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Personnel - General

Casualty Assistance and Survivor Support

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**Summary.** This pamphlet includes answers to questions frequently asked by Family members of deceased Soldiers and eligible DOD civilian employees.

**Summary of Change.** This revision updates office symbols, adds new websites, and makes administrative changes throughout.

**Applicability.** This pamphlet applies to casualty assistance officers and to Family members of deceased Soldiers and eligible DOD civilian employees.

**Forms.** AE and higher level forms are available through the Army in Europe Publishing System (AEPUBS).

**Records Management.** Records created as a result of processes prescribed by this pamphlet must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil>.

**Suggested Improvements.** The proponent of this pamphlet is the USAREUR G1 (AEAGA-MPP, DSN 370-3243). Users may suggest improvements to this pamphlet by sending DA Form 2028 to the USAREUR G1 (AEAGA-MPP) Unit 29351, APO AE 09014-9351.

**Distribution.** B (AEPUBS).

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#### **1. HOW ARE FAMILIES NOTIFIED IF A SOLDIER BECOMES A CASUALTY?**

In Europe, the casualty-notification process begins when the USAREUR Casualty Assistance Center (CAC) receives an official casualty report. The CAC will send the information to the garrison supporting the Soldier's unit so that the official next of kin (NOK) notification can be made.

a. If the NOK resides in or is temporarily located in the United States, the Casualty and Mortuary Affairs Operations Center will coordinate the notification with the CAC that has jurisdiction over the NOK's location.

b. The goal for the Army in Europe is to notify the NOK not later than 4 hours after receiving a casualty report. When a Soldier dies or is declared missing, NOK notification must be made in person. All other casualty notifications may be made by telephone.

## **2. WHAT SHOULD FAMILIES DO TO ENSURE THEY RECEIVE PROMPT AND ACCURATE NOTIFICATION?**

Families should ensure Soldiers have an updated DD Form 93 with the current address and telephone number of their Family or the address where their Family will reside while the Soldier is deployed.

## **3. WHAT DOCUMENTS SHOULD THE FAMILY HAVE READILY AVAILABLE IN CASE A SOLDIER BECOMES A CASUALTY?**

The documents listed below will be needed when applying for benefits and settling an estate. Families will need to know where the documents are kept and must not give the original, permanent, personal, or Family record to another person. Certified copies should be used whenever possible.

- a. Adoption and custody documents.
- b. Birth certificates for all Family members.
- c. Copies of deeds, abstracts, mortgages, rental contracts, and similar documents.
- d. Death certificates. (The casualty assistance officer (CAO) will provide DD Form 1300 for the deceased Soldier.)
- e. Documents for bank accounts: checking, savings, loans, securities, stocks, bonds, and similar items.
- f. Immigration and naturalization documents.
- g. Income tax records (for the last 3 years).
- h. Information about outstanding debts.
- i. Information about safe-deposit boxes.
- j. Insurance policies (for example, life, home, vehicle).
- k. Marriage certificates and divorce papers.
- l. Separation documents from military service (for example, DD Form 214).
- m. Social security numbers for all Family members.
- n. Titles and registrations for weapons and automobiles.
- o. Wills and deeds of trust.

#### **4. WHAT IS A CASUALTY ASSISTANCE OFFICER (CAO)?**

The CAO is the Secretary of the Army's representative. The CAO provides personal assistance to surviving Family members and helps them with benefits and entitlement processing after the death of a Soldier or an eligible DOD civilian employee.

#### **5. WHAT DOES THE GOVERNMENT PROVIDE WHEN A SOLDIER DIES?**

The Government will provide preparation and disposition of the remains, provide a metal or wood casket and a military escort to accompany the remains, and transport the remains to a designated place. The average time from the date of death until the remains reach the port-of-entry mortuary is 7 to 10 days. The U.S. Government will pay for transportation from the place of death to the funeral home selected by the NOK or to a Government cemetery that has space available. The Government will also provide the following:

- a. A new class A military uniform, if one is not available.
- b. A U.S. flag mounted in a flag case with earned awards.
- c. An heirloom chest.
- d. Burial in any national cemetery if space is available and the death was under honorable conditions.
- e. Cremation and an urn.
- f. Government headstone or marker.
- g. Military funeral honors.

