Secretary of the Navy, or his/her designee, approves a change of the member's status.

(3) The NOK will be promptly advised by their CACO of the outcome of the review.

(4) Expenses in connection with attending status review hearings are not reimbursable by the Navy/Government.

9-7. Return of Remains. Generally the sequence of events is as follows:

a. BUPERS (Pers-663) informs the CACO that remains (with accompanying foreign government tentative identification (ID) or "name association") have been turned over to U.S. officials. In most cases, the BUPERS POW/MIA officer will notify the family because he/she will have more background on the case than the CACO. However, the CACO will be kept informed.

b. CACO contacts the NOK thereafter and stresses that ID is foreign government data and that an anthropological and forensic review will be done at the Central Identification Laboratory (CIL) Fort Shafter, Hawaii (or other designated mortuary facility), before the U.S. government can confirm or deny the identification.

c. The CIL will advise Bureau of Medicine and Surgery (BUMED) (MED 322) and Bureau of Naval Personnel (BUPERS) (Pers-663) when ID is completed; the CACO will be advised immediately and he/she will contact the NOK.

d. The ID report (photos, graphics, evaluations, summaries and conclusions) is sent to government contractual anthropologists for independent review and then on to BUMED anthropologists for further review.

e. If the ID is not verified, the ID report is returned to CIL in Hawaii.

f. If the ID is verified, BUMED (MED 322) contacts BUPERS (Pers-663). He/she arranges a mutually convenient time for

representatives of the two bureaus to personally discuss the report with the PNOK and explain it in detail (PNOK has the right to accept or reject report findings, or at own expense, to hire a professional ID specialist of their choice to review the report and/or examine the remains). If the report findings are rejected by PNOK, the report is returned to CIL for further review.

g. If the report findings are accepted by PNOK, the BUMED representative presents the report to the Armed Forces Identification Review Board (AFIRB) for another review. Once approved, this is the U.S. Government's official identification of the remains.

h. The PNOK is advised of the AFIRB decision.

i. After ID, CACO advises PNOK that remains will be shipped from CIL to CONUS port of entry for casketing. CACO counsels PNOK to select a funeral home and cemetery for services and interment. CACO advises BUMED of PNOK selection who, in turn, coordinates return of remains. An escort will accompany the remains. Navy pays funeral expense allowances as stated in chapter 5, (section 5-4). Transportation costs and per diem for spouse, children, and parents (if none, then brothers and sisters are authorized travel) are provided to and from the funeral site for Vietnam Era casualties. Transportation costs for casualties prior to Vietnam are paid by BUMED and their rules for funded family members may be different.

j. CACO arranges funeral honors, attends the funeral, and assists PNOK in settling travel claims and filing claims for reimbursement of funeral expenses as detailed in chapter 5, (section 5-4).

CHAPTER 10

RETIRED MEMBERS' SURVIVOR ASSISTANCE

10.1 General Information. Survivor benefits counseling will be initiated by representatives of BUPERS Retired Affairs Section, (Pers-662C), immediately following notice of death receipt. Survivor benefits information is contained in the "Retired Affairs Office's Handbook for Survivors" available from that section. Telephone assistance is available by calling toll-free 1-800-255-8950. Additionally, local assistance is available from Retired Affairs Offices (RAOs) listed in appendix A-5.

CHAPTER 11

NAVAL RESERVISTS

11-1. General Information

a. Casualty assistance for the survivors of Naval Reserve members is to be provided as follows:

(1) For the survivors of a reserve member who dies while serving on active duty/active duty for training, on inactive duty training or performing authorized travel to or from such duty, or while hospitalized or undergoing treatment at the expense of the U.S. Government for injury incurred or disease contracted while in any of the above statuses, full CACP assistance is provided.

(2) For the survivors of a drilling reservist who dies while in either a pay or non-pay status while off-duty, casualty assistance should be provided by a representative of the naval reserve unit with which he or she was affiliated.

(3) For the survivors of all other reserve members, the command that learns of the death of a reserve member is required (following the guidelines in reference (b), article 4210100) to either:

(a) Offer to assist the NOK in completing survivor benefit application/claim forms; or

(b) If there is a Retired Affairs Office (RAO) in the vicinity of the NOK, refer them to the nearest office listed in appendix A-5 for assistance.

NOTE: If the survivors reside outside the immediate area of the command which learns of the death, that command should so advise the appropriate CAC/FHS Program Coordinator listed in appendix A-4. The CAC/FHS program coordinator will then either advise an appropriate RAO or task a Navy command located in the vicinity of the NOK to offer assistance. Should questions arise which cannot be answered locally, contact BUPERS (Pers-663) at the telephone numbers listed in appendix A-2.

b. Certain rights and benefits provided for naval reservists differ from those provided for members of the Regular Navy and members of the Naval Reserve performing active duty. Therefore, items covered elsewhere in this manual where these differences exist are pointed out. No other benefits are available unless

the member had performed prior active duty that satisfied the requirements for entitlement to benefits available from the VA and the SSA.

11-2. Burial in a National Cemetery. The categories of persons who may be buried in national cemeteries are set forth in 28 U.S.C. 3505. The following defines the entitlements of members of the Reserve Component of the Navy performing active duty for training or inactive duty training.

a. Any member of a Reserve Component of the Navy may be buried in a national cemetery if death occurred under honorable conditions while member was:

(1) On active duty for training, or performing full-time service under 32 U.S.C., section 316, 503, 504 or 505;

(2) Performing authorized travel via the most direct route to or from that duty or service;

(3) On authorized inactive duty training; or

(4) Hospitalized or undergoing treatment at the expense of the U.S. Government for injury or disease contracted or incurred while member is on that duty or service; or performing that travel; or while performing inactive duty training.

b. Interment in a national cemetery is authorized for any member of the Naval Reserve Officers Training Corps (NROTC) whose death occurs under honorable conditions while member is:

(1) Attending an authorized training camp or on an authorized practice cruise;

(2) Performing travel en route; or

(3) Hospitalized or undergoing treatment at government expense for injury or disease contracted or incurred under honorable conditions while member is attending that camp or on that cruise; performing travel in connection therewith or while on inactive duty training.

c. Members of the Naval Reserve acquire no permanent eligibility for interment in national cemeteries by reason of active duty for training even when the training extends over a period of months. They may be buried in national cemeteries if they die

while on the duty, training, travel, or hospitalization described above. Those members who are traveling to or from inactive duty training at the time of death are not eligible for burial in a national cemetery by reason of that circumstance. Finally, the spouse or minor children of reservists who predecease service members who have performed only active duty for training are not eligible for interment in national cemeteries. They may be interred only if the service member predeceased them and is buried in a national cemetery.

d. Arlington National Cemetery does not parallel the VA entitlement for burial, since it is under the cognizance of the Department of the Army. Inquiries concerning eligibility for burial there will be answered by calling them directly at the numbers shown in appendix A-2.

11-3. Death Gratuity. Details regarding payment of the death gratuity are provided in 10 U.S.C. 1475 - 1480 and paragraphs 80255 and 80342 of the Department of Defense Pay and Entitlements Manual. Payment of Death Gratuity is authorized in the case of naval reservists when death:

a. Occurs while member is performing active duty for training or inactive duty training.

b. Occurs while member is proceeding directly to or returning directly from authorized or required active duty for training or inactive duty training.

c. Occurs within the 120-day period following the date of release from inactive duty training and providing the VA determines that death was from a service-connected injury.

d. Results from a disability incurred while member was performing active duty for training or inactive duty training and who became entitled to basic pay while receiving hospital or medical care (including outpatient care) for that disability, providing basic pay entitlement continues to date of death.

11-4. Transportation of Dependents and Shipment of Household Goods. No entitlement to transportation of dependents or household effects accrues incident to assignment to 2 weeks reserve training duty. The same applies when a reservist dies while on

inactive duty training. The dependents and household goods of any member who was ordered to active duty for 20 or more weeks may be transported at government expense to the member's home of record or to the place from which ordered to active duty. In case of doubt as to entitlement to shipment of household goods, information should be requested from the designated shipping activity located nearest the household goods location. Any question concerning entitlement to reimbursement for travel expenses should be addressed to the disbursing officer of the station to which the decedent was attached.

11-5. Medical Care, Commissary, and Exchange Privileges. (See chapters 6 and 7). Surviving dependents of reserve members are authorized Medical Care, Commissary, and Exchange privileges if the reserve member died from an injury or illness incurred or aggravated while on active duty for a period of 30 days or less, on active duty for training, or on inactive duty training; or while traveling to or from the place at which the member was to perform, or performed, such active duty, active duty for training, or inactive duty training.

11-6. Dependency and Indemnity Compensation (DIC). The laws administered by the VA for DIC entitlement specify coverage for a category of naval reservists on training duty similar to those covered for the Death Gratuity in chapter 5, section 5-13. (See also chapter 6, section 6-7. The member's death must have resulted from:

a. Disease or injury incurred or aggravated in line of duty while member was performing active duty for training;

b. Injury incurred or aggravated in line of duty while member was performing inactive duty training; or

c. Disability otherwise compensable under laws administered by the VA.

11-7. Burial Expense. The following naval reservists are entitled to funeral expense allowances described in section 5-3 while:

a. On active duty.

b. On active duty for training or performing authorized travel directly to or from either duty.

c. On authorized inactive-duty training or performing authorized travel directly to or from such duty.

d. Hospitalized or undergoing treatment at the expense of the U.S. Government for injury incurred or disease contracted while on active duty, active duty for training, inactive duty training, or while performing travel directly to or from such duty.

NOTE: Survivors of active duty members (on active duty for a period of 30 or more days) are authorized travel and per diem to and from burial services. Chapter 5, (section 5-15), contains further details.

11-8. Survivor Benefit Plan (SBP). Any member who has completed 20 years of satisfactory service may have been eligible for participation in the SBP. The Chief of Naval Personnel, in any case where the member has over 19 years of service, will have the case reviewed to determine the member's eligibility for SBP coverage and so advise the NOK. Inquiries about SBP coverage on members who were not in a drill (pay or non-pay) status or serving on training duty at the time of death, should be referred to Commanding Officer, Naval Reserve Personnel Center, New Orleans, LA 70149-7800.

11-9. Servicemen's Group Life Insurance (SGLI). The maximum amount of coverage available to members is $200,000. The following service members are eligible for SGLI coverage:

a. Members serving on active duty for training and for 120 days following termination thereof;

b. Members scheduled to perform a minimum of 12 periods of inactive duty training annually (with or without pay) and for 120 days following termination thereof; and

c. Retired Reserve members who have completed at least 20 years of satisfactory service (for entitlement to retired pay at age 60) but who have not yet reached age 60.

CHAPTER 12

INDEX TO APPENDICES

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C. National Cemeteries - List of

D. DD 1375 Request for Payment of Funeral and/or Interment Expenses

E. DD 1300 Report of Casualty

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G. SF 1174 Claim for Unpaid Compensation of Deceased Member of the Uniformed Services.

H. VA SSA-24 Social Security Administration Application for Survivor's Benefits
VA 21-534 VA Application for Dependency and Indemnity Compensation or Death Pension by a Surviving Spouse or Child (Including Accrued Benefits and Death Compensation, where applicable),
VA 21-535 VA Application for Dependency and Indemnity Compensation by Parent(s)

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L. Letter Request for Aircraft Mishap Investigation Report

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O. Cross Reference Index (Part I) and Glossary of Terms (Part II)

APPENDIX A-1

CACO CALL CARD

CACO CALL CARD

YOUR NAVY REPRESENTATIVE

ADDRESS

OFFICE: HOME:

TELEPHONE NUMBERS

(Please see reverse)

CACO CALL CARD

YOUR NAVY REPRESENTATIVE

ADDRESS

OFFICE: HOME:

TELEPHONE NUMBERS

(Please see reverse)

CACO CALL CARD

YOUR NAVY REPRESENTATIVE

ADDRESS

OFFICE: HOME:

TELEPHONE NUMBERS

(Please see reverse)

CACO CALL CARD

YOUR NAVY REPRESENTATIVE

ADDRESS

OFFICE: HOME:

TELEPHONE NUMBERS

(Please see reverse)

APPENDIX A-1

CACO CALL CARD

Representatives at the
Bureau of Naval Personnel
Washington, DC, are also available
24 hours daily.
Toll-Free telephone numbers are:
1-800-368-3202,
VA residents call 1-800-572-2126

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Bureau of Naval Personnel
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24 hours daily.
Toll-Free telephone numbers are:
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VA residents call 1-800-572-2126

APPENDIX A-2

USEFUL TELEPHONE NUMBERS AND ADDRESSES

	(Commercial)	(DSN)
Air Force Casualty.....	(210) 652-3505/6	487-3505/6
Toll-free.....	1-(800) 531-5501	
American Red Cross.....	(202) 737-8300	
431 18th Street, N.W. Washington, DC 20006		
Arlington National.....	(703) 695-3250/5	225-3250/5
Cemetery	(703) 697-9486	227-9486
BUMED.....	(202) 653-0450	294-0450
Toll-free.....	1-(800) 842-3668	
After working hours.....	(202) 653-1327	294-1327
Bureau of Medicine and Surgery Navy Department Washington, DC 20372-5120		

*The address of all BUPERS codes is:
Bureau of Naval Personnel
2 Navy Annex
Pers-____
Washington, DC 20370-0000

BUPERS (Pers-60).....	(703) 614-1290	224-1290
Personal Excellence and Partnerships Division		
BUPERS (Pers-66).....	(703) 697-6421	227-6421
Director, Personal, Family, and Community Support Division		

	(Commercial)	(DSN)
BUPERS (Pers-94) Director, Naval Reserve Chaplain Program Division	(202) 433-8696/7	288-8696/7
BUPERS (Pers-324) Military Correspondence Branch	(703) 614-3296	224-3296
BUPERS (Pers-332) Navy Passenger Transportation Management Branch	(703) 614-3626/7	224-3626/7
BUPERS (Pers-664) Head, Benefits and Eligibility Branch	(703) 614-3197 1-(800) 255-8950	224-3197
BUPERS (Pers-334) ID Eligibility Section	(703) 614-8188 1-(800) 443-9297	224-8188
BUPERS (Pers-663) Casualty Assistance Branch Toll-free (24 hours) Toll-free (Virginia residents) After working hours	(703) 614-2926 (703) 614-2932 1-(800) 368-3202 1-(800) 572-2126 (703) 614-2768/9	224-2926 224-2932 224-2768/9
BUPERS NOK Liaison Group (24 Hours) In Virginia	 1-(800) 368-3202 1-(800) 572-2126	
Casualty (Army) After working hours	(703) 325-8627 (703) 325-7990	221-8627 221-7990

	(Commercial)	(DSN)
Casualty (Coast Guard).....	(202) 267-1845	
After working hours.....	(202) 267-2100	
Toll-free (24 hours).....	1-(800) 424-7950	
Casualty (Marine Corps).....	(703) 696-2069/72	226-2069
After working hours.....	(703) 695-7366	225-2277
Commander, Naval Safety Center (Code 03) 375 A Street..... Norfolk, VA 23511-4399	(804) 445-6241	564-6241
Defense Finance and Accounting Service, Cleveland Anthony J. Celebrezze Federal Building Cleveland, OH 44199-2055		
*(ACDU).....	(216) 522-5714	580-5714
*(Retired).....	(216) 522-5495	580-5495
*(Inactive Duty - USNR)....	(216) 522-5705/6	580-5705/6
Department of Veterans Affairs (VA) Benefits Information..... 1120 Vermont Avenue, N.W. Washington, DC 20421-1111	(202) 418-4343	
Director, Naval Criminal Investigative Service Headquarters.....	(202) 433-9290	288-9290
Washington Navy Yard, Building 111 ... Toll-free 1 (800) 479-9685 901 M Street, S.E. Washington, DC 20388-5393		
Fleet Home Town News Center (Service) Norfolk.....	(804) 444-2221	564-2221
Norfolk, VA 23511		

	(Commercial)	(DSN)
JAG Office of Judge Advocate General Investigations Division..... (Code 33) Navy Department 200 Stovall Street Alexandria, VA 22332-2400	(703) 325-9530/1	221-9530/1
Medical/Dental (Navy) Naval Office of..... Medical/Dental Affairs Great Lakes, IL 60088-5200	(708) 688-3950 1-(800) 876-1131	792-3950
Department of Veterans Affairs (VA) National Cemetery System (402) 810 Vermont Avenue, NW Washington, DC 20420 General Information.....	(202) 273-5221	
Naval Academy General information..... Office of Candidate Guidance.... U.S. Naval Academy Annapolis, MD 21402-5000	(410) 267-6100 (410) 267-2291	
Naval Supply Systems Command (Personal Property Division) (Code 442)..... Washington, DC 20376-5000	(703) 602-3302 1-(800) 444-7789	332-3302
Fleet and Industrial Supply Center (Code 504) (Personal Effects)..... Oakland, CA 94625-5000	(510) 302-5940	672-5940
Fleet and Industrial Supply Center (Code BX.21) (Personal Effects)..... Norfolk, VA 23512-5000	(804) 887-7208/9	953-7209/8

(Commercial) (DSN)

Navy Federal Credit Union.....(703) 255-8000
Security Place
P.O. Box 3100
Merrifield, VA 22119-3100

Navy Mutual Aid
Association.....(703) 614-1638
Toll-free.....1-(800) 628-6011
Henderson Hall (USMC)
29 Carpenter Road
Arlington, VA 22212

Navy-Marine Corps
Relief Society.....(703) 696-4904
Room 1228
801 N. Randolph Street
Arlington, VA 22203-1978

Retired Enlisted Association.....(703) 684-1981
909 N. Washington Street
Suite 301
Alexandria, VA 22314

The Retired Officers Association...(703) 549-2311
Attn: Secretary, Scholarship
Committee
201 N. Washington Street
Alexandria, VA 22314

SGLI
Office of Servicemen's Group
Life Insurance.....(201) 802-8816/8994
P.O. Box 323 1-(800) 419-1473
213 Washington Street
Newark, NJ 07101-9986

Department of Veterans Affairs (VA)
Status of Application (40-1330) for Headstones or Markers:

Applicants Assistance..... 1-(800) 697-6947

APPENDIX A-3

MESSAGE FORMAT FOR THE PERSONNEL CASUALTY REPORT SUBMITTED BY CACO (RCS: BUPERS 1770-4)

CASUALTY REPORTING
COMMAND: _____

DATE/TIME
GROUP: _____

TYPE OF CASUALTY: _____
Death/Missing

ALPHA: _____
Grade/rate - Name of Casualty - Social Security Number - Officer Designator

BRAVO: _____
Status (e.g., ACDU/INACTDUTRA/ACDUTRA) Duty Station/Point of Contact/Tel. No.

