

United States Air Force Reserve

Integrity - Service - Excellence

ARPC's

Casualty Assistance Representative (CAR) Non-Duty Status Training 2024





- Responsibilities
- Status
- MyFSS Casualty Reporting
- SGLI, FSGLI, ABO, and TSGLI
- RCSBP Annuity Claim
- SGLI Debt





ARPC Casualty Responsibilities

DAFI36-3002

- Reserve Component Survivor Benefit Plan (RCSBP) Elections & Annuity Claims
 - Servicemembers' Group Life Insurance Claims (SGLI/FSGLI/ABO)
 - TSGLI Claims (Traumatic Injury Protection Program)
 - Reports ANG & AFR members in non-duty status to higher headquarters
 - Maintains AF Form 1075 identifying primary and alternate CARs
 - SOES Access Requests (Reserve Only)
 - Guard: NGB A1P, ngb.a1.a1ps.org@us.af.mil
 - SGLI Debts (Separated/Retired members only)

 - Not ARPC
 - SGLI/FSGLI debts/LES mismatch for members assigned to a unit
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Unit Commander Responsibilities

DAFI Paragraph 6.3

- Appoints casualty assistance POCs via AF1075 annually
 - AF Form 1075: Submitted to ARPC for SOES access and to refer NOK to a POC for assistance.
- Ensures host-tenant support agreements are in place between Regular Air Force, Air National Guard, and Air Force Reserve Force Support Squadrons, as required.
- If NOK is aware of the death, the assigned Unit Commander is authorized to conduct a condolence visit in-person to the NOK.
- Establishes procedures for ensuring all new accessions and assigned personnel have a current DD Form 93, on file.



DAFI 36-3002 Para 6.5

- Submit casualty reports to ARPC or AFPC IA with the duty status
- Obtain NOK information to assist with benefits and entitlements.
- Makes contact with beneficiary on SOES certificate to initiate benefits and entitlements briefing.
- Complete and submit applications for benefits and entitlements
- For participating and non-participating Reserve members (within 120 days of separation) and retired awaiting pay at age 60:
 - the commander notified of the member's death, or the unit nearest the place of death provides casualty assistance.
- Submit an AF Form 1075 to ARPC and AFPC





Non-Duty vs. Active Status Casualty

Non-duty Status Casualty: An Air National Guard or Air Force Reserve member who is NOT serving on active duty (i.e. deployed, AGR, ADOS) active duty for training, or inactive duty for training at the time of their passing. These casualties are reported to ARPC.

Active-Status Casualty: An Air National Guard or Air Force Reserve member who is serving on orders or in drill status at the time of their passing. These casualties are reported to AFPC.





MyFSS

- Casualty report to ARPC within 24 hours of notification (CAR)
 - SGLI, FSGLI, TSGLI, ABO, and RCSBP annuity claims
 - You do not need all claim documents to make the casualty report. We will notify you of what documents are required.
 - **Your local PSM will give access to the casualty reporting tool.**
 - ***Member not in a duty status at time of death do NOT need to be reported via phone or DCIPs***
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Servicemembers' Group Life Insurance (SGLI) Family Servicemembers' Group Life(FSGLI)

- Who is eligible?
 - All separated/retired members that were enrolled into SGLI will have 120 days of free FSGLI/SGLI coverage.
 - **Do not cancel SGLI coverage during out-processing!**
 - SGLI
 - Maximum coverage \$500,000
 - Fulltime coverage- On duty or off
 - FSGLI
 - Spouse automatically covered for \$100,000 (unless declined)
 - Children automatically covered for \$10,000 (no cost)
 - Still Birth
-



SGLI Forms

- **SGLV8286/SOES Certificate:** Can be located in SOES or PRDA (most recent)
- **SGLV8283:** Filled out by each eligible beneficiary
- **Death Certificate:** Cause/manner of death cannot state PENDING
- **LES:** From month (or month prior) of death

FSGLI Forms

- **SGLV8286/SOES Certificate:** Can be located in SOES or PRDA (most recent)
- **SGLV8283A:** Filled out by the service member
- **Death Certificate:** Cause/manner of death cannot state PENDING
- **LES:** From month (or month prior) of death
- **SGLV8700:** Do not sign in Part IV





- Units or Family members sending claims directly to OSGLI
 - SGLI not certified by member in SOES Milconnect
 - SOES Certificate and LES do not reflect the same coverage/deductions
 - Death certificate must include cause and manner of death
 - SGLI
 - Each *primary* beneficiary must complete SGLV 8283 (ink sign)
 - Homicide: must include police report/signed memorandum from police to rule out beneficiary involvement
 - FSGLI
 - SGLV 8700 completed by unit, Part IV signed by ARPC
 - SGLV8283A must be ink signed or CAC-enabled signature (Service member)
 - Children over 17 enrolled in school- need statement from educational institution
-
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SGLV8286/SOES Certificate