#### **6. DOES THE GOVERNMENT PAY FOR A GRAVE MARKER FOR A SOLDIER WHO DIES ON ACTIVE DUTY?**

Grave and memorial markers are provided for the gravesite of those interred in private or national cemeteries. These markers are provided without charge and will be shipped to the designated consignee at Government expense. The Family, however, must pay the cost of placing the marker in a private cemetery.

#### **7. WILL THE ARMY PROVIDE A CEREMONY AT THE FUNERAL?**

Entitlement to military funeral honors is based on the status of the Soldier at the time of death. Soldiers who die on active duty and Medal of Honor recipients are entitled to full military honors. For more details on full military honors, go to <http://www.militaryfuneralhonors.osd.mil>.

#### **8. IN ADDITION TO A U.S. FLAG, WHAT OTHER MEMORIAL ITEMS WILL THE GOVERNMENT PROVIDE?**

**a. Gold Star Lapel Button.** This lapel button will be given to the NOK of a Soldier who died while engaged in action against an enemy of the United States, in an armed conflict in which the United States is not a belligerent party, or as a result of an international terrorist attack. These buttons are authorized for spouses, parents, siblings, and children and can be requested through the CAO.

**b. Presidential Memorial Certificate.** The NOK will receive a Presidential Memorial Certificate with the Soldier's name. The certificate expresses the Nation's gratitude and bears the President's signature. Additional certificates may be requested for other loved ones from the Department of Veterans Affairs (VA). The CAO can help Families obtain the certificate.

## 9. WHO IS CONSIDERED THE PNOK AND NOK WHEN A SOLDIER DIES?

The person most closely related to the Soldier is considered the Soldier's primary next of kin (PNOK) for casualty-notification and assistance purposes. The PNOK is normally the spouse of married Soldiers or the parents of single Soldiers who have no children. The precedence of NOK with equal relationships to the Soldier is governed by seniority (age). The rights of minor children will be determined by their parents or legal guardian. The following order of precedence is used to identify the PNOK:

- a. Spouse.
- b. Natural, adopted, step-, and illegitimate children (if acknowledged by the Soldier or if paternity or maternity has been judicially decreed).
- c. Parents, unless legal exclusive (sole) custody was granted to another person by a court decree or statutory provision.
- d. Person standing in *loco parentis* (one who stood in place of a parent 24 hours a day for at least a 5-year period before the Soldier became 21 years old).
- e. Persons granted legal custody of the Soldier by a court decree or statutory provision.
- f. Brothers or sisters, to include half-brothers and half-sisters and those acquired through adoption.
- g. Grandparents.
- h. Other relatives in order of relationship to the Soldier according to civil laws.
- i. If no other person is available, the Secretary of the Army may act on behalf of the Soldier.

## 10. WHAT MONETARY BENEFITS WILL A FAMILY RECEIVE IF A SOLDIER DIES ON ACTIVE DUTY?

The benefits specified in this pamphlet depend on Congressional action, and the amounts may vary based on current legislation. The amounts listed below are current as of the date of this pamphlet. The CAO will provide more details and assist in processing benefits.

**a. Burial Costs.** Reimbursement for interment or secondary funeral expenses will not exceed the following amounts (depending on the desired disposition of remains):

- (1) Up to \$4,850 for interment in a civilian cemetery.
- (2) Up to \$3,450 for interment in a Government cemetery.
- (3) Up to \$1,000 for direct transportation to a Government cemetery.
- (4) Up to \$8,800 if the Family assumes responsibility for the Soldier's burial.

**b. Invitational Travel Authorization (ITA).** Travel and per diem are authorized for the time necessary to travel to and from the burial site and will not exceed 2 days at the location for eligible relatives as defined in the Joint Federal Travel Regulations (JFTR), volume 1, paragraph U5242- A1a through f. Per diem is not payable when the eligible relatives' residence and the burial site are in the same local area as defined in the JFTR, volume 1, paragraph U3500-B, or when the total time from departure to return is 12 or fewer hours.