CHARLIE: _____
Hostile (KIA/POW) - Non-Hostile (peacetime casualties)

DELTA: _____
Date - local time of casualty incident - place

Circumstances of casualty incident: _____

_____

_____

_____

Cause of death :_____

_____

_____

ECHO: _____
Location of remains: name, address, and telephone number for funeral home

FOXTROT: _____
Primary next of kin (Name - address - relationship)

_____
Secondary next of kin (Name - address - relationship)

_____
Other next of kin (e.g., children by former marriage)

GOLF: Notification of next kin:

_____

PNOK: _____

Date - time - notified by whom

SNOK: _____
Date - time - notified by whom

HOTEL: N/A

INDIA: _____
Date of Dependency Application/Record of Emergency Data

JULIET:

a. _____
Death Gratuity beneficiary (NOTE: It is payable first to spouse, if none, to member's children, and if none, then it is payable to member's relative designated by him/her on Dependency Application/Record of Emergency Data)

b. _____
Naval Activity to pay Death Gratuity

c. _____
Unpaid pay and allowances beneficiary listed on Dependency Application/Record of Emergency Data (payable to that named person regardless of relationship)

KILO: _____
CACO Coordinator activity

LIMA: _____
Race - Religious Preference - Date of Birth

MIKE: _____
Commercial Life Insurance Co. coverage: company - address - policy number

NOVEMBER: a. _____
Pay grade

b. _____
Basic Pay - Special Pay (Monthly Rate).

c. _____
Period of service (years - months - days):

d. _____
Number of days accrued leave

e. _____
Amount of BAQ/VHA/OHA

f. _____
Pay record location

g. _____
Veterans Educational Assistance Program (VEAP) contributions; Montgomery GI Bill Pay Deductions

h. _____
Estimated date casualty's command to mail medical/ service record to BUPERS (Pers-663)

OSCAR: _____
SGLI coverage (yes/no) - amount - beneficiary named on VA Form 29-8286 or VA SGLV 8283

PAPA: _____
JAG Investigation to be conducted: yes/no

_____

Investigation Officer - Duty Station - Telephone Number

QUEBEC: _____
Name - address - relationship of person to receive personal effects

_____
Anticipated date of shipment of personal effects

APPENDIX A-4
CASUALTY ASSISTANCE CALLS
FUNERAL HONORS SUPPORT (CAC/FHS) PROGRAM COORDINATORS
CAC/FHS Program

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM COORDINATOR
Northeast	Maine, New Hampshire, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Ohio, Michigan, Vermont, Indiana & Canadian Provinces of New Brunswick, Ontario Nova Scotia, Manitoba and Northwest Territory	COMSUBGRU TWO, New London, CT (DSN) 241-3475/4908 (C) (203) 449-3475/4908 Duty Officer: (DSN) 443-5120/5142 (C) (215) 897-5120/42 (FAX) (203) 449-2217
Mid-Atlantic	West Virginia, Kentucky, Pennsylvania, Delaware, Virginia less Arlington, Fairfax, Stafford, King George, Prince William and Westmoreland counties.	COMNAVBASE, Norfolk, VA (DSN) 564-2870 (C) (804) 444-2870 (FAX) (804) 445-2115 Duty Officer: (DSN) 564-7097 (C) (804) 444-7097/98
Naval District Washington	The District of Columbia, Maryland, and counties in Virginia of Arlington, Fairfax, Stafford, King George, Prince William and Westmoreland.	COMNAVDIST, Wash, DC (DSN) 288-2607/2707 (C) (202) 433-2607 (FAX) (202) 433-2017 Duty Officer: (DSN) 288-2607 (C) (202) 433-2607

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM COORDINATOR
Southeast	South Carolina, Georgia, Florida, Alabama, Tennessee, Mississippi, and North Carolina	COMNAVBASE, Jacksonville, FL (DSN) 942-4008/4010 (C) (904) 772-4008/4010 (FAX) (904) 722-4009 Duty Officer: Beeper No. (C) (904) 346-7842
Mid-West	Louisiana, Arkansas, Oklahoma, Texas, Kansas, Missouri, Iowa, Illinois, Minnesota, and Wisconsin	COMNAVRESFOR, New Orleans, LA (DSN) 363-1275 (C) (504) 948-1275 (FAX) (504) 948-1332 Duty Officer: (DSN) 363-5313 (C) (504) 948-5313
Northwest	Wyoming, North Dakota, Idaho, Washington, South Dakota, Oregon, Nebraska, Montana, Canadian Provinces of British Columbia, Alberta, Yukon and Saskatchewan, Alaska, including Aleutian Islands.	COMNAVBASE, Seattle, WA (DSN) 322-5132/ (C) (360) 315-5132 (FAX) (360) 315-5116 Duty Officer: (Normal Duty Hours) (DSN) 322-5300/5301 (C) (360) 315-5300/5301 (After Duty Hours) (C) (Cellular Phone) (206) 972-4374 (C) (Pager) (206) 955-0426

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM COORDINATOR
Southwest	Arizona, Nevada, Utah, Colorado, and counties of Santa Cruz, Inyo, San Benito, Fresno, Madera and all Counties South thereof in California	COMNAVBASE, San Diego, CA (DSN) 522-1512 (C) (619) 532-1512 (FAX) (619) 532-1511 Duty Officer: (DSN) 522-1828 (C) (619) 532-1828
Mid-Pacific	California Counties of San Mateo, Merced, Santa Mariposa, Mano, and all counties North thereof in California	COMNAVBASE, San Francisco, CA (DSN) 475-3946 (C) (415) 395-3946 (FAX) (415) 395-3958/3954 Duty Officer: *(C) (415) 395-5005/6 ADMIN OFFICE: *(C)(415) 395-6232/1 NAVSTA Treasure Island CDO: (415) 395-5505/6/7

*** Leave Message and Senior Duty Officer will return the call**.

Outside the 48 CONUS and Alaska

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM OVERSEAS
COMNAVAIRLANT	Azores, Bermuda, and Iceland	Flag Secretary Norfolk, VA (DSN) 564-7591 (C) (804) 444-7591 Duty Officer: (DSN) 564-4259/2928 (C) (804) 444-4259/2928

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM COORDINATOR
NAVFAC	Argentia	Code N1 Newfoundland, Canada (DSN) 568-8546 (C) (709) 227-8546 Duty Officer: (DSN) 568-8555 (C) (709) 227-8555
COMNAVACT	United Kingdom, Northern Europe	Code A11 London, UK (DSN) 235-4311/4445 (C) 011-44-71-409-4400 or 4445/4446 Duty Officer: (DSN) 235-4445/4446 (C) 011-44-71-409-4500
COMNAVFORKOREA	Korea	Flag Secretary Seoul, KS (DSN) 723-5124 (C) 011-82-2-791-3-5124 Duty Officer: (DSN) 723-4898/4899 (C) 011-82-2-791-3-4898/4899

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM OVERSEAS
COMNAVFORCARIB	Puerto Rico, Cuba, West Indies, Panama	Code N10 Roosevelt Roads, PR (DSN) 831-4376 (C) (809) 865-2000 Ext 4376 Duty Officer: (DSN) 831-4301 (C) (809) 865-2830
COMFAIRMED	Mediterranean Littoral Naples, IT	Code N11 (DSN) 625-4433/4106 (C) 011-39-081-724-4433/4106 Duty Officer: (DSN) 625-4104/5 (C) 011-39-081-724-4104/5
COMNAVFORJAPAN	Japan, Okinawa	Code 01 Yokosuka, JA (DSN) 243-6383 (C)011-81-311-734-6383 Ext 7858/7611 Duty Officer: (DSN) 243-7650/7651 (C) 011-81-311-734-7650 Ext 7650/1
COMNAVBASE Pearl Harbor	Hawaii, Islands of Wake, Midway, Kure, Johnson, Palmyra, and Kingman Reef	Code N11 Pearl Harbor, HI (DSN) 474-8750 (C) (808) 474-4750 Duty Officer: (DSN) 474-9201 (C) (808) 474-9201

REGION	AREA OF RESPONSIBILITY	CAC/FHS PROGRAM OVERSEAS
COMNAVFORMARIANAS	Guam, Trust Territory of Pacific Islands, Australia, and New Zealand	Code N11 Guam (DSN) 349-5210/1 (C) (671) 349-5210/1 Duty Officer: (DSN) 349-5235 (C) (671) 349-5235
CINCUSNAVEUR	Africa, Less Eastern Littoral States assigned to COMUSNAVCENT	Code N1 London, UK (DSN) 235-4525 (C) 011-44-1-409-4525 Duty Officer: (DSN) 235-4527 (C) 011-44-1-409-4527
COMUSNAVCENT	East African States of Egypt, Sudan, Kenya, Ethiopia, Somalia and Djibouti/Middle East	Code N1 Pearl Harbor, HI (DSN) 471-8145/4 (C) (808) 471-8145/4

APPENDIX A-5
RETIRED AFFAIRS OFFICES

Retired Activities Office Naval and Marine Corps Reserve Center 1201 N. 35th Avenue Phoenix, AZ 85009-3398	Comm: (602) 484-7296 DSN: None
Retired Activities Office Navy and Marine Corps Reserve Center 3655 S. Wilmot Road Tucson, AZ 85730-3259	Comm: (602) 748-1013/4 DSN: 361-1013/4
Retired Activities Office Naval Air Weapons Station (Code 0032) China Lake, CA 93555-6001	Comm: (619) 939-0978 DSN: 437-3522/2829
Retired Activities Office Family Service Center, Bldg 737 Naval Air Station Lemoore, CA 93246-5001	Comm: (209)998-4688 DSN: 949-4688
Retired Activities Office Commander Naval Shipyard Long Beach Family Service Center Code 820 300 Skipjack Road Long Beach, CA 90822-5000	Comm: (310) 547-8220 DSN: 360-8220/6126
Retired Activities Office Bldg 23 Naval Air Station Moffett Field, CA 94035	Comm: (415) 404-4069 DSN: None
Retired Activities Office Family Service Center CODE 47R Room 039A Naval Postgraduate School Monterey, CA 93943-5100	Comm: (408) 656-3060 DSN: 878-3060/3141
Retired Activities Office Naval Construction Battalion Center Bldg 102, Code 35 1000 23rd Avenue Port Hueneme, CA 93043-4301	Comm: (805) 982-1023 DSN: 551-1023
Retired Activities Office Code 00C Naval Amphibious Base, Coronado San Diego, CA 92155-5000	Comm: (619) 437-2780/ 2107 DSN: 577-2780

Retired Activities Office Family Service Center (Code 230) Naval Air Station, Miramar San Diego, CA 92145	Comm: DSN:	(619) 537-4099 577-4099
Retired Activities Office Family Service Center Code 12, Box 216 Naval Station San Diego, CA 92136-5216	Comm: DSN:	(619) 556-7404 526-7404/7414
Retired Activities Office 410 Palm Avenue (Code 130) Naval Station, Treasure Island San Francisco, CA 94130	Comm: DSN:	(415) 395-5176 869-5176
Retired Activities Office Family Service Center, Bldg 83 P.O. Box 93 Naval Submarine Base, New London Groton, CT 06349-5000	Comm: DSN:	(203) 449-3284 241-3284
Retired Activities Office Code 001, Bldg 150 Naval Station, Anacostia Washington, DC 20374	Comm: DSN:	(202) 433-6150 288-6150/6142
Retired Activities Office Family Service Center P.O. Box 136 Naval Air Station Jacksonville, FL 32212-5136	Comm: DSN:	(904) 772-5783 942-2766/2767
Retired Activities Office Family Service Center Bldg 1576, P.O. BOX 216 Mayport, FL 32228-5000	Comm: DSN:	(904) 270-6600 960-6600
Retired Activities Office Naval Reserve Center 2610 Tigertail Avenue Miami, FL 33133-4694	Comm: DSN: FTS:	(305) 858-0001 None 350-4114
Retired Activities Office Family Service Center, Bldg 3025 Air Station, Whiting Field Milton, FL 32570-5000	Comm: DSN:	(904) 623-7250 868-7250

Retired Activities Office Family Service Center, Bldg 105 Naval Training Center Orlando, FL 32813	Comm: (407) 646-5288 DSN: 791-5288/5284
Retired Activities Office Bldg 625 (Code 00100) Naval Air Station Pensacola, FL 32508	Comm: (904) 452-5990/1 DSN: 922-5990/1 FTS: 948-5990/1
Retired Activities Office Naval Reserve Center 15400 Fairchild Drive Clearwater, FL 34622-3532	Comm: (813) 531-7033 DSN: None
Retired Activities Office Family Service Center Naval Submarine Base Kings Bay, GA 31547	Comm: (912) 673/4513 DSN: 860-4513/7
Retired Activities Office Bldg 80 Naval Air Station Atlanta Marietta, GA 30060-5099	Comm: (404) 421-5417 DSN: 925-5735
Retired Activities Office Family Service Center Box 9, Code 00H31, Bldg 193 Naval Station Pearl Harbor, HI 96860-6000	Comm: (808) 471-3345 DSN: 474-6163
Retired Activities Office Bldg 42 Naval Training Center Great Lakes, IL 60088-5125	Comm: (708) 688-5434 DSN: 792-3603
Retired Activities Office Naval Air Reserve Center 300 Navy Drive Industrial Airport Olathe, KS 66031-0013	Comm: (913) 782-0542/3 DSN: None
Retired Activities Office Family Service Center (Code N-84) Naval Support Activity New Orleans, LA 70142	Comm: (504) 361-2134 DSN: 485-2134

Retired Activities Office Building 41 NavaL Air Station South Weymouth, MA 02190-5000	Comm: DSN:	(617) 786-2590 955-2581/2583
Retired Activities Office United States Naval Academy Family Service Center Annapolis, MD 21402	Comm: DSN:	(410) 267-2641 281-2641
Retired Activities Office Family Service Center, Bldg 2090 Naval Air Station Patuxent River, MD 20670	Comm: DSN:	(301) 863-4911/2 356-4913/14
Retired Activities Office Box 66, Bldg 27 Naval Air Station Brunswick, ME 04011-5000	Comm: DSN:	(207) 921-2609 476-2609
Retired Activities Office Navy and Marine Corps Reserve Center 7600 E. Jefferson Avenue Detroit, MI 48214	Comm: DSN:	(313) 264-4969 346-5813
Retired Activities Office Building 1409 Naval Air Facility Detroit Selfridge ANG Base Mount Clemens MI 48045-5008	Comm: DSN:	(313) 307-4317 273-4317
Retired Activities Office Minneapolis-St. Paul IAP Naval Reserve Readiness Command Bldg 715 Minneapolis, MN 55450-2996	Comm: DSN:	(612) 725-5737 825-5701
Retired Activities Office Family Service Center, Bldg 14 Marine Corps Base Camp Lejeune, NC 28542	Comm: DSN:	(919) 451-5927 484-3212
Retired Activities Office Family Service Center Naval Air Station Fallon, NV 89496-5000	Comm: DSN:	(702) 426-2320/ 2317 None

Retired Activities Office Naval and Marine Corps Reserve Center Armed Forces Reserve Center 600 Albany Avenue Amityville, NY 11701-1124	Comm: (516) 842-6620 DSN: None
Retired Activities Office Naval Reserve Center Central Point 3070 Ross Lane Central Point, OR 97502-1399	Comm: None DSN: None
Retired Activities Office Navy And Marine Corps Reserve Center 1520 West 13th Street Eugene, OR 97402-3899	Comm: (503) 686-9266 DSN: None
Retired Activities Office Navy and Marine Corps Reserve Center Swan Island, 6735 North Basin Avenue Portland, OR 97217	Comm: (503) 285-9587 DSN: None
Retired Activities Office Family Service Center Bldg 888 Naval Station Philadelphia, PA 19112	Comm: (215) 897-5126/7 DSN: 443-5126/7 Toll Free: (PA only) 1-800-451-5489 (Outside PA) 1-800-451-4447
Retired Activities Office Naval Reserve Center 625 E Pittsburgh-McKeesport Boulevard North Versailles, PA 15137	Comm: (412) 673-0793 DSN: None
Retired Activities Office Family Service Center Naval Education and Training Center 1260 Peary Street Newport, RI 02841-1629	Comm: (401) 841-2283 DSN: 948-2283
Retired Activities Office (Attn: Code N575) Family Service Center Charleston, SC 29408-5100	Comm: (803) 743-2238 DSN: 563-2238
Retired Activities Office Family Service Center (N-763) Naval Air Station, Memphis Millington, TN 38054	Comm: (901) 873-5075 DSN: 966-5075

Retired Activities Office Naval Reserve Center 4601 Fairview Drive Austin, TX 78731	Comm: (512) 467-2460 DSN: None
Retired Activities Office Naval Air Station, Bldg 104 Corpus Christi, TX 78419-5000	Comm: (512) 939-3113 DSN: 861-3113
Retired Activities Office Family Service Center Naval Air Station Dallas, TX 75211	Comm: (214) 266-6137 DSN: 874-6137
Retired Activities Office Navy and Marine Corps Reserve Readiness Center 1902 Old Spanish Trail Houston, TX 77054-2097	Comm: (713) 795-4109 DSN: None
Retired Activities Office Family Service Center, Bldg 4724 Naval Air Station Kingsville, TX 78363	Comm: (512) 595-6333/ 6325 DSN: 861-6333/25
Retired Activities Office Fort Sam Houston, Bldg 3620 3837 Binz Engleman Road San Antonio, TX 78219-2296	Comm: (210) 225-2997 DSN: None
Retired Activities Office Naval Amphibious Base Norfolk, VA 23505-1299	Comm: (804) 464-8101 ext 306 DSN: 680-8101
Retired Activities Office Family Service Center, Bldg 2901 Naval Submarine Base, Bangor Silverdale, WA 98315	Comm: (206) 396-4115 DSN: 744-4115 Toll Free: 1-800-562-3301
Retired Activities Office Commander (Code 808.145) Puget Sound Naval Shipyard 1400 Farragut Avenue Bremerton, WA 98314-5001	Comm: (206) 476-5113 DSN: 439-8132 Toll Free: (WA only) 1-800-634-4100

Retired Activities Office
Family Service Center
Air Station, Whidbey Island
Oak Harbor, WA 98278
Comm: (206) 257-8054 Naval
DSN: 820-2902

Retired Activities Office
Bldg 30
Naval Station, Puget Sound
Seattle, WA 98515-5001
Comm: (206) 526-3358
DSN: 941-3358

Retired Activities Office
Navy and Marine Corps Reserve Center
2401 S. Lincoln Memorial Drive
Milwaukee, WI 53207-1999
Comm: (414) 744-9766
DSN: None

Retired Activities Office
Family Service Center
U.S. Naval Station
Roosevelt Roads, Puerto Rico
Mailing Address:
PSC 1008 Box 3591 FPO AA 34051
Comm: (809) 865-3369/
4566
DSN: 831-3369

Retired Activities Office
Family Service Center
U.S. Naval Station
Rota, Spain
Mailing Address:
PSC 817 Box 57 FPO AE 09645-5500
Comm: 011-34-56-823231
DSN: 314-272-3231

Retired Activities Office
CINUSNAVEUR (N-1) London
TSC 802
BOX 4
FPO New York 09499-0152
Comm: None
DSN: 235-4142

Retired Activities Office
NAVSUPPACT NAPLES
PSC 810 BOX 1 (O1S)
FPO AE 09619-1000
Comm: (3981) 724-4857
DSN: 625-4857

APPENDIX A-6
HANDLING THE HUMAN DIMENSIONS OF CACO DUTY

Past Casualty Assistance Calls Program instructions have not attempted to address preparing Casualty Assistance Calls Officers (CACOs) to handle the emotional aspects of this very important duty. This appendix helps prepare CACOs for some of the reactions they might expect from a grieving family as well as anticipate some of their own emotional responses. This section should also be helpful to anyone in the Navy put into the difficult position of delivering news of a death in the family to someone in their command. The CACO training course given by each of the CACO coordinators provides more detailed training in this important area.

Why Must I Be Concerned -- Isn't That the Chaplain's Job?

Many CACOs view their casualty assistance responsibility as an administrative one, with the chaplain having ownership for handling the emotional aspects of CACO duty. Knowledge of procedures and required paperwork is important, but just as important is the CACO's ability to deal with the emotional distress of the next of kin (NOK) in the best possible way. Because of the relative youthfulness of service members, it is very likely that most CACOs will have had little or no personal experience with death and thus not know what their reaction will be.