Servicemembers' Group Life Insurance Election and Certificate of Coverage

Name: Raymond [REDACTED]

SSN: [REDACTED]

Branch of Service: Air Force

Your SGLI Coverage Amount as of 02/07/2024: \$500,000

Your SGLI Beneficiary Designation as of 02/07/2024

Primary/ Secondary	Name and Address	Social Security Number	Relationship	Share of Proceeds	Payment Option
Primary	[REDACTED] Woodstock, IL, 60098 US	[REDACTED]	Child	100%	Lump Sum

Your Family SGLI Spouse Coverage Amount as of 02/07/2024: \$0

Your Family SGLI Child Coverage

If you have dependent children, each dependent child is automatically covered for \$10,000.

Your Family SGLI Beneficiary

You, the Servicemember, are the beneficiary for spouse and child coverage.

Date Certified: 02/07/2024

Electronic Signature Raymond [REDACTED]	Raymond [REDACTED] [REDACTED] 02/07/2024 14:33:02
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Office of Servicemembers' Group Life Insurance

REPORT OF DEATH OF FAMILY MEMBER

This form is being completed to report a (check one): <input type="checkbox"/> Death of Spouse (Complete Parts I, II & IV) <input type="checkbox"/> Death of Child (Complete Parts I, III & IV)		Branch of Service address	
PART I – Service Member Information (Service member must be insured under SGLI for Family Coverage to be in effect.)			
1. Name (first middle last)	2. Social Security Number	3. Duty status <input type="checkbox"/> Active Duty <input type="checkbox"/> Ready Reservist <input type="checkbox"/> National Guard	4. Gender <input type="checkbox"/> Female <input type="checkbox"/> Male
5. Certifying Command location and address		6. Home mailing address	7. Telephone number
PART II – Information of Deceased Spouse			
8. Name (first middle last)	9. Social Security Number	10. Gender <input type="checkbox"/> Female <input type="checkbox"/> Male	
11. Date of birth (mm/dd/yyyy)	12. Date of death (mm/dd/yyyy)	13. Please check all that apply <input type="checkbox"/> Civilian death certificate attached <input type="checkbox"/> Form SGLV 8286A attached (if required)	
14. Date of marriage to service member (Only if deceased was a member of the uniformed services and marriage occurred on or after 1/2/2013) (mm/yyyy)	15. Verification of Coverage and Premium a. Dependent spouse was covered for \$ _____ b. Were premiums for spouse's coverage collected from the member's pay? <input type="checkbox"/> Yes <input type="checkbox"/> No c. Amount owed: \$ _____ for the months _____ through _____		
PART III – Information of Deceased Child			
16. Name (first middle last)	17. Social Security Number	18. Date of death (mm/dd/yyyy)	
19. Gender <input type="checkbox"/> Female <input type="checkbox"/> Male	20. Date of birth (mm/dd/yyyy)	21. Is the civilian death certificate attached? <input type="checkbox"/> Yes <input type="checkbox"/> No	
22. The dependent child of the service member with SGLI coverage is automatically insured for \$10,000 by law. a. Service member is the child's: <input type="checkbox"/> biological or adoptive parent <input type="checkbox"/> step-parent Service Entry Date: _____ b. Is the child's other parent in the military? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide: • Other parent's name _____ • Last four digits of his/her Social Security Number _____ • Branch of Service _____ • Service Entry Date _____ c. Does the child have any step-parents in the military? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide: • Step-parent's name _____ • Last four digits of his/her Social Security Number _____ • Branch of Service _____ • Service Entry Date _____ • If step-parent is making a claim, is there proof that the dependent resided in the step-parent's household? <input type="checkbox"/> Yes <input type="checkbox"/> No d. Were the child's parents married at the time of child's birth? <input type="checkbox"/> Yes <input type="checkbox"/> No • If No, is Acknowledgment of Paternity attached? <input type="checkbox"/> Yes <input type="checkbox"/> No			
PART IV – Reporting Information			
23. Certifying Command signature X _____ Date Signed: _____		24. Command agency point of contact (please print)	
		25. Telephone number	



Accelerated Benefits Option (ABO)