**c. Death Gratuity.** Death gratuity will be paid immediately (within 24 hours) if possible when the eligible beneficiary can be determined and there is no doubt as to the propriety of payment. The amount of death gratuity is currently \$100,000. The CAO will provide DD Form 397 to the NOK and will assist in completing the form.

**d. Unpaid Pay and Allowances.** Payment of any pay and allowances due will be paid to the beneficiary designated on the Soldier's DD Form 93. Unpaid pay and allowances may include unpaid basic pay; payment for up to 60 days of accrued leave; amounts due for travel, per diem, transportation of eligible Family members, shipment of household goods; and unpaid installments of variable reenlistment bonuses. For Soldiers who die because of injury or illness incurred while serving in contingency operations, settlement of accrued leave in excess of 60 days is authorized regardless of any previously cashed in leave. The Defense Finance and Accounting Service (DFAS) will audit a Soldier's pay files after the Soldier dies. Final pay will be made by check to the beneficiary 7 to 10 days after DFAS receives all required documentation.

**e. Dependency and Indemnity Compensation (DIC).** Surviving spouse, children, and some dependent parents are eligible to receive DIC, a monthly flat-rate payment of a base amount determined periodically by specific Congressional action and not based on the pay grade of the member. The rate has been adjusted annually for cost-of-living increases. The DIC payment is nontaxable. Currently, the DIC monthly spouse rate is \$1,154. Additional amounts, adjusted annually, are authorized for a surviving spouse with minor children. The current monthly benefit is \$286 for each child. Unmarried children are eligible for the benefit until they reach the age of 18 (or up to the age of 19 if still in secondary school), between 18 and 23 if attending a VA-approved institution of higher learning, or for life if they are disabled. Children of a deceased member who had no spouse at the time of death receive a different monthly benefit. For more specific information contact your local VA office or access the VA website at <http://www.va.gov>.

**f. Survivor Benefit Plan (SBP) Allowances.** The Uniformed Services SBP was created by Congress in 1972 to put an end to the category of destitute survivors. SBP is the sole means by which survivors can receive a portion of military retired pay. SBP payments equal 55 percent of what the member's retired pay would have been had the member been retired at 100 percent disability. SBP payments are offset by DIC (see e above). SBP was established by Public Law 92-425, 21 September 1972, so that retiring Soldiers could elect to provide the continuation of a portion of retired pay to their designated beneficiaries. SBP is automatically adjusted annually for cost-of-living increases, and payments are subject to Federal income taxes. If the spouse remarries before age 55, SBP payments cease. If that subsequent marriage ends in death, divorce, an annulment, SBP may be reinstated. If the spouse remarries after age 55, SBP payments continue. If that marriage occurs before 57, the surviving spouse who was also receiving DIC will lose the DIC payments but the SBP payments will be increased to the full SBP amount available. For more information on SBP, go to <http://www.dfas.mil>.

**g. Servicemembers' Group Life Insurance (SGLI).** The SGLI payment is normally \$400,000 unless the Soldier elected a lesser amount or declined coverage in writing. The CAO will help the beneficiary apply for this benefit through the nearest CAC; claims are filed with the Office of Servicemembers' Group Life Insurance. The goal is for the beneficiary to receive payment not more than 45 days after the date the application is submitted.

**h. Refund of Unused GI Bill Contribution.** VA will pay a special Montgomery GI Bill death benefit to a designated survivor in the event of a service-connected death of a Soldier while on active duty or not later than 1 year after discharge or release. The amount paid will be equal to the Soldier's actual military pay reduction, less any education benefits paid.