All CACOs, regardless of their own religious beliefs or lack thereof, should develop a practical sensitivity to the spiritual and emotional shock to the NOK of traumatic grief. A Navy chaplain will be there, in many instances, to provide support. However, there may also be times when a chaplain is not available to accompany the CACO on the notification visit, or grief which is suppressed during the first visit may emerge on subsequent visits during which the CACO had intended to complete the administrative details of the assignment.

Special Procedures for Families of Suspected Suicide

Although suicide is a relatively rare event, you might be tasked with providing CACO services for such a case. The member's next of kin may be even more profoundly affected by a

suicide than by many other kinds of death. Family members, in their grief, may become consumed by the need to find an explanation for the suicide. It is thus especially important for the person who provides CACO services to avoid speculation about the underlying reason for the act. Be supportive and sympathetic, but be clear that the cause of the suicide is not something you are qualified to determine. Explain that a JAG investigation will be done - and that possibly an NCIS investigation may be done as well - and that everything the Navy discovers will be made known to the family when the investigations are complete.

Suicide can erode the survivors' capacity to trust others: family members may feel anger and resentment toward the deceased's command, and they may be eager to blame the Navy Department for the death. It is not necessary in these situations for the person who provides CACO services to defend the command or the Navy. Giving the family members a place to express their feelings and a sympathetic ear is more important than establishing the rightness of the service.

Many other difficulties in the relationships between the deceased and the survivors may surface at the time of a suicide. These difficulties may complicate the survivors' process of grief and adjustment. Family members may feel profound guilt. They may also feel that the suicide has brought shame to the family. They may also feel real anger toward the deceased. The person providing CACO services is not generally trained to help family members deal with these feelings. Be supportive, but do not hesitate to refer families for help from other professionals - members of the Chaplains' Corps, medical personnel, Family Services Center counseling personnel or to community grief and bereavement professionals.

<u>The Stages of Grief</u>

There are 10 generally recognized stages of grief that occur as a reaction to loss. Family members may or may not go through all of these stages in the course of the CACO's relationship with them. They may skip stages, appear to linger in a certain stage, or regress to a previous stage. Each case will be different.

What is important is that the CACO have some understanding of these different stages of grief so that he/she is not completely

surprised when they are encountered.

All of the stages of grief are laden with emotion. Listening, being aware of non-verbal communication, not arguing or being judgmental, and using sincere personal language will show your support and concern for the NOK as they adjust to their loss.

Shock and denial. Viewed as a temporary anesthesia that helps the individuals cope until they are ready to face the grim reality of the loss. As long as it is temporary, it is good. It is important to be aware that many of the initial decisions to be made by the next of kin (i.e., funeral arrangements, where and when to move, etc.) occur when the family member is in shock. The CACO must ensure that the NOK has some sense of ownership for the decisions made during this time. If this is not the case, try to defer long-range decisions until the individual is more focused. For those that cannot be deferred, attempt to involve a close family member or friend, all the while being watchful for the NOK maintaining control of the decision.

Expression of emotion. Individuals need to express their feelings, and should do so. By not doing so, barriers are erected that prolong the grief process. While the CACO may wish to reassure the NOK, the preferred approach is simply to be fully present to the mourner and to give permission to grieve without shame or cover-up, knowing that tears precede eventual healing. Additional information is presented below in regard to responding to emotion.

Depression and loneliness. It is important to recognize that this is normal and a part of grieving.

Physical symptoms of distress. Sometimes unresolved grief can manifest itself in physical illness. When this occurs, professional help is usually necessary to work through the feelings of loss.

Panic. The individual thinks about his/her loss so much that it may lead to an inability to concentrate, fearful feelings, or a desire to run away. While these feelings are to be expected, prolonging them will likely slow down the grieving process.

Sense of guilt. People often feel guilty about things they said or did not say or about things they did or did not do after a

loved one dies. Unresolved guilt may be very long-lasting if it is ignored.

Hostility and resentment. As individuals begin to express their emotions, frequently they display strong feelings of hostility and resentment about their loss. They are looking for someone or something to blame for what happened. In some cases the Navy, and perhaps the CACO personally representing the Navy organization, will receive the brunt of their hostility.

Inability to return to usual activities. One reason for this is our inability to grieve publicly in the presence of others. The survivor does not want to burden others with his/her troubles, while friends and neighbors do not want to be inconsiderate by bringing up a past experience with the deceased. However, public sharing of thoughts and memories is helpful for all concerned in returning to normal activities and should be encouraged.

Hope. As the grieving process proceeds, individuals begin to feel or see the possibility of having meaningful experiences and relationships once again.

Readjustment to reality. People who have gone through significant grief experiences usually emerge as different people; some may be stronger while others may be weaker. In either case, typically a readjustment to reality occurs.

Key Points for Initial Contact with the Next of Kin

The information below was compiled from interviews with experienced CACOs and should be helpful in your planning for the initial visit with the NOK.

Use your introduction to confirm the identity of the NOK. Use the NOK's name and the decedent's name as you introduce yourself and any others with you. If the decedent has a common name, or there is other reason to doubt the next of kin's identity, ask for confirmation. Example: "Mrs. Smith, I'm LT Tom O'Malley and this is Chaplain Peterson. Are you the wife of Warrant Officer Smith assigned to USS X? We have some news about your husband. May we speak with you?"

Make every attempt to inform the NOK in private. If you are at the residence, ask if you may come in. If at the NOK's employment, try to arrange a private room through the employer.

Avoid vague language that may delay the NOK's acceptance of what has occurred. The words "dead" and "death" have a finality that has been found to be helpful for gaining NOK acceptance that the event has happened.

Be prepared for any one of a wide range of responses. People react to the news of sudden losses in unpredictable ways. These reactions include fainting, hyperventilating, nausea, anger, or even rage against the CACO. If the NOK insists that the CACO leave the house immediately, do so, leaving a previously compleyed CACO Calling Card for their future use. Denial should be an expected response, however if after several days the individual still refuses to believe that the death has occurred, medical help may be warranted. If uncontrolled grief and hysteria is the reaction, summon medical help and talk quietly and soothingly until help arrives. What you say is less important than a slow, low monotonous voice.

Do not assume that the NOK will hear accurately or remember anything that you say. Many people who have sustained a catastrophic loss report that they have no recollection or only hazy memories of what they heard, said, or did in the first hours or even days after the event. In the past, Navy family members have sometimes complained about being given faulty information or not being given information that they needed. What more likely occurred is that the CACO gave the correct information, but that the NOK could not hear or did not remember receiving it. Many experienced CACOs recommend having another person present during important discussions to help alleviate such problems.

Be comfortable with silence. Don't attempt to rush through the notification visit. Allow the family members time to digest what you have just told them.

Responding to Emotion

Many people are uncomfortable in the face of strong emotion, particularly when there is nothing that can be done to change or "fix" the basic situation. Two principles are important to remember:

A strong emotional response is normal and usually therapeutic. Controlling one's emotions in the face of tragedy is a learned response that saps energy. Those who can release some of their emotions immediately are often better able to deal with the decisions that must be made later. A quiet, stoic initial response may seem more rational and easier for the CACO to deal with, but may actually have more negative long-term effects on

communication and acceptance.

The most effective responses to strong emotions are empathetic listening and calm acceptance. Emotional responses can run their course more quickly in an atmosphere that is supportive and accepting. This kind of acceptance is demonstrated, more than stated. The following factors are important:

- Listen. Good listening skills are a CACO's most valuable attribute, and can be demonstrated through both words and actions. A steady gaze at the NOK and nodding are perceived as signs of listening. Softly spoken words such as "I see" or "I understand" or a non-verbal "Um-hum" are beneficial. Barriers to listening include thinking of other things or framing a response in your mind while the other is speaking.

- Be aware of tone of voice and facial expression. What is actually said is less important than the tone of voice a CACO uses and the expressions on his/her face. If words and non-verbal communication are not in agreement, non-verbal communication is more likely to be believed.

- Do not argue, defend, rationalize or justify. Accepting an emotional response includes listening to whatever is said without argument or judgment. One type of normal reaction that may be difficult for the CACO to deal with is the NOK's seeking someone or something to blame for the loss. There is usually little logic or reasoning involved.

- Avoid phrases that might appear to diminish the importance of the loss. For the moment, the NOK's greatest need is for those present to recognize and acknowledge the enormity of the loss. Phrases such as "it's for the best" or "you'll feel better soon" are often ineffective and insensitive. Pointing out positive factors such as bravery or service may be comforting later, but are usually not helpful at this time.

- Avoid language that may be perceived as impersonal. The formal words and phrases that are called for in official communication may appear impersonal and uncaring to some. While many legal and procedural issues require official language, personal expressions of sympathy are likely to be more effective. A simple but sincere "I'm very sorry" is the most common personal statement.

Where Can I Get More Information? Some Family Service Centers or local community organizations or churches provide courses on coping with death and dying which prospective CACOs would find very helpful. Additionally, there are dozens of excellent books on the subject. (See pages 60-63 of the CACO Handbook.) Navy chaplains can very likely recommend a course and/or books that would be most appropriate. They would also be willing to provide pastoral counseling based on their experience in dealing with grieving family members. Seek them out when first assigned CACO duty so they can share their experiences with you. Don't wait until an incident actually occurs.

INACTIVE NAVAL RESERVE CHAPLAINS PARTICIPATION IN MILITARY FUNERALS

The requirement for Inactive Naval Reserve Chaplains to participate in military funerals is frequently necessary, especially in isolated areas. Naval Reserve Chaplains performing such duty are entitled to pay, allowances, and reimbursement for travel. BUPERSINST 1730.10 issues guidelines on the criteria for and issuance of travel orders. To arrange for the services of a naval reserve chaplain, the CACO for the command having cognizance over the honor guard or funeral arrangements should call the Director, Naval Reserve Chaplain Program Division (Pers-94) at commercial (202) 433-8700/01, Toll Free 1-800-535-9026, or DSN 288-8700/01. For weekend and after-hours calls, the number may be called and the request for a chaplain will be recorded onto an answering machine. The request must be received by BUPERS (Pers-94) at least 24 hours prior to the date of the funeral since pay, allowances, and travel expenses cannot be authorized retroactively. The worksheet on the next page is for information and planning purposes only and retention by the CACO.

MILITARY FUNERAL WORKSHEET

Date: _____

CONTACT/ACTIVITY

Name: _____ Rank/Rate: _____

Activity: _____

Address: _____

Phone: _____

Travel: Yes / No Per Diem: Yes / No

Travel Days: _____ (not more than 3 days)

DECEASED MEMBER INFORMATION:

Rank/Rate/Name: _____

SSN:_____ B-1 Status: Active / Inactive / Retired

Faith: Protestant / Catholic / Jewish / Other_____

CHAPLAIN

Name: _____ Rank/Rate:_____

Address: _____

SSN: _____ PEBD: _____ Phone: _____

FUNERAL SITE

Mortuary: _____

Address: _____

Grave Site: _____

Address: _____

Other: _____

Date of Funeral: _____

DO NOT MAIL THIS INFORMATION TO PERS-109
ALL INFORMATION MUST BE RECEIVED PRIOR TO THE FUNERAL.

APPENDIX C
LIST OF NATIONAL CEMETERIES

STATE		NAME, ADDRESS, AND TELEPHONE NUMBER
Alabama		
	(Note 2)	Fort Mitchell National Cemetery 553 Highway 165 Seale, AL 36875 Phone: (205) 855-4731
	(Note 3) (Note 2)	Mobile National Cemetery 1202 Virginia Street Mobile, AL 36604 (Call Barrancas National Cemetery, Florida for information) Phone: (904) 452-3357/4196
Alaska		
		Ft. Richardson National Cemetery P.O. Box 5-498 Ft. Richardson, Alaska 99505 Phone: (907) 384-7075
	(Note 2)	Sitka National Cemetery P.O. Box 1065 Sitka, Alaska 99835 Phone: (206) 762-1010
Arizona		
		National Memorial Cemetery of Arizona 23029 N. Cave Creek Road Phoenix, AZ 85022 Phone: (602) 379-4615
	(Note 1) (Note 2)	Prescott National Cemetery VA Medical Center 500 Highway 89N Prescott, AZ 86313 Phone: (602) 445-4860 Ext 242

Arkansas

(Note 2) Fayetteville National Cemetery
700 Government Avenue
Fayetteville, AK 72701
Phone: (501) 444-5051

(Note 2) Fort Smith National Cemetery
522 Garland Avenue & South 6th Street
Fort Smith, AK 72901
Phone: (501) 783-5345

Little Rock National Cemetery
2523 Confederate Blvd
Little Rock, AK 72206
Phone: (501) 374-8011

California

(Note 2) Riverside National Cemetery
22495 Van Buren Blvd.
Riverside, CA 92508
Phone: (714) 653-8417

(Note 1) Fort Rosecrans National Cemetery
(Note 2) Point Loma, P.O. Box 6237
San Diego, CA 92166
Phone: (619) 553-2084

(Note 1) Golden Gate National Cemetery
(Note 2) 1300 Sneath Lane
San Bruno, CA 94066
Phone: (415) 761-1646/589-7737

(Note 1) Los Angeles National Cemetery
(Note 2) 950 South Sepulveda Boulevard
Los Angeles, CA 90049
Phone: (213) 824-4311

(Note 1) San Francisco National Cemetery
(Note 2) P.O. Box 29012
San Francisco, CA 94129
Phone: (415) 561-2008 or 2986

Colorado

(Note 2) Fort Logan National Cemetery
3698 South Sheridan Blvd
Denver, CO 80235
Phone: (303) 761-0117

(Note 2) Fort Lyon National Cemetery
Department of Veterans Affairs Medical Center
Fort Lyon, CO 81038
Phone: (719) 456-1260 Ext: Engineering Service

Florida

Barrancas National Cemetery
Naval Air Station
Pensacola, FL 32508
Phone: (904) 452-3357 or 4196

(Note 1) Bay Pines National Cemetery
(Note 2) P.O. Box 477
Bay Pines, FL 33504
Phone: (813) 398-9426

(Note 2) Florida National Cemetery
P.O. Box 337
Bushnell, FL 33513
Phone: (904) 793-7740

(Note 1) St. Augustine National Cemetery
(Note 2) 104 Marine Street
St. Augustine, FL 32084 (Call Florida National Cemetery, Florida for information)
Phone: (904) 793-7740

Georgia

(Note 1) Marietta National Cemetery
(Note 2) 500 Washington Avenue
Marietta, GA 30060
Phone: (404) 428-5631

Hawaii

(Note 2) National Memorial Cemetery of the Pacific
2177 Pouwaina Drive
Honolulu, HI 96813
Phone: (808) 541-1427/8/9

Illinois

(Note 1) Alton National Cemetery
(Note 2) 600 Pearl Street
Alton, IL 62003 (Call Jefferson
Barracks, National Cemetery, Missouri,
for information)
Phone: (314) 263-8691/2

(Note 2) Camp Butler National Cemetery
R.R.# 1
Springfield, IL 62707
Phone: (217) 522-5764

Danville National Cemetery
1900 East Maine Street
Danville, IL 61832
Phone: (217) 431-6550

(Note 2) Mound City National Cemetery
P.O. Box 28
Junction of Highways 37 & 51
Mound City, IL 62963 (Call Jefferson
Barracks, National Cemetery, Missouri for
information)
Phone: (314) 263-8691/2

(Note 2) Quincy National Cemetery
(Use address and phone number of Keokuk
National Cemetery, Keokuk Iowa, for
information)
1701 J Street
Keokuk, IA 52632
Phone: (319) 524-1304

(Note 2) Rock Island National Cemetery
Rock Island Arsenal
Rock Island, IL 61299-7090
Phone: (309) 782-2094

Indiana

(Note 2) Marion National Cemetery
East 38th Street
Department of Veterans Affairs Medical Center
Marion, IN 46953
Phone: (317) 674-0284

(Note 2) New Albany National Cemetery
(Use address and phone number of Zachary Taylor National Cemetery, Louisville, KY for information)
4701 Brownsboro Road
Louisville, KY 40207
Phone: (502) 893-3852

(Note 1) Crown Hill National Cemetery
700 W. 38th Street
Indianapolis, IN 46208 (Call Marion National Cemetery, Indiana for information)
Phone: (317) 674-0284

Iowa

(Note 2) Keokuk National Cemetery
1701 J Street
Keokuk, IA 52632
Phone: (319) 524-1304

Kansas

(Note 1) Fort Leavenworth National Cemetery
(Note 2) Use address and phone number of Leavenworth National Cemetery, Kansas for information)
P.O. Box 1694
Leavenworth, KS 66048
Phone: (913) 682-1748/9

(Note 2) Leavenworth National Cemetery
P.O. Box 1694
Leavenworth, KS 66048
Phone: (913) 682-1748/9

(Note 2) Fort Scott National Cemetery
P.O. Box 917
Fort Scott, KS 66701
Phone: (316) 223-2840

Kentucky

(Note 2) Camp Nelson National Cemetery
6980 Danville Road
Nicholasville, KY 40356
Phone: (606) 885-5727

(Note 2) Lebanon National Cemetery
(Use address and phone number of Zachary Taylor National Cemetery, Kentucky for information)
4701 Brownsboro Road
Louisville, KY 40207
Phone: (502) 893-3852/692-3390

Mill Springs National Cemetery
(Use address and phone number of Camp Nelson National Cemetery for information)
6980 Danville Road
Nicholasville, KY 40356
Phone: (606) 885-5727

(Note 1)
(Note 2) Cave Hill National Cemetery
701 Baxter Avenue
Louisville, KY 40204
(Call Zachary Taylor National Cemetery, Kentucky for information)
Phone: (502) 893-3852

(Note 1) Danville National Cemetery
(Use address and phone number of Camp Nelson National Cemetery, Kentucky for information)
6980 Danville Road
Nicholasville, KY 40356
Phone: (606) 885-5727

(Note 1) Lexington National Cemetery
(Note 2) (Use address and phone number of Camp Nelson National Cemetery, Kentucky for information)
6980 Danville Road
Nicholasville, KY 40356
Phone: (606) 885-5727

Zachary Taylor National Cemetery
4701 Brownsboro Road
Louisville, KY 40207
Phone: (502) 893-3852

Louisiana

(Note 2) Alexandria National Cemetery
209 Shamrock Avenue
Pineville, LA 71360
Phone: (318) 473-7588

(Note 2) Port Hudson National Cemetery
20978 Port Hickey Road
Zachary, LA 70791
Phone: (504) 389-0788

(Note 1) Baton Rouge National Cemetery
(Note 2) (Use address and phone number of Port Hudson National Cemetery, Louisiana for information)
20978 Port Hickey Road
Zachary, LA 70791
Phone: (504) 389-0788

Maine

(Note 1) Togus National Cemetery
VA Medical Center and Regional Office
c/o Engineering Department
Togus, ME 04330 (Call Massachusetts National Cemetery, Massachusetts for information)
Phone: (508) 563-7113

Maryland

(Note 1)
(Note 2)

Annapolis National Cemetery
800 West Street
Annapolis, MD 21401 (Call Baltimore National Cemetery, Maryland for information)
Phone: (410) 644-9696/7

(Note 1)
(Note 2)

Baltimore National Cemetery
5501 Frederick Avenue
Baltimore, MD 21228
Phone: (410) 644-9696/7

(Note 1)
(Note 2)