- Allows members to receive up to 50% of their SGLI or FSGLI if the member or their spouse are terminally ill
 - Life expectancy of 9 months or less certified by physician
- Required Forms:
 - SGLV8284 (SGLV8284A for FSGLI)
 - Medical documentation confirming diagnosis
 - SOES Certificate/SGLV8286
 - Most recent LES





Traumatic Servicemembers' Group Life Insurance (TSGLI)

- **Traumatic Event:** The application of external force, violence, chemical, biological, or radiological weapons, accidental ingestion of a contaminated substance, or exposure to the elements that causes damage to the body.
- Qualifying Injuries:
 - Burns
 - Coma
 - Assistance w/ ADLs (at least 2)
 - Amputation
 - Hospitalization for at least 15 consecutive days
 - Loss of sight/vision/speech/hearing
 - Facial or limb reconstruction
 - Paralysis



Traumatic Servicemembers' Group Life Insurance (TSGLI)

- Required Documentation:
 - SGLV8600
 - Filled out/signed by member & medical provider
 - All medical documentation to support claim
 - Examples:
 - Hospital records
 - Doctor visits/notes
 - Physical therapy records
 - In-home nursing records/statements
 - SOES Certificate/SGLV8286: From period of event/injury





Reserve Component Survivor Benefit Plan (RCSBP)

- The Reserve Component Survivor Benefit Plan (RCSBP) is designed to provide Reserve Component members, an opportunity to provide a guaranteed lifetime annuity for survivor(s) in the event of death
 - Must complete 20 years of satisfactory service or be retired awaiting pay
- CAR can submit a casualty report in myFSS
 - ARPC will verify RCSBP election for gray area retiree and current members
- Required forms:
 - DD Form 2656-7
 - W4-P
 - Direct Deposit form (FMS 2231)
 - Death certificate
 - Marriage Certificate
 - Divorce Decree (former spouse only)
- Retirees in pay status that pass away will be reported directly to DFAS
 - (<https://www.dfas.mil/RetiredMilitary/survivors/Retiree-Death/>)



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- ARPC will assist separated members and retirees with SGLI debt
 - Current members with SGLI/FSGLI debt/LES mismatch will be processed with DFAS via CMS at the unit level.
 - DFAS RC Indianapolis" (DFAS PersPay Mismatches)
 - Common reasons for SGLI Debt:
 - Members not attending drill/orders/AWOL
 - Members not out-processing with their units



How do you prioritize the volume of work?

- Casualty claims (SGLI and FSGLI)
- ABO (SGLI and FSGLI)
- RCSBP claims
- Traumatic SGLI processing
- Notification of Eligibility Letter (20 year letter)





How to contact us

ARPC Casualty Org Box: arpc.dpt.casualty@us.af.mil

HQ ARPC Casualty Org Box: afpc.casualty@us.af.mil

NGB Casualty Org Box: ngb.a1.a1ps_casualty_org@us.af.mil

AFPC Casualty Org Box: afpc.casualty@us.af.mil

ARPC Benefits and Entitlements Information Tool Box

[HQ ARPC Information Toolbox | Casualty - Non Duty Status Related | Microsoft Teams](#)





Questions?





myFSS Casualty Reporting

ON 3 UNCLASSIFIED

Home

https://myfss.us.af.mil/USAFCommunity/s/

PC User Guide.pdf Cisco Finesse AF Portal myFSS DoD SAFE AFPCSecure 4.0 - C... CMTARS askDFAS JKO, DEERS Training DWR Sharepoint opsConnect: Log On Outlook Web

U.S. AIR FORCE SPACE FORCE

casualty

- Casualty Webcasts
- Casualty Assistance Base Locator
- Active Duty **Casualty Services**
- DAFI 36-3002, **Casualty Services**
- Survivor Benefit Plan Workshops for Air Force Survivor Benefit Plan Counselors
- AFR/ANG Reporting Death of a Service Member in Various Duty Statuses**
- Record of Emergency Data Associated Benefits
- Emergency Family Member Travel Program
- Department of Defense Guide to Survivor Benefits
- AFR/ANG Reserve Component Survivor Benefit Plan (RCSBP) Annuity Claim for Survivors

ANG/AFR Defense Enrollment Eligibility Reporting System (DEERS) and Real-Time Automated



- SSAN
- Date of birth
- Date of death
- Cause of death
- Date of marriage (if applicable)
- Name of NOK
- NOK relationship
- NOK address
- Point of contact; name and phone number

Casualty Assistance Representative

The CAR will work directly in counseling with the family regarding their rights, benefits, entitlements and assisting with filling out claim applications for monetary benefits and continued base privileges.