Loudon Park National Cemetery
3445 Frederick Avenue
Baltimore, MD 21229 (Call Baltimore National Cemetery, Maryland for information)
Phone: (410) 644-9696/7

Massachusetts

Massachusetts National Cemetery
Bourne, MA 02532
Phone: (508) 563-7113/7114

Michigan

(Note 2)

Fort Custer National Cemetery
15501 Dickman Road
Augusta, MI 49012
Phone: (616) 731-4164

Minnesota

(Note 2)

Fort Snelling National Cemetery
7601 34th Avenue South
Minneapolis, MN 55450
Phone: (612) 726-1127 or 1128

Mississippi

(Note 2) Biloxi National Cemetery
P.O. Box 4968
Biloxi, MS 39535
Phone: (601) 388-6668

(Note 2) Corinth National Cemetery
1551 Horton Street
Corinth, MS 38834
Phone: (601) 286-5782

(Note 2) Natchez National Cemetery
41 Cemetery Road
Natchez, MS 39120
Phone: (601) 445-4981

Missouri

(Note 2) Jefferson Barracks National Cemetery
101 Memorial Drive
St. Louis, MO 63125
Phone: (314) 263-8691/2

(Note 2) Springfield National Cemetery
1702 East Seminole Street
Springfield, MO 65804
Phone: (417) 881-9499

(Note 1) Jefferson City National Cemetery
(Note 2) 1024 East McCarty Street
Jefferson City, MO 65101
(Call Jefferson Barracks National
Cemetery, Missouri for information)
Phone: (314) 263-8691/2

Nebraska

(Note 2) Fort McPherson National Cemetery
HCO 1, Box 67
Maxwell, NE 69151
Phone: (308) 582-4433

New Jersey

(Note 1) (Note 2)
Beverly National Cemetery
RD #1, Bridgeboro Road
Beverly, NJ 08010
Phone: (609) 877-5460

(Note 1) (Note 2)
Finn's Point National Cemetery
R.F.D. No. 3, Fort Mott Road, Box 542
Salem, NJ 08079
(Call Beverly National Cemetery for information)
Phone: (609) 877-5460/935-3628

New Mexico

(Note 2)
Fort Bayard National Cemetery
P.O. Box 189
Fort Bayard, NM 88036
Phone: (915) 540-6182

(Note 2)
Santa Fe National Cemetery
P.O. Box 88
Santa Fe, NM 87504-0088
Phone: (505) 988-6400

New York

(Note 1) (Note 2)
Long Island National Cemetery
Wellwood Avenue
Farmingdale, NY 11735
Phone: (516) 454-4949

(Note 2)
Bath National Cemetery
Attn: Cemetery Director
VA Medical Center
Bath, NY 14810
Phone: (607) 776-2111 Ext. 293

(Note 2)
Calverton National Cemetery
210 Princeton Boulevard
Calverton, NY 11933
Phone: (516) 727-5410 or 5770

(Note 1) Cypress Hills National Cemetery
(Note 2) 625 Jamaica Avenue
Brooklyn, NY 11208 (Call Long Island National Cemetery, New York for information)
Phone: (516) 454-4949

(Note 2) Woodlawn National Cemetery
1825 Davis Street
Elmira, NY 14901 (Call Bath National Cemetery, New York for information)
Phone: (607) 776-2111 Ext 293

North Carolina

(Note 2) New Bern National Cemetery
1711 National Avenue
New Bern, NC 28560
Phone: (919) 637-2912

(Note 2) Raleigh National Cemetery
501 Rock Quarry Road
Raleigh, NC 27610
Phone: (919) 832-0144

(Note 2) Salisbury National Cemetery
202 Government Road
Salisbury, NC 28144
Phone: (704) 636-2661

(Note 1) Wilmington National Cemetery
(Note 2) 2011 Market Street
Wilmington, NC 28403 (Call New Bern National Cemetery, North Carolina for information)
Phone: (910) 637-2912

Ohio

(Note 2) Dayton National Cemetery
4100 W. Third Street
Dayton, OH 45428
Phone: (513) 262-2115

Oklahoma

(Note 2) Fort Gibson National Cemetery
R.T. #2, Box 47
Fort Gibson, OK 74434
Phone: (918) 478-2334

Oregon

(Note 2) Eagle Point National Cemetery
2763 Riley Road
Eagle Point, OR 97524
Phone: (503) 826-2511

(Note 2) Willamette National Cemetery
P.O. Box 66147
Portland, OR 97266
Phone: (503) 273-5250

(Note 1) Roseburg National Cemetery
(Note 2) VA Medical Center
Roseburg, OR 97470
Phone: (503) 440-1000

Pennsylvania

(Note 2) Indiantown Gap National Cemetery
P.O. Box 187
Annville, PA 17003
Phone: (717) 865-5254/6

(Note 1) Philadelphia National Cemetery
(Note 2) Haines Street and Limekiln Pike
Philadelphia, PA 19138 (Call Beverly National Cemetery, New Jersey for information)
Phone: (609) 877-5460

Puerto Rico

Puerto Rico National Cemetery
P.O. Box 1298
Bayamon, PR 00619
Phone: (809) 785-7281

South Carolina

(Note 2) Beaufort National Cemetery
1601 Boundary Street
Beaufort, SC 29902
Phone: (803) 524-3925

(Note 2) Florence National Cemetery
803 East National Cemetery Road
Florence, SC 29501
Phone: (803) 669-8783

South Dakota

(Note 2) Black Hills National Cemetery
P.O. Box 640
Sturgis, SD 57785
Phone: (605) 347-3830

(Note 1) Fort Meade National Cemetery
(Note 2) (Use address and phone number for Black Hills National Cemetery, South Dakota for information)
P.O. Box 640
Sturgis, SD 57785
Phone: (605) 347-3830

Hot Springs National Cemetery
(Use address and phone number for Black Hills National Cemetery, South Dakota for information)
Attn: Director
P.O. Box 640
Sturgis, SD 57785
Phone: (605) 347-3830

Tennessee

(Note 2) Chattanooga National Cemetery
1200 Bailey Avenue
Chattanooga, TN 37404
Phone: (615) 855-6590/1

(Note 1) Knoxville National Cemetery
(Use address and phone number for
Mountain Home National Cemetery,
Tennessee for more information)
P.O. Box 8
Mountain Home, TN 37684
Phone: (615) 929-7891

(Note 2) Memphis National Cemetery
3568 Townes Avenue
Memphis, TN 38122
Phone: (901) 386-8311

(Note 2) Mountain Home National Cemetery
P.O. Box 8
Mountain Home, TN 37684
Phone: (615) 929-7891

(Note 2) Nashville National Cemetery
1420 Gallatin Road
Madison, TN 37115
Phone: (615) 327-5360

Texas

(Note 2) Fort Bliss National Cemetery
P.O. Box 6342
Fort Bliss, Tx 79906
Phone: (915) 540-6182

(Note 2) Fort Sam Houston National Cemetery
1520 Harry Wurzbach Road
San Antonio, TX 78209
Phone: (210) 820-3891

(Note 2) Houston National Cemetery
10410 Veterans Memorial Drive
Houston, TX 77038
Phone: (713) 653-3112

Kerrville National Cemetery
VA Medical Center
3600 Memorial Blvd.
Kerrville, TX 78028
Phone: (512) 896-2020

San Antonio National Cemetery
(Use address and phone number for
Fort Sam Houston National Cemetery,
Texas for information)
1520 Harry Wurzbach Road
San Antonio, TX 78209
Phone: (210) 820-3891

Virginia

(Note 1)
(Note 2)
Alexandria National Cemetery
1450 Wilkes Street
Alexandria, VA 22314 (Call Quantico
National Cemetery, Virginia for
information)
Phone: (703) 690-2217

(Closed)
Balls Bluff National Cemetery
Leesburg, VA 22075 (Call Culpeper
National Cemetery, Virginia for
information)
Phone: (703) 825-0027

(Closed)
City Point National Cemetery
10th Avenue and Davis Street
Hopewell, VA 23860 (Call Richmond
National Cemetery, Virginia for
information)
Phone: (804) 222-1490

(Closed)
Cold Harbor National Cemetery
Route 156 North
Mechanicsville, VA 23111 (Call Richmond
National Cemetery, Virginia for
information)
Phone: (804) 222-1490

(Note 2)
Culpepper National Cemetery
305 U.S. Avenue
Culpepper, VA 22701
Phone: (703) 825-0027

(Note 1)	Danville National Cemetery 721 Lee Street Danville, VA 24541 (Call Salisbury National Cemetery, Salisbury, North Carolina for information) Phone: (704) 636-2661
(Note 1)	Fort Harrison National Cemetery (Use address and phone number for Richmond National Cemetery, Virginia for information) 1701 Williamsburg Road Richmond, VA 23231 Phone: (804) 222-1490
(Note 1)	Glendale National Cemetery (Use address and phone number for Richmond National Cemetery, Virginia for information) 1701 Wiliamsburg Road Richmond, VA 23231 Phone: (804) 222-1490
(Note 2)	Hampton National Cemetery Cemetery Road at Marshall Avenue Hampton, VA 23669 Phone: (804) 723-7104
(Note 2)	Quantico National Cemetery P.O. Box 10 Triangle, VA 22172 Phone: (703) 690-2217
(Closed)	Richmond National Cemetery 1701 Williamsburg Road Richmond, VA 23231 Phone: (804) 222-1490
(Closed)	Seven Pines National Cemetery (Use address and phone number for Richmond National Cemetery, Virginia for information) 1701 Williamsburg Road Richmond, VA 23231 Phone: (804) 222-1490

(Note 1) Staunton National Cemetery
(Note 2) (Use address and phone number for Culpepper National Cemetery, Virginia for information)
Phone: (703) 825-0027

(Note 1) Winchester National Cemetery
(Note 2) (Use address and phone number for Culpepper National Cemetery, Virginia for information)
305 U.S. Avenue
Culpepper, VA 22701
Phone: (703) 825-0027

West Virginia

(Note 1) Grafton National Cemetery
431 Walnut Street
Grafton, WV 26354
Phone: (304) 265-2044

West Virginia National Cemetery
(Use address and phone number for Grafton National Cemetery, West Virginia for information)
431 Walnut Street
Grafton, WV 26354
Phone: (304) 265-2044

Wisconsin

(Note 2) Wood National Cemetery
5000 W. National Avenue Bldg. #122
Milwaukee, WI 53295
Phone: (414) 382-5300

DEPARTMENT OF THE ARMY NATIONAL CEMETERIES

District of Columbia

(Note 1) Soldiers Home National Cemetery
21 Harewood Road, N.W.
Washington, D.C. 20011
Phone: (202) 829-1829

Virginia

(Note 2) Arlington National Cemetery
Arlington, VA 22211-5003
Phone: (703) 695-3250/3255

DEPARTMENT OF THE INTERIOR NATIONAL CEMETERIES

District of Columbia

(Note 1) Battleground National Cemetery
c/o Supt., Nat'l Cap PK East
5210 Indian Head
Oxon Hill, MD 20021
Phone: (410) 472-9227

Georgia

(Note 2) Andersonville National Historic Site
Rt. 1, Box 800
Andersonville, GA 31711
Phone: (912) 924-0343

Louisiana

(Note 1) Chalmette National Historical Park
St. Bernard Highway
Chalmette, LA 70043
Phone: (504) 589-4428

Maryland

(Note 1) Antietam National Battlefield Cemetery
P.O. Box 158
Sharpsburg, MD 21782
Phone: (301) 432-5124

Mississippi

(Note 1) Vicksburg National Military Park
3201 Clay Street
Vicksburg, MS 39180
Phone: (601) 636-0583

Montana

(Note 1) Custer Battlefield National Monument
P.O. Box 39
Crow Agency, MT 59022
Phone: (406) 638-2622

Pennsylvania

(Note 1) (Note 2) Gettysburg National Cemetery
P.O. Box 1080
Gettysburg, PA 17325
Phone: (717) 334-0909

Tennessee

(Note 2) Andrew Johnson National Historic Site
P.O. Box 1088
Greenville, TN 37743-1088
Phone: (615) 638-3551

(Note 1) Fort Donelson National Cemetery
P.O. Box 434
Dover, TN 37058
Phone: (615) 232-5348

(Note 1) Shiloh National Cemetery
RT# 1, Box 9
Shiloh, TN 38376-9704
Phone: (901) 689-5275 or 5276

(Note 1) Stones River National Cemetery
3501 Old Nashville Highway
Murfreesboro, TN 37129
Phone: (615) 893-9501

Virginia

(Note 1) Fredericksburg and Spotsylvania
National Military Park
1013 Lafayette Boulevard
Fredericksburg, VA 22404
Phone: (703) 373-4461

(Closed)	Poplar Grove National Cemetery Petersburg National Battlefield P.O. Box 549 Petersburg, VA 23804 Phone: (804) 732-3531
(Closed)	Colonial National Historical Park Box 210 Yorktown, VA 23690 Phone: (804) 898-3400

***NOTE 1:** **AVAILABLE ONLY FOR BURIAL OF ELIGIBLE SURVIVORS OF FAMILY MEMBERS ALREADY INTERRED: "CLOSED" CEMETERY.**

***NOTE 2:** **THE SPACE AVAILABLE INCLUDES THOSE FOR CREMATED REMAINS.**

***NOTE 3:** **SPACE AVAILABLE FOR ACTIVE DUTY WAR CASUALTIES ONLY.**

REQUEST FOR PAYMENT OF FUNERAL AND/OR INTERMENT EXPENSES

Form Approved
OMB No. 0704-0030
Expires Nov 30, 1989

Privacy Act Statement

AUTHORITY: 10 USC Sections 1481 through 1488; EO 9397, November 1943 (SSN)
PRINCIPAL PURPOSE: To record amount of funeral and/or interment expenses incurred by next of kin.
ROUTINE USES: By the Department of Defense to enable the Finance Office to pay allowable funeral and/or interment expenses.
DISCLOSURE: Disclosure of requested information is voluntary; however, if not furnished, claim cannot be paid.

PART I - TO BE COMPLETED BY MILITARY AUTHORITIES

1. MILITARY ACTIVITY PREPARING THIS FORM	2. MILITARY ACTIVITY FORM IS TO BE MAILED TO FOR PAYMENT
a. NAME	a. NAME
b. ADDRESS (Street, City, State and Zip Code)	b. ADDRESS (Street, City, State and Zip Code)

3. NAME OF DECEDENT (Last, First, Middle Initial)	4. PAY GRADE/RANK	5. SERVICE NUMBER/SSN
6. PLACE OF DEATH (City, State, Country)		7. DATE OF DEATH (YYMMDD)
8. NAME OF NEXT OF KIN		9. RELATIONSHIP

10. FUNERAL DIRECTOR AND/OR NATIONAL CEMETERY SELECTED BY NEXT OF KIN

a. NAME

b. ADDRESS (Street, City, State and Zip Code)

11. GOVERNMENT CONTRACT FOR CARE OF REMAINS IN EFFECT AT PLACE OF DEATH

☐ NO ☐ YES (Enter name of contracting activity)

PART II - TO BE COMPLETED BY NEXT OF KIN (Proper completion will expedite settlement.)

a. Complete items 12 and 13.
b. Fill in either item 14 or 15. (Do not fill in both.)
c. Complete item 16, if applicable.
d. Complete item 17.
e. Mail to addressee in item 2.
f. Attach copies of bills for all interment costs.

12. CEMETERY, MAUSOLEUM OR OTHER DISPOSITION

a. NAME

b. ADDRESS (Street, City, State and Zip Code)

13. DATE OF INTERMENT

14. INTERMENT COSTS (To be completed when next of kin arranged for interment only. If next of kin arranged for preparation and casketing, leave this item blank and fill in item 15. Enter total amount paid or incurred for one or more of the following: Cost of grave site, opening and closing grave, burial vault, church service or clergy's fee, obituary notice, flowers, services of funeral director, including use of his facilities, and motor service.)

$

15. TO BE COMPLETED WHEN NEXT OF KIN MADE ALL ARRANGEMENTS

a. CASKET, PRESERVATION AND RELATED SERVICES	$
b. CREMATION AND URN	$
c. CLOTHING	$
d. INTERMENT COSTS (Enter total amount paid or incurred for items listed in item 14.)	$

16. SHIPPING COSTS (To be completed when next of kin paid or incurred cost for shipment of remains.)

a. REMOVAL FROM PLACE OF DEATH TO PREPARATION POINT	$
b. DELIVERY FROM PREPARATION POINT TO COMMON CARRIER	$
c. SHIPPING COST	$

(1) Shipped From (City and State)	(2) Shipped To (City and State)	(3) Mode of Shipment (X one) ☐ Air ☐ Hearse

d. REMOVAL FROM COMMON CARRIER TO RECEIVING FUNERAL HOME	$
e. DELIVERY TO CEMETERY	$

17. STATEMENT OF NEXT OF KIN: I HAVE PAID OR INCURRED EXPENSES IN THE AMOUNTS ENTERED IN ITEMS 14, 15, AND/OR 16. I DESIRE THAT THE AMOUNT ALLOWABLE BY THE GOVERNMENT BE PAID TO:

a. NAME OF PAYEE (Print or Type)

b. ADDRESS OF PAYEE (Street, City, State and Zip Code)

c. SIGNATURE OF NEXT OF KIN

d. DATE SIGNED

DD Form 1375, APR 87 — Previous editions are obsolete. — 498/091

REPORT OF CASUALTY

REPORT CONTROL SYMBOL

1. REPORT NUMBER	2. REPORT TYPE	3. DATE PREPARED

4. SERVICE IDENTIFICATION

a. NAME *(Last, First, Middle and Suffix)*	b. SOCIAL SECURITY NUMBER	c. GRADE/RANK/RATE	d. OCCUPATION CODE

e. COMPONENT	f. BRANCH	g. ORGANIZATION

5. CASUALTY INFORMATION

a. TYPE	b. STATUS	c. CATEGORY	d. DATE OF CASUALTY	e. PLACE OF CASUALTY

f. CAUSE AND CIRCUMSTANCES

g. DUTY STATUS	h. FLIGHT STATUS	i. BODY RECOVERED

6. BACKGROUND INFORMATION

a. DATE OF BIRTH	b. PLACE OF BIRTH	c. COUNTRY OF CITIZENSHIP

d. RACE	e. ETHNIC GROUP	f. SEX	g. RELIGIOUS PREFERENCE

7. ACTIVE DUTY INFORMATION

a. PLACE OF ENTRY	b. DATE OF ENTRY	c. HOME OF RECORD AT TIME OF ENTRY

d. DATE TOUR COMMENCED	e. PRIOR SERVICE INFORMATION	f. RECORD OF EMERGENCY DATA FORM DATE

8. PAY INFORMATION

a. PAY GRADE	b. BASIC PAY	c. INCENTIVE/ADDITIONAL PAY *(State type)*

9. INTERESTED PERSONS *(Name, Address, and Relationship)*

10. REMARKS *(Continue on separate sheet, if necessary)*

FOOTNOTES FOR ITEMS 9 AND 10
1 Adult next of kin.
2 Beneficiary for gratuity pay in event there is no surviving spouse or child - as designated on record of emergency data.
3 Beneficiary for unpaid pay and allowances - as designated on record of emergency data.

11. REPORTING INFORMATION

a. COMMAND AGENCY	b. DATE RECEIVED	c. REPORT FOR VA TO FOLLOW

12. DISTRIBUTION	13. SIGNATURE ELEMENT

Form Approved
OMB No. 2900-0261

Veterans Administration

APPLICATION FOR REFUND OF EDUCATIONAL CONTRIBUTIONS

(VEAP, Chapter 32, Title 38, U.S.C.)

PRIVACY ACT INFORMATION: The information requested on this form is solicited under 38 U.S.C. 1623 (PL 94-502). This information is necessary to properly identify and refund the amount currently being held in the Post-Vietnam Era Veterans Education Account. Disclosure of information requested is voluntary. However, failure to provide this information may delay your refund payment. The information may be disclosed outside the VA as permitted by law, or as stated in the "Notices of Systems of VA Records" which have been published in the Federal Register in accordance with the Privacy Act of 1974.

IMPORTANT INSTRUCTIONS - Prior to completing this form, you should understand that you may be eligible to receive educational benefits. By completing this form, you will forfeit any entitlement you may have earned. If you have any questions concerning your eligibility, contact your nearest VA regional office before submitting this form. If you wish a refund, complete Parts I & II after carefully reading these instructions. Failure to complete this form properly may result in delay of your refund. Applicants on active duty should have Part III, Section A, completed by the Finance Officer at his/her current installation. Applicants not on active duty should forward this form to the closest VA regional office with a copy of DD Form 214, Notice of Discharge.

PART I - IDENTIFICATION DATA

1. NAME OF APPLICANT	2. SOCIAL SEC. NO.	3. BRANCH OF SERVICE	4. VA FILE NO. *(If known)*

5. MAILING ADDRESS OF APPLICANT	6. ADDRESS OF COMMAND *(If on active duty)*
ZIP CODE ▶	

PART II - NOTICE OF DISENROLLMENT AND APPLICATION FOR REFUND

7. I request that I be disenrolled from the POST-VIETNAM ERA VETERANS EDUCATIONAL ASSISTANCE PROGRAM. I further request that all funds that I have contributed to this program be refunded to me. I realize that by this disenrollment *I am forfeiting my entitlement* to receive educational benefits under this program. If I am on active duty, I may again enroll in this program by establishing a payroll deduction and/or making a lump sum contribution(s) not to exceed a total of $ 2700, thereby reestablishing entitlement to educational benefits.

8. REASON FOR DISENROLLMENT

A ☐ PERSONAL HARDSHIP B ☐ EDUCATION COMPLETED C ☐ VOCATION OBTAINED D ☐ OTHER *(Specify)*

FOR APPLICANTS ON ACTIVE DUTY ▶

NOTE: The following signature block is to be completed only by applicants on active duty. Signature of Service Approving Official is required only upon disenrollment prior to completion of at least 12 monthly contributions to this program.

9. SIGNATURE OF APPLICANT	10. DATE	11. SIGNATURE AND TITLE OF SERVICE APPROVING OFFICIAL	12. DATE

FOR APPLICANTS NOT ON ACTIVE DUTY ▶

NOTE: The following signature block is to be completed only by applicants not on active duty, and must either be notarized by a Notary Public or certified by a VA official upon the applicant's personal appearance and presentation of valid identification at any VA regional office.

13A. SIGNATURE OF APPLICANT	13B. DATE	14A. SIGNATURE AND TITLE OF VA CERTIFYING OFFICIAL	14B. DATE

Sworn to and subscribed before me this _____ day of _____, 19 ____

[SEAL]

_____
Notary Public

My commission expires

PART III - CERTIFICATION

SECTION A - ON ACTIVE DUTY ▶

I certify that I have reviewed this document and attachment and that payment or refund is proper.

15. LAST ALLOTMENT *(Month, year)*	16. SIGNATURE OF INSTALLATION FINANCE OFFICER	17. DATE

SECTION B - NOT ON ACTIVE DUTY ▶

18. DATE OF DISCHARGE *(Per DD Form 214)*	19. SIGNATURE OF VA REGIONAL OFFICE FINANCE OFFICER	20. DATE

21. ADDRESS OF INSTALLATION OR VA REGIONAL OFFICE

VA FORM OCT 1982 **4-5281**

EXISTING STOCKS OF VA FORM 4-5281, MAY 1979, WILL BE USED.

CLAIM FOR UNPAID COMPENSATION OF DECEASED MEMBER OF THE UNIFORMED SERVICES

General Information: Any assistance deemed necessary for the proper execution of this form will be furnished to all claimants by the employing agency. Forward the completed form to the Government agency in which the deceased was employed at time of death.

Part A

1. Name(s) and social security number(s) of claimant(s)	2. Relationship to deceased	3. If minor, state age
		4. Is designation of beneficiary for unpaid compensation on file with service? _____ (Yes or No)
		5. Are you named beneficiary? _____ (Yes or No)
6. Name, rank or rating, service number, and social security number of decedent	7. Date of death	8. Name of service
		9. Decedent's domicile

Part B (To be completed by the widow or widower of the deceased only.) Do you certify that you were married to the decedent and to the best of your knowledge and belief that the marriage was not dissolved prior to his/her death? _____

WIDOW OR WIDOWER AND DESIGNATED BENEFICIARIES DO NOT FILL IN PART C. ALL OTHERS MUST.

Part C

1. List below the name, social security number, age, relationship, and address of:
   (a) Widow or widower.
   (b) If no widow or widower survives, list each living child of the deceased (include natural, adopted, illegitimate, and stepchildren and indicate after their names which class) or the descendants of deceased children.
   (c) If no widow or widower, child or descendant of deceased children survives, list each surviving parent and state whether natural, step, foster, or adoptive parent.
   (d) If none of the above survives, list the next of kin who may be capable of inheriting from the deceased (brothers, sisters, descendants of deceased brothers and sisters).

Name and social security number	Age	Relationship to deceased	Address

1174-105

(Continued on other side)

Standard Form 1174
June 1972
4 GAO 26.1

Part D

1. If none of the above survives and an executor or administrator has been appointed, the following statement should be completed:

I/we have been duly appointed _____ (Executor or administrator) of the estate of the deceased, as evidenced by certificate of appointment herewith, administration having been taken out in the interest of

_____ (Name, address, and relationship of interested relative or creditor)

and such appointment is still in full force and effect.

NOTE.—If making claim as the executor or administrator of the estate of the deceased, no witnesses are required, but a court certificate evidencing your appointment must be submitted.

2. If no administrator or executor has been appointed, will one be appointed? _____ (Yes or No)

DESIGNATED BENEFICIARY, SURVIVING SPOUSE, CHILDREN, PARENTS, OR LEGAL REPRESENTATIVES DO NOT FILL IN PART E. ALL OTHERS MUST.

Part E

Have the funeral expenses been paid? _____ (Yes or No) (If paid, receipted bill of the undertaker must be attached hereto.) Whose money was used to pay the funeral expenses? _____

FINES, PENALTIES, and FORFEITURES are imposed by law for the making of false or fraudulent claims against the United States or the making of false statements in connection therewith

(Signature of claimant)	(Date)	(Signature of claimant)	(Date)
(Street address)		(Street address)	
(City, State, and ZIP code)		(City, State, and ZIP code)	

TWO WITNESSES ARE REQUIRED

We certify that we are well acquainted with the above _____ (Name(s) of claimant(s)) *and that the signature(s) of the claimant(s) was (were) affixed in our presence.*

(Signature of witness)	(Signature of witness)
(Street address)	(Street address)
(City, State, and ZIP code)	(City, State, and ZIP code)

All Federal checks in possession of the claimant, drawn to the order of the decedent, in payment of pay and allowances should accompany this claim.

*U.S. Government Printing Office: 1992 — 312-071/40259

CLAIM FOR UNPAID COMPENSATION OF DECEASED MEMBERS OF THE NAVY

Read this statement carefully. It explains how settlement is made of the pay account of a deceased member of the naval service.

WHAT IS MEANT BY UNPAID COMPENSATION

Settlement of unpaid compensation (unpaid pay and allowances) is governed by the Act of Congress of 12 July 1955 (Public Law 147, 84th Congress, effective 1 January 1956) and current regulations. The Comptroller General of the United States has specified that unpaid pay and allowances include such claims as per diem, travel, savings deposits, etc., remaining to the credit of a member of the naval service at the time of death.

WHO SHOULD FILE CLAIM FOR UNPAID COMPENSATION (PAY AND ALLOWANCES)

The Act provides that in the settlement of the account of any deceased member of the naval service, the amount found due shall be paid to the person or persons surviving at the date of death in the following order of precedence.

FIRST, to the beneficiary or beneficiaries named to receive any such amount in a written designation executed by the member and received, prior to his/her death, in the place designated for such purpose in the regulations of the department concerned;

SECOND, if there is no designated beneficiary, to the widow or widower;

THIRD, if there is no designated beneficiary or surviving spouse, to the child or children, and descendants of deceased children by representation;

FOURTH, if none of the above, to the parents, or the survivor of them;

FIFTH, if none of the above, to the duly appointed legal representative of the estate of the deceased member, or if none, to the person or persons determined to be entitled to payment under the laws of the domicile of the deceased member.

SECURING OF CLAIMS - PAYMENT PROCEDURES

Application for settlement shall be made on Standard Form 1174. When claim is made, two copies shall be signed and certified to by the claimant or claimants in the presence of two disinterested witnesses. If two or more persons are entitled to unpaid pay and allowances, both or all of them must sign the application. If claim is made by an administrator or executor of an estate, it must be accompanied with certified copies of letters of administration or letters testamentary.

Subject to the rules and regulations as have been prescribed by the Comptroller General of the United States in the settlement of accounts of deceased members of the naval service, the Navy Finance Center, Cleveland, Ohio 44199, will make settlement to beneficiaries designated by the member, or in the absence of a designation, to the persons named in the order of precedence prescribed by law. Settlement of payments involving doubtful questions of fact or law whether or not there has been a designation, where the payee is a minor or incompetent, where payment is made to a legal representative of the estate of the deceased member, and to those entitled to payment under the laws of the domicile of the decedent, will be made by the General Accounting Office.

Any payment made under Public Law 147, 84th Congress, shall be bar to recovery by any other person of any amount paid.

It is not necessary to claim any specific amount of unpaid pay and allowances. The amount which may be due will be determined at the date the claim is settled.

RETURN OF UNNEGOTIATED CHECKS

All unnegotiated U.S. Government checks drawn to the order of the decedent representing pay and allowances which are in your possession should be returned to the Defense Finance and Accounting Service, Cleveland, Ohio 44199 for settlement. Any other U.S. Government checks drawn to the order of the decedent for other purposes should be returned to the agency from which received with the request for further disposition instruction.

WHEN THE CLAIM FORMS ARE COMPLETED, THEY SHOULD BE RETURNED TO:

Bureau of Naval Personnel
Casualty Assistance Branch
Pers-663
2 Navy Annex

Washington, D.C. 20370-6630

IN THE PRE-ADDRESSED ENVELOPE FORWARDED WITH THE BENEFITS PACKAGE.

10 JUL 1995

Form Approved
OMB No 0960-0062

DEPARTMENT OF HEALTH AND HUMAN SERVICES	SOCIAL SECURITY ADMINISTRATION APPLICATION FOR SURVIVORS BENEFITS (PAYABLE UNDER TITLE II OF THE SOCIAL SECURITY ACT) *IMPORTANT – Read instructions before completing form. Detach and retain ONLY the instruction sheet.*	(DO NOT WRITE IN THIS SPACE) VA DATE STAMP

1. FIRST NAME – MIDDLE NAME – LAST NAME OF VETERAN *(Type or print)*	2. DATE OF DEATH

NOTE: If the veteran's Social Security No. is unknown, complete Items 4, 5, 6 and 7 about veteran.

3. SOCIAL SECURITY NO. OF VETERAN	4. DATE OF BIRTH	5. PLACE OF BIRTH

6. NAME OF FATHER	7. MAIDEN NAME OF MOTHER	8. DID THE VETERAN WORK IN THE RAILROAD INDUSTRY AT ANY TIME AFTER 1936? ☐ YES ☐ NO

NOTE: The following information should be furnished for each period of the veteran's active service (regular or reserves) after September 7, 1939, in the military service of the United States or service as a commissioned officer in the Public Health Service or the National Oceanic and Atmospheric Administration or during WWII, Philippine or Filipino or Allied country military service. If additional space is needed, attach a spearate sheet.

9A. DATE ENTERED ACTIVE SERVICE	9B. SERVICE NO.	9C. DATE SEPARATED FROM ACTIVE SERVICE	9D. GRADE, RANK, OR RATING, ORGANIZATION AND BRANCH OF SERVICE

10. RELATIONSHIP OF APPLICANT TO VETERAN ☐ SURVIVING SPOUSE ☐ CHILD ☐ PARENT	11. DATE OF BIRTH OF APPLICANT	12. VETERANS ADMINISTRATION FILE NO

CHILDREN: Show names of surviving children (including natural children, adopted children, and stepchildren) or dependent grandchildren (including stepgrandchildren) who at any time since the veteran died, were unmarried and (a) under age 18; (b) age 18 to 19 and attending Secondary school; (c) disabled or handicapped (18 or over and disability began before age 22).

13A.	13B.
13C.	13D.

I know that anyone who makes or causes to be made a false statement or representation of material fact in an application or for use in determining a right to payment under the Social Security Act commits a crime punishable under Federal law by fine, imprisonment, or both. I affirm that all information I have given in this document is true.

14. DATE *(Month, day, year)*	15. SIGNATURE OF APPLICANT *(First name, middle initial, last name) (Sign in ink)* SIGN HERE ➧

16. MAILING ADDRESS OF APPLICANT *(No. and street or rural route, city or P.O., State and ZIP Code)*	17. TELEPHONE NO. *(Include Area Code)*

WITNESSES REQUIRED ONLY IF SIGNATURE OF APPLICANT IS MADE BY "X" MARK ABOVE

18A. SIGNATURE OF WITNESS	18B. ADDRESS OF WITNESS *(No. and street, city, State and ZIP Code)*
19A. SIGNATURE OF WITNESS	19B. ADDRESS OF WITNESS *(No. and street, city, State and ZIP Code)*

ITEMS BELOW TO BE COMPLETED BY THE VETERANS ADMINISTRATION *(Use reverse for "Remarks")*

20. PROOFS RECEIVED *(Check)*	21. PROOFS REQUESTED FROM CLAIMANT OR OTHER *(Specify)*
☐ DEATH ☐ MARRIAGE	☐ DEATH ☐ MARRIAGE
☐ AGE _____ (NAME) _____ (NAME) _____ (NAME)	☐ AGE _____ (NAME) _____ (NAME) _____ (NAME)
☐ OTHER *(Specify)*	☐ OTHER *(Specify)*

22. DATE	23. NAME AND ADDRESS OF TRANSMITTING VA OFFICE

VA FORM APR 1987 SSA-24

EXISTING STOCKS OF VA FORM SSA 24, SEP 1985, WILL BE USED.

GPO : 1986 O - 186-482

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INSTRUCTIONS FOR COMPLETING FORM SSA-24, APPLICATION FOR SURVIVORS BENEFITS
(Payable Under Title II of the Social Security Act)

IMPORTANT: PLEASE READ THE FOLLOWING BEFORE YOU COMPLETE THE SSA-24.

This application form, SSA-24, is an Application for Survivors Benefits Payable Under Title II of the Social Security Act, as amended. Under authority of section 202(o) of the Social Security Act the application requests information in order to determine eligibility to social security benefits.

You do not have to complete this application; there are no penalties under the law if you do not complete part or all of the SSA-24. However, it is usually to your advantage to provide the information because not providing it could prevent an accurate and timely decision on your claim or could result in the loss of some benefits or insurance coverage.

If you do wish to supply the information requested on the SSA-24, this information will be forwarded to the Social Security Administration and used by them to determine whether social security benefits may be payable to a surviving dependent(s) of the veteran. Social Security will then contact you regarding any social security benefits payable based on the information given on this form.

Please understand that social security may, in certain instances, disclose the information on this form to another Federal, State or local agency or individual without your written consent. This would be done in order to:

- enable a third party or an agency to assist social security in establishing an individual's right to benefits or coverage;
- comply with Federal laws which require or authorize the release of information from social security records; and
- facilitate statistical research and audit activities necessary to assure the integrity and improvement of the social security programs.

If you should have any questions about entitlement to social security benefits, or the information you have provided on this form, please contact your local social security office.

Complete each item on the attached application, Form SSA-24, (except the Items 20 through 23). When signed and dated the form SHOULD BE LEFT ATTACHED to your completed application for dependency and indemnity compensation or death pension.

Form Approved
OMB No. 2900-0004

Veterans Administration

(DO NOT WRITE IN THIS SPACE)
VA DATE STAMP

APPLICATION FOR DEPENDENCY AND INDEMNITY COMPENSATION OR DEATH PENSION BY A SURVIVING SPOUSE OR CHILD (INCLUDING ACCRUED BENEFITS AND DEATH COMPENSATION, WHERE APPLICABLE)

IMPORTANT – Read instructions carefully before completing this form. Answer all items fully. Detach and retain ONLY the instruction sheet. If more space is required, attach additional sheets and identify each answer by item number. Type or print the answers.

1. NAME OF DECEASED VETERAN *(First, middle, last)*

2. SOCIAL SECURITY NO.

3. IF VETERAN PREVIOUSLY APPLIED TO THE VETERANS ADMINISTRATION FOR ANY BENEFIT, INSERT VA FILE NUMBER, IF KNOWN
C–

4. RAILROAD RETIREMENT NO.

5. VETERANS ADMINISTRATION FILE NO.
XC–

6A. NAME OF CLAIMANT *(First, middle, last)*

6B. TELEPHONE NO. *(Include Area Code)*

6C. MAILING ADDRESS OF CLAIMANT *(No. and street or rural route, City or P.O., State and ZIP Code)*

6D. RELATIONSHIP TO VETERAN *(Check one)*
☐ SURVIVING SPOUSE ☐ CHILD

6E. SOCIAL SECURITY NO. OF SURVIVING SPOUSE

PART I – IDENTIFICATION AND SERVICE INFORMATION OF VETERAN *(See Instructions, Paragraph H)*

7. DATE OF BIRTH

8. DATE OF DEATH

9. PLACE OF DEATH

10. ARE YOU CLAIMING THAT THE CAUSE OF DEATH WAS DUE TO SERVICE?
☐ YES ☐ NO

11A. ENTERED ACTIVE SERVICE		11B. SERVICE NO.	11C. SEPARATED FROM ACTIVE SERVICE		11D. GRADE, RANK OR RATING, ORGANIZATION AND BRANCH OF SERVICE
DATE	PLACE		DATE	PLACE	

12. IF VETERAN SERVED UNDER A NAME OTHER THAN THAT SHOWN IN ITEM 1, GIVE FULL NAME AND SERVICE RENDERED UNDER THAT NAME

PART II – INFORMATION RELATING TO MARRIAGE *(See Instructions, Paragraph I)*

INFORMATION RELATING TO VETERAN

13. HOW MANY TIMES WAS VETERAN MARRIED?

14A. MARRIAGE		14B. TO WHOM MARRIED	14C. HOW MARRIAGE ENDED *(Death, divorce, etc.)*	14D. MARRIAGE ENDED	
DATE	PLACE			DATE	PLACE

INFORMATION RELATING TO SURVIVING SPOUSE

NOTE: If claimant is not veteran's surviving spouse, omit Items 15 to 21 inclusive.