Basic Documents When Filing a Claim for Benefit

- Final Death Certificate
- Marriage Certificate (if requested)
- Divorce Decree (if requested)
- SGLV Form 8283 - Claim for Death Benefits (for SGLI claims, if applicable)

Related Resource

- [DAFI 36-3002_Casualty Services](#)

> FSS

CREATE A REQUEST



Casualty Inquiry

* Is this an Active Duty Casualty inquiry or a Non-Duty Casualty inquiry?

- Active Duty Casualty inquiry
- Non-Duty Casualty inquiry

Next



myFSS Casualty Reporting

Search for a member by EDIPI, entire First Name, entire Last Name, and/or Email address.

EDIPI	First Name	Last Name	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



myFSS Casualty Reporting

Search for a member by EDIPI, entire First Name, entire Last Name, and/or Email address.

EDIPI

First Name

Last Name

Email

Search

Clear

Select from following matching Personnel:

SELECT

EDIPI

PERSONNEL

ORGANIZATION

EMAIL

Select



myFSS Casualty Reporting

Search

Clear

Selected Member: [REDACTED]

Select Different Member

* Reason For Inquiry

--None--

--None--

SGLI

TSGLI

FSGLI

Case Management

General Inquiry

1075 Management

PAC

SBP

Next

Cancel



myFSS Casualty Reporting

AVAILABLE NOW

<p>LEARN MORE ABOUT... Self-service access to knowledge articles</p>	<p>CHATTER Social network for your Airmen & Guardian groups</p>	<p>myFITNESS Fit to win. Fit to fight.</p>	<p>myEVAL Evaluation System</p>	<p>mySERVICES Combat Support, Community Services, MWR, and NAF Accounting</p>	<p>ROLES AND ROUTING Assignment and Administration</p>
<p>myDECS Create and coordinate Decorations and Medals</p>	<p>myEDUCATION Submit ARC GI Bill & TA Requests, IMA Training, and Manage TF TEB Applications (submitted via milConnect)</p>	<p>HR ACTIONS Perform mission-specific HR tasks</p>	<p>Commander Coordination Coordinate on cases for your Airmen and Guardians</p>	<p>ACTIVE DUTY RETIREMENT Access self-service for retirement</p>	<p>CIVILIAN CLASSIFICATION Review classification requirements</p>

COMMONLY USED APPLICATIONS

<p>myVECTOR Career development and mentoring for ALL Airmen & Guardians</p>	<p>myANALYTICS Key Data Insights</p>	<p>myPERS Today's Airmen & Guardian Knowledge and Incident Center</p>	<p>myCIVPERS Civilian Human Resources Information Management</p>	<p>myAIRFORCEBENEFITS Federal and State/Territory benefits information and planning calculators</p>	<p>myRESILIENCY Supporting our Air and Space Forces and Families</p>
<p>AFFORGEN Connect Deployment and Readiness Platform for Airmen and Guardians</p>					



myFSS Casualty Reporting

Active-Duty Casualty

Non-Duty Casualty

Info

Casualty CAR HR Actions

OPEN [0] **CLOSED [0]**



CREATED	SUBJECT	STATUS	SUB-STATUS	UPDATED	REFERENCE #
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United States Air Force Reserve

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Crisis Response Team (CRT)



WINGS OF HERITAGE, SHAPING THE FUTURE

Task / Purpose

- **PURPOSE:** Provide HQ AFRC-level support, guidance, and services to wing leaders and helping agencies after an Airman casualty and/or crisis situations
- **FREQUENCY:** On demand
- **TIME:** Within 3 days of casualty event, as wing is able
- **TYPE:** Informational, support
- **PLACE:** Telecon or virtual

Call Composition

- **CHAIR:** HQ AFRC/A1Z
- **FACILITATOR:** HQ AFRC/A1ZR
- **ATTENDEES - WINGS:** Wing/CC, Group/CC, Squadron/CC and CCF / others as Wing/CC determines necessary
- **ATTENDEES – HQ AFRC:** A1Z, A1ZO, A1ZR, DPH, HC, PPM, RPM / others as Wing/CC requests or situation warrants

Completed CRT Calls

- **FY22/23/24 – 20+ CRT calls**
- **RESULTS:** Support provided, connections made, gaps in service identified, and additional resources provided

Additional Information

- For more information contact HQ AFRC A1ZR @ A1.HQ.A1ZR@us.af.mil
- Commander's Casualty Guide

AFRC Commander's
Casualty Response Guide



ACTION STEPS
FOR DEALING WITH THE AFTERMATH
OF A CASUALTY

20 Mar 24