15. HOW MANY TIMES HAS SURVIVING SPOUSE BEEN MARRIED?

16. HAS SURVIVING SPOUSE REMARRIED SINCE DEATH OF VETERAN?

17A. MARRIAGE		17B. TO WHOM MARRIED	17C. HOW MARRIAGE ENDED *(Death, divorce, etc.)*	17D. MARRIAGE ENDED	
DATE	PLACE			DATE	PLACE

VA FORM APR 1987 **21-534**

EXISTING STOCKS OF VA FORM 21-534, SEP 1985, WILL BE USED

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PART II – INFORMATION RELATING TO MARRIAGE *(Continued)*

18. DATE OF BIRTH	19. WAS A CHILD BORN OF SURVIVING SPOUSE'S MARRIAGE TO VETERAN? *(Complete only if the surviving spouse was married to the veteran for less than one year)*

20. DID SURVIVING SPOUSE LIVE CONTINUOUSLY WITH THE VETERAN FROM DATE OF MARRIAGE TO DATE OF DEATH?

☐ YES ☐ NO *(If "No," complete Item 21)*

21. CAUSE OF SEPARATION *(Explain fully, giving reason, date of separation, duration, etc. If separation was by court order, attach a certified copy of such order)*

PART III – INFORMATION CONCERNING CHILDREN *(See Instructions, Paragraph J)*

IDENTIFICATION OF CHILDREN AND INFORMATION RELATIVE TO CUSTODY

NOTE – List below the name of each child of the veteran who is (1) under 18 years of age (or under 23 years of age if attending school) or (2) of any age if permanently incapable of self-support by reason of mental or physical defect. The term "child" includes an illegitimate, adopted, or step child of the veteran as well as any child whose marriage has been terminated by divorce, annulment, or death of a spouse. If the birth of a child of a veteran is expected, that fact should be stated.

22A. NAME OF CHILD *(First, middle initial, last)*	22B. DATE OF BIRTH *(Mo., day, yr.)*	22C. SOCIAL SECURITY NO. OF CHILD	22D. IDENTIFY *(Check each applicable category)*				
			MARRIED PREVIOUSLY	STEPCHILD OR ADOPTED	ILLEGITIMATE	OVER 18 ATTENDING SCHOOL	SERIOUSLY DISABLED

23. NAME(S) OF ANY CHILD(REN) NOT IN YOUR CUSTODY	24. MONTHLY AMOUNT YOU CONTRIBUTE TO CHILD'S SUPPORT
	$

NOTE: If you are only applying for Dependency and Indemnity Compensation, do not complete Parts IV, V or VI. For example, if the veteran died while on active duty or died due to a service-connected condition.

PART IV – NET WORTH OF SURVIVING SPOUSE AND/OR CHILD/REN *(See Instructions, Paragraph K)*

ITEM NO.	SOURCE	AMOUNTS				
		SURVIVING SPOUSE OR CUSTODIAN OF CHILD/REN	NAME OF CHILD/REN			
25A.	STOCKS, BONDS, BANK DEPOSITS	$	$	$	$	$
25B.	REAL ESTATE *(Do not include residence)*					
25C.	OTHER PROPERTY					
25D.	NET WORTH	$	$	$	$	$

PART V – INCOME OF SURVIVING SPOUSE AND/OR CHILDREN AND CUSTODIAN OF CHILD/REN
(Important - Carefully read paragraph 1. of Instructions before completing this section)

26. SOCIAL SECURITY INFORMATION

A. HAVE YOU APPLIED FOR OR ARE YOU RECEIVING OR ENTITLED TO RECEIVE BENEFITS FROM THE SOCIAL SECURITY ADMINISTRATION ON YOUR OWN BEHALF OR ON BEHALF OF A CHILD/REN IN YOUR CUSTODY?

☐ YES ☐ NO

B. BEGINNING DATE *(Month, year)*

MONTHLY BENEFIT(S)	SURVIVING SPOUSE OR CUSTODIAN OF CHILDREN	EACH CHILD'S SHARE
C. AMOUNT OF MONTHLY SOCIAL SECURITY CHECK	$	$
D. ADDITIONAL MEDICARE DEDUCTION		
E. TOTAL MONTHLY BENEFITS *(Sum of 26C and 26D)*	$	$

F. IS SOCIAL SECURITY BASED ON YOUR OWN EMPLOYMENT?

☐ YES ☐ NO

REPORT GROSS MONTHLY INCOME, BY SOURCE, INCLUDING ANY MONTHLY DEDUCTIONS FOR EACH FAMILY MEMBER

ITEM NO.	SOURCE (A)	SURVIVING SPOUSE OR CUSTODIAN OF CHILD/REN (B)	AMOUNT OF INCOME — NAME OF CHILD/REN (C)	(D)	(E)	BEGINNING DATE MONTH/YEAR (F)
27A.	U.S. CIVIL SERVICE					
27B.	U.S. RAILROAD RETIREMENT					
27C.	MILITARY RETIREMENT					
27D.	BLACK LUNG BENEFIT					
27E.	SUPPLEMENTAL SECURITY INCOME/PUBLIC ASSISTANCE					
27F.	ALL OTHER INCOME *(Specify source) (USE ITEM 36, "Remarks" for additional space)*					

REPORT EXPECTED GROSS ANNUAL INCOME *(OR ONE-TIME INCOME)* FOR THE 12 MONTH PERIOD FROM DATE OF VETERAN'S DEATH OR, IF CLAIM IS FILED MORE THAN 45 DAYS AFTER THE VETERAN DIED, THE 12 MONTH PERIOD FROM THE DATE THE CLAIM IS SIGNED.

28A.	EARNINGS					
28B.	DIVIDENDS, INTEREST, ETC.					
28C.	LIFE INSURANCE					
28D.	ALL OTHER INCOME *(Specify Source (for additional space, use Item 36, "Remarks")*					

PART VI – DEDUCTIBLE EXPENSES

NOTE: Your income may be reduced by the amount of unreimbursed expenses of the veteran's or his/her child's last illness and burial and the veteran's just debts which were paid by you. Be sure to include as income in Items 27F and 28D any reimbursement received on these expenses or debts. See paragraph N of Instructions for reporting payments and reimbursements made after filing of your claim.

29A. NAME AND ADDRESS OF PERSON TO WHOM PAID	29B. TOTAL AMT OF EXPENSE OR DEBT	29C. NATURE OF EXPENSE OR DEBT	29D. DATE PAID	29E. AMOUNT PAID BY YOU
	$			$

PART VII – MISCELLANEOUS INFORMATION

30. HAS A SURVIVING SPOUSE OR CHILD FILED CLAIM FOR COMPENSATION FROM THE OFFICE OF WORKERS' COMPENSATION PROGRAMS BECAUSE OF DEATH OF VETERAN ON WHOSE SERVICE THIS CLAIM IS FILED?

☐ YES ☐ NO

31. IS A CLAIM OR COURT ACTION PENDING, OR HAS A COURT DECREE AWARDING DAMAGES ON A SETTLEMENT OR COMPROMISE OF A CLAIM BASED ON THE DEATH OF THE VETERAN BEEN MADE?

☐ YES ☐ NO *(If "Yes," explain in Item 36, "Remarks")*

32. IS A CLAIM FOR SURVIVOR BENEFIT PLAN (SBP) ANNUITY FROM A SERVICE DEPARTMENT PENDING OR AN AWARD OF THE SBP ANNUITY BEEN MADE BASED ON THE DEATH OF THE VETERAN?

☐ YES ☐ NO *(If "Yes," explain in Item 36, "Remarks")*

33A. HAS THE SURVIVING SPOUSE OR CHILD FILED CLAIM PREVIOUSLY WITH THE VETERANS ADMINISTRATION? ☐ YES ☐ NO *(If "Yes," complete Items 33B through 35 inclusive)*	33B. NAME OF PERSON ON WHOSE SERVICE CLAIM WAS MADE	33C. RELATIONSHIP TO CLAIMANT
34. VA FILE NO.	35. OFFICE WHERE CLAIM WAS FILED *(City and State)*	

PART VIII – CERTIFICATION AND ADDITIONAL COMMENTS

36. REMARKS *(If additional space is needed, attach separate sheet)*

CERTIFICATION: I CERTIFY THAT the foregoing statements are true and correct to the best of my knowledge and belief.

37. DATE SIGNED	38. SIGNATURE OF CLAIMANT, CUSTODIAN OR GUARDIAN

WITNESSES – If you sign by (X), it must be witnessed by two persons who know you personally and the signatures and addresses of such witnesses must be shown.

39A. SIGNATURE OF WITNESS	39B. ADDRESS OF WITNESS
40A. SIGNATURE OF WITNESS	40B. ADDRESS OF WITNESS

PENALTY: The law provides severe penalties which include fine or imprisonment, or both, for the willful submission of any statement or evidence of a material fact, knowing it to be false, or for fraudulent acceptance of any payment to which you are not entitled.

INSTRUCTIONS FOR VA FORM 21-534

READ VERY CAREFULLY, DETACH, AND RETAIN THIS SHEET FOR YOUR FUTURE REFERENCE

PRIVACY ACT INFORMATION: Payment of death benefits cannot be made unless the information requested is furnished as required by existing law (38 U.S.C. Chapters 13 and 15, Subchapter III). The information requested is considered relevant and necessary to determine maximum benefits provided under the law. Responses may be disclosed outside the VA only if the disclosure is authorized under the Privacy Act, including the routine uses identified in VA system of records, 58 VA 21/22, Compensation, Pension, Education and Rehabilitation Records — VA, published in the Federal Register. Disclosure of claimant(s) Social Security number(s) is requested under the authority of Title 38 U.S.C. and is mandatory as a condition to receipt of pension (38 CFR 1.575). Social Security numbers will be used in the administration of veteran's benefits, in the identification of veterans or persons claiming or receiving Veterans Administration benefits and their records and may be used to verify Social Security benefit entitlement (including amounts payable) with the Social Security Administration and for other purposes where authorized by both Title 38 U.S.C. and the Privacy Act of 1974 (5 U.S.C. 552a) or, where required by another statute.

A. PAYMENT OF BENEFITS – GENERAL

(1) Dependency and Indemnity Compensation may be payable when the veteran's death occurred in service, or when a veteran dies of a service-connected disability, or in certain circumstances if a veteran rated totally disabled from service-connected disability dies from non service-connected conditions.

(2) Pension may be payable when the death of a veteran with wartime service is not due to service, provided income is within applicable limits.

(a) The rate of pension paid depends upon the amount of family income and the number of dependent children, according to a formula provided by law.

(b) If there is no surviving spouse, pension may be payable on behalf of a child or children.

(c) Because benefit rates and income limits are frequently changed, it is not feasible to keep such information current in these instructions. Information regarding current income limitations and rates of benefits may be obtained by contacting your nearest VA office.

(3) A higher rate of benefits is payable to a surviving spouse who is a patient in a nursing home or otherwise determined to be in need of regular aid and attendance or who is permanently housebound due to disability.

(4) Unless a claim for Dependency and Indemnity Compensation is filed within one year from date of death, that benefit is not payable from a date earlier than the date the claim is received in the Veterans Administration.

(5) Unless a claim for pension is filed within 45 days from date of death, that benefit is not payable from a date earlier than the date the claim is received in the Veterans Administration.

B. ORGANIZATIONS AND ATTORNEYS – PAYMENT OF ANY FEE – You may be represented, without charge, by an accredited representative of any organization recognized by the Administrator of Veterans Affairs. While a claimant may also employ an attorney or claims agent recognized by the Veterans Administration to assist in prosecuting his/her claim, it is not necessary that he/she do so. Any attorney or agent so employed may not legally charge any fee other than that allowed under 38 U.S.C. 3404(c) and paid by the Veterans Administration (maximum $10), and which is deducted from benefits otherwise payable to the claimant.

C. HEARINGS – You have the right to a personal hearing at any stage of claims processing, either before or after a decision is made. This right may be exercised with regard to an original claim, supplemental claim or with regard to any subsequent action affecting your entitlement. All you need do is inform the nearest VA office as to your desires, and we will arrange a time and place for the hearing. You may bring witnesses if you desire and their testimony will be entered in the records. The VA will furnish the hearing room, provide hearing officials, and prepare the transcript of the proceedings. The VA cannot pay any of your expenses in connection with the hearing.

D. HOW TO COMPLETE THE APPLICATION – ALL THE INFORMATION REQUESTED MUST BE ANSWERED FULLY AND CLEARLY OR ACTION ON YOUR CLAIM MAY BE DELAYED. IF YOU DO NOT KNOW THE ANSWER, WRITE "UNKNOWN."

E. MINORS AND INCOMPETENTS – If the person for whom claim is being made is a minor or is incompetent, the application form should be completed and filed by the legal guardian or; if no legal guardian has been appointed, it may be completed and filed by some person acting on behalf of the minor or incompetent.

F. EVIDENCE – GENERAL – If you are unable to furnish with this application form any of the required evidence listed below, state why you are unable on a separate sheet. If public or church record evidence does not exist, do not establish such record for the purpose of this claim. Instead, the next lower class of evidence listed in paragraphs I and J as required, should be funished. Evidence filed previously in the Veterans Administration need not be filed in connection with this claim.

G. EVIDENCE – MEDICAL – A medical statement should accompany the application of a surviving spouse who is housebound or who requires the aid and attendance of another person if he or she is not a nursing home patient. A nursing home patient should furnish a statement signed by an official of the nursing home showing the date of admission and patient status. Also, indicate in Item 36. "Remarks" that you are a nursing home patient and give the name and address of the nursing home.

H. SERVICE INFORMATION (See application form, 11A, 11B, 11C and 11D) — Complete information should be furnished for each period of the veteran's active service including service as a commissioned officer in the National Oceanic and Atmospheric Administration including officers of the Coast and Geodetic Survey and Environmental Science Services Administration or Public Health Service. If the veteran never filed a claim with the Veterans Administration, you should furnish the discharge or separation document issued by the service department for each period of service listed. If you do not have this document, we will obtain a copy.

VA FORM APR 1987 21-534 EXISTING STOCKS OF VA FORM 21-534, SEP 1985, WILL BE USED.

APPENDIX H

I. INFORMATION RELATING TO MARRIAGE (See application form Part II)

(1) Proof of relationship. The marriage of surviving spouse claimant to the veteran should be established by one of the following types of evidence in order of preference indicated:

(a) A certified copy of the public or church record of marriage to the veteran.

(b) Affidavit of the clergyman or magistrate who officiated.

(c) Original certificate of marriage.

(d) Affidavits of two or more eyewitnesses to the ceremony.

(2) HOW MARRIAGE ENDED. IMPORTANT – Complete information concerning all marriages entered into by either the surviving spouse or the veteran and the termination of such marriages must be furnished in Items 14 through 17. Specific details as to date, place and manner of dissolution of each marriage must be included. Show the month, day and year for "date". Show city and state for "place".

J. INFORMATION CONCERNING CHILDREN (See application form, Part III)

(1) PROOF OF AGE AND RELATIONSHIP OF CHILD. Evidence to establish the fact of birth of a child is required. It should consist of a certified copy of the public record of birth or a copy of the church record of birth or baptism showing date of birth of each child and the names of the parents.

(2) HELPLESS CHILD. If any child is claimed as being permanently incapable of self-support by reason of mental or physical defect, it must be shown that such incapacity existed prior to the date the child attained age 18. The nature and extent of the physical or mental impairment should be shown by a statement from the attending physician or other medical evidence, forwarded with the application.

NOTE: IF THE VETERAN DIED WHILE IN ACTIVE MILITARY, NAVAL OR AIR SERVICE, YOU NEED NOT COMPLETE PARTS IV, V AND VI OF THE FORM. DO NOT FURNISH THE INFORMATION REGARDING ANNUAL INCOME, DEDUCTIBLE EXPENSES OR NET WORTH DESCRIBED BELOW.

K. NET WORTH (See application form, Part IV)

(1) MINORS AND INCOMPETENTS.

(a) Custodian or Guardian of a Surviving Spouse – Report only the net worth of your ward.

(b) Custodian of Child(ren) – Report your net worth as well as the individual net worth of EACH CHILD for whom benefits are claimed.

(2) SURVIVING SPOUSE WITH CHILDREN. When a surviving spouse files application in his/her own right, the separate net worth of each child for whom benefits are claimed must also be reported.

(3) CHILDREN ALONE. When application is filed on behalf of a child in its own right, the child's net worth should be reported.

Item 25A – Include market value of stocks, checking accounts, bank deposits, savings and loan accounts, cash and currency.

Item 25B – Do not include the value of the single dwelling unit or that portion of real property used solely as your principal residence. On all other real estate reduce the market value by amount of the indebtedness thereon.

Item 25C – Report the total market value of all rights and interest in all other property not included in Items 25A and B. Do not include value of ordinary personal effects necessary for your daily living such as an automobile, clothing, furniture and the dwelling (single family unit) used as your principal residence.

Item 25D — Report the total of Items 25A through 25C. This should be your net worth.

L. ANNUAL INCOME OF SURVIVING SPOUSE AND/OR CHILD(REN) (See application form, Part V)

(1) MINORS AND INCOMPETENTS.

(a) Custodian or Guardian of a Surviving Spouse – Report only the income of your ward.

(b) Custodian of Child(ren) – Report your income as well as the individual income of each child for whom benefits are claimed.

(2) SURVIVING SPOUSE WITH CHILDREN. When a surviving spouse files application in his/her right, the separate income of each child for whom benefits are claimed must also be reported.

IMPORTANT

THERE ARE CERTAIN TYPES OF INCOME WHICH MAY BE EXCLUDED IN DETERMINING THE INCOME COUNTABLE FOR VA PURPOSES. HOWEVER, YOU MUST REPORT THE SOURCES AND AMOUNTS OF ALL INCOME BEFORE DEDUCTIONS. WE WILL DETERMINE ANY AMOUNT WHICH DOES NOT COUNT. INCLUDE ALL SEVERANCE PAY OR OTHER ACCRUED PAYMENTS OF ANY KIND OR FROM ANY SOURCE. WHEN NO INCOME IS RECEIVED OR EXPECTED FROM A SPECIFIED SOURCE, WRITE "NONE" IN THE APPROPRIATE BLOCK (ITEMS 26C THROUGH 28D). ATTACH SEPARATE SHEETS IF ADDITIONAL SPACE IS NEEDED.

Items 27F and 28D – When income is reported in these items, the source must be shown in "Remarks," Item 36. If that income is from two or more sources, list each amount separately and clearly indicate the source.

M. COURT OR CLAIM JUDGEMENT, SETTLEMENTS, OR COMPROMISES. Money or property received as a result of a claim or legal action for damages based upon the death of the veteran may affect payment of Dependency and Indemnity Compensation or Pension. You must report whether a claim or court action is pending or whether a court decree or settlement or compromise of a claim for damages has been made.

N. DEDUCTIBLE EXPENSES (See application form, Part VI)

(1) If you have paid any expenses of last illness and burial or just debts of the veteran, report them in Part VI of the application. You should also report any expenses of last illness and burial of any children of the veteran, if applicable. Report only payments for which you will not be reimbursed. If you receive reimbursement after you have filed this claim, promptly advise the VA office handling your claim.

(2) Family medical expenses and educational or vocational rehabilitation expenses paid by you may affect your rate of pension. We will send you a form at the end of the year so you can report these expenses.

(3) If you expect to have a continuing high level of unreimbursed medical expenses throughout the year (such as nursing home fees), please make a statement to that effect in "Remarks," Item 36.

OMB Approved No. 2900-0005
Respondent Burden: 1 hour and 12 minutes

Department of Veterans Affairs

(DO NOT WRITE IN THIS SPACE)
(VA DATE STAMP)

APPLICATION FOR DEPENDENCY AND INDEMNITY COMPENSATION BY PARENT(S)

(Including accrued benefits and death compensation, when applicable)

IMPORTANT: Read instructions before completing form. Answer all items fully. Type, print or write plainly.

1. FIRST, MIDDLE, LAST NAME OF DECEASED VETERAN

2. VA FILE NUMBER
XC-

ITEM NO.	RELATIONSHIP OF CLAIMANT (Check) (A)	FULL NAME OF CLAIMANT (B)	DATE OF BIRTH (C)	SOCIAL SECURITY NUMBER (D)	
3	MOTHER			MOTHER OF VETERAN	MOTHER'S SPOUSE *(If other than natural parent of the veteran)*
	FOSTER MOTHER				
4	FATHER			FATHER OF VETERAN	FATHER'S SPOUSE *(If other than natural parent of the veteran)*
	FOSTER FATHER				

5. MAILING ADDRESS OF CLAIMANT(S) *(Include No. and street or rural route, City or P.O., State and ZIP Code)*

PART I - INFORMATION RELATING TO VETERAN

6. SOCIAL SECURITY NUMBER OF VETERAN

7. IF VETERAN PREVIOUSLY APPLIED TO VA FOR ANY BENEFIT, INSERT VA FILE NUMBER, IF KNOWN

8. DATE OF BIRTH

9. DATE OF DEATH

10. PLACE OF DEATH

NOTE: The following information should be furnished for each period of the veteran's active service in the Army, Navy, Air Force, Marine Corps, or Coast Guard of the United States or service as a commissioned officer in the National Oceanic and Atmospheric Administration, including officers of the Coast and Geodetic Survey and Environmental Science Services Administration or Public Health Service.

11A. ENTERED ACTIVE SERVICE		11B. SERVICE NUMBER	11C. SEPARATED FROM ACTIVE SERVICE		11D. GRADE, RANK OR RATING, ORGANIZATION AND BRANCH OF SERVICE
DATE	PLACE		DATE	PLACE	

12. IF VETERAN SERVED UNDER A NAME OTHER THAN THAT SHOWN IN ITEM 1, GIVE FULL NAME, BRANCH OF SERVICE AND SERVICE DATES

PART II - INFORMATION RELATING TO PARENTS OF VETERAN

13. NAME OF MOTHER

14. NAME OF FATHER

15. NAME OF FOSTER MOTHER *(If none, write "NONE")*

16. NAME OF FOSTER FATHER *(If none, write "NONE")*

17A. NAME(S) OF DECEASED PERSON(S) NAMED IN ITEMS 13 THRU 16 *(If any, complete Item 17B)*

17B. DATE(S) OF DEATH

18. WAS THE VETERAN A MEMBER OF YOUR HOUSEHOLD OR UNDER YOUR PARENTAL CONTROL AT ALL TIMES BEFORE THE VETERAN REACHED THE AGE OF MAJORITY?

☐ YES ☐ NO *(If "No," complete Items 19, 20 and 21)*

19. DATES OF PARENTAL CONTROL

A. BEGAN

B. ENDED

20. REASON VETERAN WAS NOT A MEMBER OF YOUR HOUSEHOLD OR UNDER YOUR PARENTAL CONTROL AT ALL TIMES BEFORE THE VETERAN REACHED THE AGE OF MAJORITY *(Explain fully)*

21. NAME AND ADDRESS OF EACH PERSON WHO ASSUMED PARENTAL CONTROL OVER VETERAN AFTER DATE SHOWN IN ITEM 19B

IMPORTANT - YOU MUST SIGN AND DATE THIS FORM AT THE BOTTOM OF PAGE 3.

VA FORM NOV 1992 **21-535**

EXISTING STOCKS OF VA FORM 21-535, JAN 1990, WILL BE USED.

PART III - INFORMATION RELATING TO CLAIMANT(S)

22. CLAIMANT MARITAL STATUS

A. MARITAL STATUS *(Check one)*

☐ MARRIED - LIVING WITH OTHER PARENT OF VETERAN

☐ MARRIED - LIVING WITH SPOUSE, WHO IS NOT OTHER PARENT OF VETERAN

☐ SEPARATED - YOU ARE MARRIED, BUT NOT LIVING WITH SPOUSE *(If checked, complete Items 22B and 22C)*

☐ NOT MARRIED - NEVER MARRIED, DIVORCED OR WIDOWED *(If divorced, complete Item 22D. If widowed, complete Item 22E)*

B. DATE OF SEPARATION *(Mo., Yr.)*

C. REASON FOR SEPARATION

D. DATE DIVORCED

E. DATE WIDOWED

23. HAVE YOU FILED A CLAIM FOR COMPENSATION FROM THE OFFICE OF WORKERS' COMPENSATION PROGRAMS BECAUSE OF DEATH OF THE VETERAN?

☐ YES ☐ NO

24. HAVE YOU APPLIED FOR OR ARE YOU RECEIVING OR ENTITLED TO RECEIVE BENEFITS FROM THE SOCIAL SECURITY ADMINISTRATION OR OTHER RETIREMENT PROGRAM?

☐ YES ☐ NO

25. GROSS MONTHLY INCOME, BY SOURCE, INCLUDING ANY MONTHLY DEDUCTIONS FOR TAXES, INSURANCE, MEDICARE, ETC.
(If you received no income from a particular source, write "NONE" or "0")

SOURCE	PARENT	SPOUSE (If living together)	BEGINNING DATE (Mo., Yr.)
A. SOCIAL SECURITY	$	$	
B. U.S. CIVIL SERVICE			
C. U.S. RAILROAD RETIREMENT			
D. MILITARY BENEFITS			
E. BLACK LUNG BENEFITS			
F. SSI/PUBLIC ASSISTANCE			
G. ALL OTHER MONTHLY INCOME *(Specify source - Give name and address)*			

26. ANNUAL INCOME BY CALENDAR YEAR, INCLUDING ONE-TIME INCOME AND ANY DEDUCTIONS
(If none, write "NONE" or "0")

IMPORTANT - Read carefully paragraph E of instructions before answering questions. All items required to be filled in must be answered fully and completely.

INCOME RECEIVED - Include income received from January 1 to date of veteran's death or if claim is filed more than a year after the veteran died, income received from January 1 to date you signed this application.

INCOME EXPECTED - Include income expected from date of veteran's death to December 31 of that year, or, if claim is filed more than a year after the veteran died, income expected from the date you signed this application to December 31 of the same year.

INCOME EXPECTED FOR NEXT CALENDAR YEAR - If unable to state exact amounts, give approximate amounts expected.

SOURCE	PARENT	SPOUSE	PARENT	SPOUSE	PARENT	SPOUSE
A. EARNINGS	$	$	$	$	$	$
B. DIVIDENDS, INTEREST, ETC.						
C. LIFE INSURANCE						
D. ALL OTHER INCOME (Specify source, explain in Item 33, Remarks)						

27. DEDUCTIBLE EXPENSES - ANY UNREIMBURSED EXPENSES OF THE VETERAN'S LAST ILLNESS AND BURIAL PAID BY YOU

A. NAME AND ADDRESS OF PERSON TO WHOM PAID	B. TOTAL AMT. OF EXPENSE	C. NATURE OF EXPENSE	D. DATE PAID	E. AMOUNT PAID BY YOU
	$			$

IMPORTANT - YOU MUST SIGN AND DATE THIS FORM AT THE BOTTOM OF PAGE 3.

PART IV - MISCELLANEOUS INFORMATION

28. HAVE YOU PREVIOUSLY FILED A CLAIM WITH VA BASED ON YOUR OWN SERVICE OR THE SERVICE OF ANY OTHER VETERAN?

☐ YES ☐ NO *(If "Yes," complete Items 29 thru 32)*

29. NAME OF PERSON ON WHOSE SERVICE CLAIM WAS MADE	30. RELATIONSHIP TO CLAIMANT
31. VA FILE NUMBER	32. OFFICE WHERE CLAIM WAS FILED *(City and State)*

33. REMARKS *(If additional space is needed, use reverse of this page)*

CERTIFICATION, AUTHORIZATION FOR RELEASE OF INFORMATION AND SIGNATURE OF CLAIMANT(S)

CERTIFICATION AND AUTHORIZATION FOR RELEASE OF INFORMATION: I CERTIFY THAT the foregoing statements are true and complete to the best of my knowledge and belief. I CONSENT THAT any physician, surgeon, or hospital or other medical facility that treated or examined the veteran for any purpose, or that was consulted professionally, may furnish to the DEPARTMENT OF VETERANS AFFAIRS (VA) any and all information including but not limited to autopsy reports and laboratory reports concerning the veteran in connection with this claim for service-connected death benefits, and I WAIVE ANY PRIVILEGE WHICH RENDERS SUCH INFORMATION CONFIDENTIAL.

34. SIGNATURE OF MOTHER, FOSTER MOTHER, GUARDIAN OR CUSTODIAN	35. DATE
36. SIGNATURE OF FATHER, FOSTER FATHER, GUARDIAN OR CUSTODIAN	37. DATE

WITNESS TO SIGNATURE OF CLAIMANT IF MADE BY "X" MARK

NOTE: A signature by mark must be witnessed by two persons who know the person making the signature by mark. The witnesses must sign their names in Items 38A and 39A and print their names and addresses in Items 38B and 39B.

38A. SIGNATURE OF WITNESS	38B. PRINTED NAME AND ADDRESS OF WITNESS
39A. SIGNATURE OF WITNESS	39B. PRINTED NAME AND ADDRESS OF WITNESS

PENALTY - The law provides severe penalties which include fine or imprisonment, or both, for the willful submission of any statement or evidence of a material fact, knowing it to be false, or for the fraudulent acceptance of any payment to which you are not entitled.

APPENDIX H

INSTRUCTIONS FOR FILING CLAIM FOR DEPENDENCY AND INDEMNITY COMPENSATION BY PARENT(S)

PRIVACY ACT INFORMATION: No benefits may be paid under this program unless this form is completed and returned as required by existing law (38 U.S.C. 1315). The information requested by this form is considered relevant and necessary to determine maximum benefits to which you are entitled. The information submitted may be disclosed outside the Department of Veterans Affairs only as provided by law. Disclosure of Social Security number(s) of those for whom benefits are claimed is requested under the authority of Title 38, U.S.C. and is mandatory as a condition to receipt of Dependency and Indemnity Compensation (38 CFR 1.575). Social Security numbers will be used in the administration of veterans' benefits, in the identification of veterans or persons claiming or receiving VA benefits and their records and may be used to verify Social Security benefit entitlement (including amounts payable) with the Social Security Administration and for other purposes where authorized by both Title 38 U.S.C. and the Privacy Act of 1974 (5 U.S.C and the Privacy Act of 1974(5 U.S.C. 552a) or, where required by another statute. The responses you submit are considered confidential, (38 U.S.C. 5701). They may be disclosed outside the Department of Veterans Affairs only if the disclosure is authorized by the Privacy Act, including the routine uses identified in the VA system of records 58VA21/22/28, Compensation, Pension, Education and Rehabilitation Records-VA, published in the Federal Register. Income Information submitted is subject to verification through computer matching programs with other agencies.

Income information and employment information furnished by you will be compared with information obtained by VA from the Secretary of Health and Human Services or the Secretary of the Treasury under clause (viii) of section 6103(1)(7)(D) of the Internal Revenue Code of 1986. Any information provided by you including your Social Security Number, may be used in matching programs conducted in connection with any proceeding for the collection of an amount owed the United States by virtue of your participation in any benefit program administered by the Department of Veterans Affairs.

RESPONDENT BURDEN: Public reporting burden for this collection of information is estimated to average 1 hour and 12 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Clearance Officer (723), 810 Vermont Ave., NW, Washington, DC 20420; and to the Office of Management and Budget, Paperwork Reduction Project (2900-0005), Washington, DC 20503. PLEASE DO NOT SEND THIS FORM OR APPLICATIONS FOR BENEFITS TO THESE ADDRESSES.

NOTE - The terms "father" and "mother" include a father, mother, father through adoption, mother through adoption, foster father or foster mother (including stepparents who stood in the relationship of parent to the veteran.)

A. PAYMENT OF BENEFITS - GENERAL

1. DEPENDENCY AND INDEMNITY COMPENSATION

Dependency and Indemnity Compensation may be payable when the veteran dies:

(a) From disease or injury incurred or aggravated in line of duty while on active duty or active duty for training;

(b) From injury incurred or aggravated in line of duty while on inactive duty training; or

(c) From a disability compensable under laws administered by the Department of Veterans Affairs.

2. INCOME LIMITS AND RATES PAYABLE. The rate of Dependency and Indemnity Compensation paid depends upon the amount of income and number of dependent parents. Because benefit rates and income limits are frequently changed, it is not feasible to keep such information current in these instructions. Information regarding current income limitations and rates of benefits may be obtained by contacting your nearest VA office.

3. ADDITIONAL BENEFIT FOR SEVERELY DISABLED PARENTS. An additional amount is payable each month to a parent who is a patient in a nursing home or who is otherwise determined to be in need of the regular aid and attendance of another person.

B. PHILIPPINE SERVICE CASES

In cases involving service in the Commonwealth Army of the Philippines or where a veteran enlisted as a guerilla or in the Philippine Scouts under section 14, Public Law 190 79th Congress, the amount of the parent's annual income and the rates of Dependency and Indemnity Compensation will be computed at a rate in Philippine pesos which is equivalent to $.50 for each dollar payable.

C. FOREIGN CURRENCY EXCHANGE RATES

If you report income in foreign currency, we will convert it into dollars based on exchange rate information provided by the Department of the Treasury.

D. SOCIAL SECURITY NUMBERS

The father or mother completing this form should enter his or her Social Security number in Item 3D or Item 4D, as appropriate. The Social Security number of his or her spouse should be shown in the remaining box. The Social Security number of the deceased veteran should be entered in Item 6.

E. INCOME TO BE REPORTED

Report all income received including wages, interest and dividends. Also report the "source" of income: "Wages," "Old-age and survivors insurance," etc. In reporting wages or salary, report gross income and not "take home" pay. Do NOT deduct amounts withheld under a retirement act or plan, or amounts withheld for income tax.

If room, board, or goods are received as part of your employment, report this fact and give the approximate value thereof.

(NOTE: If application is filed "As Guardian" or "As Custodian" of the parent, do not report your own income but only the income of the parent named on the application form.)

IMPORTANT

YOU MUST SHOW ALL TYPES OF PAYMENTS FROM ALL SOURCES FOR YOURSELF AND SPOUSE BEFORE ANY DEDUCTION OR WITHHOLDING. UNDER 38 CFR 3.251(b) PAYMENTS OF ANY KIND FROM ANY SOURCE SHALL BE COUNTED AS INCOME UNLESS SPECIFICALLY EXCLUDED BY LAW. VA WILL DETERMINE ANY AMOUNT WHICH DOES NOT COUNT. INCLUDE ALL SEVERANCE PAY OR OTHER ACCRUED PAYMENTS OF ANY KIND OR FROM ANY SOURCE. WHEN NO INCOME IS RECEIVED OR EXPECTED FROM A SPECIFIED SOURCE, WRITE "NONE" IN THE APPROPRIATE BLOCK (ITEMS 25A THROUGH 26D). IF INCOME FROM ANY SOURCE IS ANTICIPATED BUT THE AMOUNT IS NOT YET DETERMINED, WRITE "UNKNOWN" IN THE APPROPRIATE BLOCK. ATTACH SEPARATE SHEETS IF ADDITIONAL SPACE IS NEEDED.

FOR OSGLI USE ONLY

CLAIM FOR DEATH BENEFITS

(Servicemen's Group Life Insurance)
(Veterans' Group Life Insurance)

RETURN COMPLETED FORM TO:
OFFICE OF SERVICEMEN'S GROUP LIFE INSURANCE
213 Washington Street
Newark, New Jersey 07102

NOTE: THIS FORM IS NOT TO BE USED FOR NATIONAL SERVICE LIFE INSURANCE (NSLI) Policy Numbers Prefixed by V, H, RH, RS, W, J, JR and JS or UNITED STATES GOVERNMENT LIFE INSURANCE (USGLI) Policy Numbers Prefixed by K

1. NAME OF DECEASED *(First, middle, last)*	2. SOCIAL SECURITY NO.	3. DATE OF DEATH

4. BRANCH OF SERVICE	5. DUTY STATUS ON DATE OF DEATH *(If known)*	6. IF DISCHARGED OR SEPARATED, GIVE DATE *(If known) (Month, day, year)*
	☐ ACTIVE DUTY ☐ DISCHARGED OR SEPARATED ☐ DRILLING RESERVIST ☐ INDIVIDUAL READY RESERVIST	

PLEASE READ THE IMPORTANT INFORMATION AND INSTRUCTIONS ON REVERSE BEFORE COMPLETING.

PART I – INFORMATION CONCERNING CLAIMANT

7. NAME *(First, middle, last)* MR. MRS. MISS MS.	8. RELATIONSHIP TO DECEASED	9. DATE OF BIRTH *(Month, day, year)*	10. SOCIAL SECURITY NUMBER

NOTE – Complete Items 11A through 14C if you are the widow or widower of deceased.

11A. DATE OF MARRIAGE *(Mo., day, yr.)*	11B. PLACE OF MARRIAGE *(City and State)*	12. DID MARRIAGE CONTINUE UNTIL DATE OF DEATH? ☐ YES ☐ NO

13A. DID DECEASED HAVE ANY PREVIOUS MARRIAGES?	13B. PREVIOUS MARRIAGE TERMINATED BY	13C. DATE PREVIOUS MARRIAGE TERMINATED *(If divorced within last 5 years attach copy of the divorce decree)*
☐ YES ☐ NO *(If "Yes," complete 13B and 13C)*	☐ DEATH ☐ DIVORCE	
14A. DID YOU HAVE ANY PREVIOUS MARRIAGES?	**14B. PREVIOUS MARRIAGE TERMINATED BY**	**14C. DATE PREVIOUS MARRIAGE TERMINATED** *(If divorced within last 5 years attach copy of the divorce decree)*
☐ YES ☐ NO *(If "Yes," complete 14B and 14C)*	☐ DEATH ☐ DIVORCE	

NOTE – If you are not the named beneficiary, widow or widower of the deceased, complete Parts II and III.

PART II – INFORMATION CONCERNING NEXT-OF-KIN OF DECEASED

List below the name, age, relationship, and address of *(Check appropriate places below)*

(a) Widow or Widower, ☐ None ☐ Death Give Date _____

If none, was insured ever married? ☐ Yes ☐ No If yes, did marriage terminate by ☐ Divorce Give Date _____

(b) If there is no surviving widow or widower, list all the children of the deceased. Include any adopted child or illegitimate child stating which class it is and list the descendants of any deceased child or children. If none, check here ☐

(c) If there are no children or descendants of children, list the surviving parent or parents

Is father deceased? ☐ Yes ☐ No Is mother deceased? ☐ Yes ☐ No

(d) If there are no survivors within the degrees indicated in (a) through (c), list below the next of kin who may be capable of inheriting from the deceased *(brothers, sisters, descendants of deceased brothers, sisters, etc.)*.

15A. NAME	15B. AGE	15C. RELATIONSHIP TO DECEASED	15D. ADDRESS

NOTE – Complete Items 16 and 17 ONLY if any of the persons listed above are under age 21.

16. NAME AND ADDRESS OF GUARDIAN FOR ANY MINOR CHILDREN LISTED ABOVE IF ONE HAS BEEN APPOINTED BY THE COURT *(Attach copy of appointment paper issued by court)*	17. IF A GUARDIAN HAS NOT BEEN APPOINTED, WILL ONE BE APPOINTED? ☐ YES ☐ NO

PART III - INFORMATION CONCERNING THE ESTATE OF THE DECEASED

18. NAME AND ADDRESS OF EXECUTOR OR ADMINISTRATOR, IF ANY, APPOINTED BY THE COURT TO SETTLE THE ESTATE OF THE DECEASED	19. IF AN EXECUTOR OR ADMINISTRATOR HAS NOT BEEN APPOINTED, WILL ONE BE APPOINTED? ☐ YES ☐ NO

PART IV - CERTIFICATION BY CLAIMANT

I HEREBY CERTIFY that all statements made in this claim are true to the best of my knowledge, information, and belief, and that no evidence necessary to a settlement of this claim is suppressed or withheld. In the event the insured has not previously elected monthly installments, I request that the Death Benefit be paid in: *(Check one)* ☐ One Sum ☐ 36 Equal Monthly Installments.

20. SIGNATURE OF CLAIMANT *(Do not print)*	21. ADDRESS *(Number and Street, City, State and ZIP Code, Apt. No.)*	22. DATE

WARNING. - Any intentional false statement in this claim or willful misrepresentation relative thereto is subject to punishment by a fine of not more than $10,000 or imprisonment of not more than 5 years, or both. (18 U.S.C. 1001).

SGLV-8283 JAN 1986

SUPERSEDES VA FORM 29-8283, AUG 1980, WHICH WILL NOT BE USED.

IF ADDITIONAL SPACE IS REQUIRED, ATTACH SEPARATE SIGNED SHEETS.

INSTRUCTIONS TO CLAIMANTS

THIS FORM SHOULD BE USED WHEN THE DECEASED HAD INSURANCE IN FORCE UNDER SERVICEMEN'S GROUP LIFE INSURANCE (SGLI) OR VETERANS' GROUP LIFE INSURANCE (VGLI).

PAYMENT OF DEATH BENEFITS

Under Servicemen's and Veterans Group Life Insurance death benefit payments must be made in the following order:

- To the beneficiary named in writing by the insured; if none, the insurance is payable to
- the widow or widower of the insured; if none, it is payable to
- child or children in equal shares with the share of any deceased child distributed among the descendants of that child; if none, it is payable to
- parent(s) in equal shares; if none, it is payable to
- a duly appointed executor or administrator of the insured's estate, and if none, to
- other next of kin.

COMPLETION OF CLAIM FOR DEATH BENEFITS

It is important that all requested information be furnished. Omission or incomplete answers will delay settlement of the claim. All information should be typed or printed in ink, except the signature.

ITEM 1. Show full name of the deceased serviceman, servicewoman or veteran.

ITEM 2. Show Social Security number of deceased. If the deceased did not have a Social Security number show service number.

ITEM 3. Show date of death of deceased.

ITEMS 4, 5 AND 6. Show branch of service, duty status on date of death (if known), and date of discharge or separation (if known) of deceased.

ITEMS 7, 8, 9 AND 10. Show your full name, relationship to deceased, your date of birth and Social Security number.

If you were married to the deceased when he/she died, but were not named as his/her insurance beneficiary, complete Item 11A through 14C as applicable.

If you were not married to the deceased when he/she died and were not specifically named as his/her insurance beneficiary, complete Part II through 15D. Be sure to provide the required information as to the deceased's marital status and any children. In Items 15A through 15D give the information about persons indicated in the answers to the preceeding questions. In Part II use a separate signed sheet if necessary.

Complete Part III if you were not named as the insurance beneficiary, were not married to the deceased at his/her death and are not a parent of the deceased.

Part IV must be completed by all claimants.

EVIDENCE REQUIRED

If the deceased died while on active duty or while a member of a Reserve or National Guard Unit, the Office of Servicemen's Group Life Insurance will be furnished with proof of death by the Uniformed Service. In all other situations, the claimant must submit a certified copy of the Certificate of Death.

Members performing duty on a full-time basis usually over 30 days and qualified members of the Ready Reserve are insured for 120 days following separation. Members totally disabled at separation may be insured for up to one year following separation as long as total disability continues. If the insured died while covered following separation from service, the claimant must also submit a copy of a report of separation, DD 214.

You will be informed if it becomes necessary to submit other evidence.

If you need assistance in completing this claim form, contact your nearest Veterans Administration Office.

APPENDIX I

CASUALTY ASSISTANCE CALLS PROGRAM

Report BUPERS 1770-1

To: Chief of Naval Personnel (PERS 663)

VIA: CAC/FHS Coordinator

DATE:

A casualty assistance call was made and assistance rendered as indicated. The next of kin was requested to advise or contact me or my successor on any matter wherein difficulty is encountered and to advise when all payments for claims, benefits or rights are received. BUPERS and the cognizant CACO Coordinator will be advised when the case is closed. List an asterisk (*) beside any item to indicate the placement of comments in the Remarks Section.

NAME OF DECEASED	RANK/RATE	SSN	DATE OF DEATH
NAME, ADDRESS AND RELATIONSHIP OF PERSON BEING ASSISTED		DATE BUPERS BENEFITS LETTER RECEIVED	
DATE/TIME OF PERSONAL NOTIFICATION		DATE LETTER OF CIRCUMSTANCES RECEIVED	

CACP MANUAL REFERENCE	SUBJECT	ACTION (AS APPROPRIATE)		
		DATE APPLIED FOR	DATE RECEIVED	N/A
ANNEX E	REPORT OF CASUALTY (DD FORM 1300) *(furnished to next of kin and other agencies)*			
CHAP IX	DEPENDENTS ALLOTMENTS AND ALLOWANCES			
	CLAIMS AND APPLICATIONS SUBMITTED			
CHAP V	BURIAL ENTITLEMENTS A NAVY B SOCIAL SECURITY ADMINISTRATION			
CHAP VI	DEATH GRATUITY			
CHAP VI	UNPAID COMPENSATION *(Unpaid Pay and Allowances*			
CHAP VI	SURVIVOR BENEFIT PLAN ANNUITY *(Applicable to members with over 20 years of service)*			
CHAP VI	SERVICEMEN'S GROUP LIFE INSURANCE *(Submit claim to OSGLI*			
CHAP VI	COMMERCIAL LIFE INSURANCE APPLICATION SUBMITTED *(Indicate in remarks the name of the company with which commercial insurance is carried)*			
CHAP VI	UNIFORMED SERVICES IDENTIFICATION AND PRIVILEGE CARD (DD 1173) *(May include medical care, exchange and commissary privileges)*			
CHAP VI	DEPENDENCY AND INDEMNITY COMPENSATION *(VA action, if undue delay and investigation is desired, furnish VA Claim (XC) Number)*			
CHAP VI	SOCIAL SECURITY SURVIVOR BENEFITS *(Submit claim to local office of Social Security Administration)*			
CHAP VI	DEPENDENTS' TRAVEL *(If applicable, submit claim to Defense Finance and Accounting Service, Washington, D.C. 20371*			
CHAP V-VI	TRANSPORTATION OF HOUSEHOLD GOODS/PERSONAL EFFECTS			
CHAP V	GOVERNMENT HEADSTONE OR MARKER *(Application not required if burial is in national cemetery)*			
	ASSISTANCE REQUIRED *(Indicate in "Remarks" to whom referred for assistance)*			
CHAP VII	INCOME TAX *(W-2 furnished directly to next of kin by XXXX without request upon completion of processing)*			
CHAP VII	BANK ACCOUNTS, SAVINGS BONDS, SECURITIES, REAL ESTATE, WILL			
	INVESTIGATIVE REPORTS REQUEST (As applicable)			
CHAP IV	JAGMAN INVESTIGATIVE REPORT			
	NCIS INVESTIGATIVE REPORT			
	AIRCRAFT MISHAP INVESTIGATIVE REPORT			

☐ INITIAL ☐ INTERIM ☐ FINAL

NAVPERS 1770/7 (Rev 11-93)

S/N 0106-LF-016-8900

10 JUL 1995

SPECIAL REQUESTS MADE BY BENEFICIARY	ACTION TAKEN BY CACO	ACTION DESIRED BY BUPERS AS FOLLWS:

GENERAL REMARKS *(Include liaison and contacts with agencies, individuals and relatives comments, observations, recommendations and comments of next of kin)*

ADDRESS OF NEXT OF KIN ☐ NO CHANGE ☐ NEW ADDRESS IS	CACO DSN/COMMERCIAL PHONE NOS
SIGNATURE AND RANK/RATE OF CACO MAKING REPORT	ACTIVITY TO WHICH ATTACHED

FIRST ENDORSEMENT

DATE _____

From:

To: Chief of Naval Personnel (PERS 663)

1 Forwarded

_____
Signature

NAVPERS 1770/7 (Rev. 11-93)

_____
(Date)

Office of the Judge Advocate General
(JAG-33)
200 Stovall Street
Alexandria, VA 22332-2400

To whom it may concern:

In accordance with section 1072 of the 1993 National Defense Authorization Act (Public Law 102-484), I request a copy of the Judge Advocate General Manual (JAGMAN) Investigation report into the circumstances surrounding the death/disappearance of

_____,
(Grade/Rate, Name, SSN)

who died/was reported missing on _____.
(Date)

_____.
(Signature)

_____.
(Printed name)

_____.
(Relationship to service member)

_____.
(Street Address)

_____.
(City, State, Zip Code)

_____.
(Telephone Number)

_____
(Date)

Commander, Naval Safety Center
375 A Street
Norfolk, VA 23511-4399

To whom it may concern:

In accordance with the 1993 National Defense Authorization Act (Public Law 102-484), section 1072, and the Freedom of Information Act (5 USC 552), I request a copy of the releasable portions of the aircraft mishap investigation report into the circumstances surrounding the death/disappearnce of

_____,
(Grade/Rate, Name, SSN)

who died/was reported missing on _____.
(Date)

_____.
(Signature)

_____.
(Printed name)

_____.
(Relationship to service member)

_____.
(Street Address)

_____.
(City, State, Zip Code)

_____.
(Telephone Number)

_____
(Date)

Office of the Judge Advocate General
(JAG-33)
200 Stovall Street
Alexandria, VA 22332-2400

To whom it may concern:

In accordance with section 1072 of the 1993 National Defense Authorization Act (Public Law 102-484), I request a copy of the Judge Advocate General Manual (JAGMAN) Investigation report into the circumstances surrounding the death/disappearance of

_____,
(Grade/Rate, Name, SSN)

who died/was reported missing on _____.
(Date)

_____.
(Signature)

_____.
(Printed name)

_____.
(Relationship to service member)

_____.
(Street Address)

_____.
(City, State, Zip Code)

_____.
(Telephone Number)

SURVIVOR BENEFITS

Navy Representative Personal Assistance is provided by the Casualty Assistance Calls Officer (CACO)
For toll-free next of kin assistance, call 1-800-368-3202/Virginia residents 1-800-572-2126

ONE-TIME BENEFITS

o Spouse Immediate Financial Assistance (Death Gratuity)	$6,000
o Navy Funeral Expense Allowance	Navy responsible for the following costs (NOK will pay excess): - No cost (National cemetery with Navy contractor to prepare body) - $110 (National cemetery/no local funeral home service) - $2000 (National cemetery with local home service) - $3100 (Private cemetery)
o Navy-funded Travel of Dependents or Parents to Funeral Site (Eligibility includes spouse, children under age 21; if none, parents are entitled)	Transportation costs and 2 days per diem rate (for each traveler)
o 180 Day Rent-Free Occupancy of Government Quarters or 180 day Basic Allowance for Quarters (BAQ) if Residing Elsewhere plus Variable Housing Allowance (VHA) for Area of Residence (dependents only)	Arranged by CACO through local housing office (for quarters occupancy); otherwise, CACO arranges for BAQ, Variable Housing Allowance payments
o Social Security Lump Sum Death Benefit (In addition to Navy)	Maximum of $255 (If member survived by spouse or children)
o Headstone or Flat Marker	Provided by VA
o Unpaid Compensation and Allowances	Includes unpaid base pay and other allowance plus pay for accumulated leave
o Servicemen's Group Life Insurance	$200,000
o Identification and Privilege Card - For spouse and child(ren) to age 21; to age 23 if full-time college student Renewable every 4 years (Toll-free telephone number for questions: 1-800-443-9297	Medical treatment, commissary, exchange, and theater privileges
o Dependent's Dental Plan	Coverage terminates 1 year from date of death at end of month
o Dependents/Household Goods Relocation	Entitlement is for 1 year; can be extended for special circumstances such as child special education requirements

LONG-TERM BENEFITS

o VA Dependency and Indemnity Compensation (DIC) for spouse and children	
o Basic rate for all paygrades is $790 per month. Allowance per child is $200 per month.	
o Spouse must have been married 12 months, unless child born before 12 months of marriage.	
o VA Pension	Payable if member's death is not service related
o VA Education Program Assistance - 45 months - VA Representative at college will assist in application process	For dependent child attending college to 26 (Age limitations can be extended under certain circumstances): - Full time: $404 monthly - 3/4 time: $304 monthly - 1/2 time: $202 monthly For spouse attendance: - Same rate as for child - Must complete within 10 years
o Montgomery G.I. Bill Education Program Refund	Monies accumulated and unused in member's account at time of death
o Social Security - Young widow(er) benefit if child < 16 - Child entitlement until high school graduation or upon attaining age 19 (whichever comes first)	CACO will assist in application process
o Survivor Benefit Plan Annuity - Applicable only if member had 20 years of Navy service at time of death	Example: 0-5 Retiree Pay = $2500 SBP annuity (55% of retiree's pay) $1375 VA Monthly DIC (subtract amount from SBP) $769 SBP Annuity $606 Not taxable $606

APPENDIX O - PART I

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APPENDIX O - PART II

GLOSSARY OF TERMS

BAQ	Basic Allowance for Quarters
Beneficiary	Person entitled or designated to receive various benefits
BUMED	Bureau of Medicine and Surgery
BUPERS	Bureau of Naval Personnel
BUPERS NOK Liaison	The office at BUPERS that the next of kin can reach via a toll-free number at any time with a question.
CAC/FHS Program Coordinator	Casualty Assistance Calls/Funeral Honors Support Program Coordinator
CACO	Casualty Assistance Calls Officer
CACP	Casualty Assistance Calls Program
Casualty Assistance (Pers-663)	Determines primary/secondary next of kin/ beneficiaries for all survivor benefits; forwards claims/forms to CACO for delivery to next of kin; coordinates with CACO on Death Gratuity payment/travel of dependents to funeral site/90-day housing allowance; provides fund cite for dependents/household goods relocation.
Cemeteries (National)	Listed in Annex C of CACP Manual (BUPERSINST 1770.3)
CONUS	Continental United States
Death Gratuity	Immediate financial assistance to eligible beneficiary(ies) of $6,000
DFAS	Defense Finance and Accounting Service, Cleveland Center
DIC	Dependency and Indemnity Compensation (VA).

	Monthly benefit to spouse <u>if VA determines death to be service connected</u>. Basic rate for all pay grades is $790.00 per month. An additional allowance of $200.00 per child is authorized. Benefit also payable to parents: if single parent's income does not exceed approximately $8,893; if parents reside together, combined income does not exceed roughly $11,956.
DUSTWUN	Duty-Status Whereabouts Unknown. A member who is not present for duty and whose status initially is so uncertain that the CO must first search for him/her and gather the facts in order to make a proper status determination (UA/missing/deceased).
Escort	The person who accompanies the remains while they are being transported to funeral site.
Household Goods	Furnishings within household, (e.g., tables, chairs, lamps, TV, boat, etc.)
JAG Manual Investigation	Judge Advocate General Manual investigation, which is done in all cases of death by other than natural causes.
Lapel Pin	Commemorative pin; gold in color with star in circle in recognition of honorable service; the four sprigs of oak around circle are symbols of strength of the four armed services (sent to CACO for delivery/presentation to widow(er), children and parents of casualty).
MGIB	Montgomery G.I. Bill Education. Monies accumulated and unused in member's account at time of death (payable to SGLI beneficiary).
MEDDEN	Naval Office of Medical/Dental Affairs, Great Lakes, IL
Navy Contract	Mortuary that has a contract to provide

Mortuary	primary care for members of the Navy who die while on active duty.
NOK	Next of Kin
OIC	Officer-in-Charge
PAO	Public Affairs Officer
Pension (VA)	Monthly benefit to surviving spouse and children in school or college until age 23. Payable only if member's death is non-service connected and survivor's income does not exceed approximately $7,300
Personnel Casualty Report (Format in Appendix A-3 of CACP Manual)	The electronic message giving the member's personal information and circumstances of casualty incident. Generally originated by CO of casualty; sent to CAC/FHS Program Coordinator and BUPERS. Data provided to CACO by CAC/FHS Program Coordinator.
Personal Effects	Member's personal belongings (e.g., jewelry, clothing, camera, money, etc.) Note: The recipient of personal effects is not based upon a PNOK/SNOK determination.
PNOK	Primary Next of Kin. Determination only for the purpose of deciding from whom instructions for disposition of remains should be requested. The eligible beneficiary(ies) for survivor benefits are not based upon a PNOK/SNOK determination. PNOK: spouse; if none, eldest child over age of majority (including child or children by prior marriage); if none, father or mother; if none, eldest sibling, or other blood relative, in that order. Note: When parents reside together, the parent designated to receive the majority of benefits is considered the PNOK. When parents separate/divorce before the member's entry into Navy, the parent who had legal custody (if he/she was under the age of majority) at time of entry into the Navy is

	considered PNOK. If parents divorce/separate after the member's entry into Navy and neither parent had legal custody, preference is given to parent he/she last resided with prior to entry into Navy. When doubt exists as to the individual from whom disposition instructions should be requested, additional guidance should be obtained from the Bureau of Naval Personnel (Pers-663).
POIC	Petty Officer-in-Charge
POV	Privately Owned Vehicle
Primary Care	Preparation (embalming), dressing, casketing remains.
Property	Real: land/buildings/improvements or fixtures on that land. Personal: clothing, jewelry, household furnishings, money, stocks, bonds, savings bonds, automobiles, etc.
Record of Emergency Data	(DD 93 or NAVPERS 1070/602 - Page 2) The personal information provided by the member which is used to designate beneficiaries (except SGLI).
SBP	Survivor Benefit Plan. Applicable only if member had 20+ years of service or was retired.
SGLI	Servicemen's Group Life Insurance. (Beneficiary designated by member on SGLV 8286).
Secondary Care	Allowances from Navy for shipment of remains, funeral home usage, flowers, plot, opening/closing of grave, etc.
SNOK	Secondary Next of Kin. Includes minor children who reside outside the immediate household of the member, parents (if not listed as PNOK), and any relative or friend

	named on the NAVPERS 1070/602, Dependency Application/Record of Emergency Data or DD 93, Record of Emergency Data (if listed to receive Death Gratuity/unpaid pay and allowances/SGLI). If the member does not have spouse, the eldest adult child is PNOK and all other children are SNOK. Brothers and sisters are only listed as next of kin if member has no spouse, children, or parents, or if designated to receive Death Gratuity, Unpaid Pay and Allowances or Servicemen's Group Life Insurance. Not everyone will have SNOK.
SSA	Social Security Administration
Special Escort for Remains	Person whom PNOK requests to escort remains.
VA	Department of Veterans Affairs
VEAP	Veteran's Educational Assistance Program. Monies accumulated and unused in member's account at time of death (payable to SGLI beneficiary).