**i. Social Security.** Benefits are provided for a spouse who cares for children who are under age 16, a surviving spouse on reaching social security age eligibility, and for eligible minor children. Monthly payments are also paid to a child until age 18, or until age 19 if the child is a full-time student at a secondary school. Monthly payments continue past age 18 if the child is disabled before age 18. The amount paid will be determined only by the Social Security Administration. The Social Security Administration also pays up to \$255 to the surviving spouse living with the member at the time of death. If there is no surviving spouse, the money is paid to the oldest child who was eligible for or entitled to social security benefits for the month of death. No other survivors are entitled to this benefit. The CAO will help the PNOK contact the nearest social security office for eligibility determination and benefits processing. In Germany, the nearest social security office is the Federal Benefits Unit, American Consulate General, Frankfurt. The telephone number is 069-7535-2436. Ask the operator for the Federal Benefits Unit.

**j. Federal Tax Forgiveness (Combat Zone).** When a Soldier dies in a combat zone or qualified hazardous-duty area, or later dies as a result of injuries received in a combat zone or in a qualified hazardous-duty area, any current or previous Federal income-tax liability will be forgiven.

**k. Federal Tax Forgiveness (Terrorist or Military Action).** When a U.S. military or DOD civilian employee dies as a result of wounds or injuries incurred in a terrorist or military action, any Federal income-tax liability will be forgiven.

#### **11. HOW LONG MAY I RESIDE IN GOVERNMENT QUARTERS AFTER MY SPONSOR DIES ON ACTIVE DUTY?**

Eligible Family members occupying Government housing on the date the Soldier dies may continue to occupy such housing without charge for 365 days if the Soldier's death was in the line of duty. If the Family vacates Government housing before the 365 days are up, a housing allowance will be paid for the remaining unused days. If Family members are not occupying Government housing, they may receive a housing allowance, if eligible, for 365 days after the Soldier's death. Family members who plan to remain in Government housing after a Soldier dies must report this intention to the local U.S. Army garrison customs executive agent not later than 90 days after the Soldier's death.

#### **12. HOW MUCH TIME AFTER THE DEATH OF A SOLDIER DO FAMILY MEMBERS HAVE TO SELECT A HOME FOR PURPOSES OF TRAVEL AND TRANSPORTATION ALLOWANCES?**

Family members may take up to 3 years from the date of a Soldier's death to select a home for purposes of travel and transportation allowances. Transportation may be to a location outside of the United States. The CAO will help make arrangements to ship household goods and a vehicle.

#### **13. WHAT HAPPENS TO MY ID CARD IF MY SPONSOR DIES ON ACTIVE DUTY?**

Widows, widowers, and other eligible Family members are issued an active duty/deceased ID card when their military sponsor dies. Widows, widowers, and other eligible Family members must apply for a new ID card to show their eligibility as a Family member of a deceased Servicemember, rather than of an active duty Servicemember. Widows and widowers must visit their nearest military ID card section to obtain an updated ID card not later than 30 days after the death of the sponsor and apply for a new ID card (with an indefinite expiration date). Widows, widowers, and other Family members must register their new ID cards with their local installation access control system. Normally these offices are co-located with the ID card section. The CAO will help all widows, widowers, and other eligible Family members apply for a new ID card.

#### **14. HOW LONG MAY I CONTINUE TO USE THE MILITARY HOSPITAL IF MY SPONSOR DIES ON ACTIVE DUTY?**

If your sponsor dies while serving on active duty for a period of more than 30 days (including eligible National Guard and Reserve members), you automatically are eligible for transitional TRICARE survivor benefits as long as your Defense Enrollment Eligibility Reporting System (DEERS) information is up to date and you are—

a. A surviving spouse and do not remarry (eligibility cannot be regained later, even if you divorce or your new spouse dies).

b. An unmarried child under age 21 or under age 23 if in college full-time (children with disabilities may remain eligible beyond normal age limits). Check DEERS for eligibility criteria.

**NOTE 1:** Surviving spouse will remain eligible as a “transitional survivor” for 3 years after the sponsor’s death and will have active duty Family member (ADFM) benefits and costs. After three years, the spouse will remain eligible as a “survivor” and pay retiree rates under TRICARE Prime, TRICARE Standard, or TRICARE Extra.

**NOTE 2:** Surviving children remain eligible for TRICARE benefits as an ADFM. Unlike spouses, eligibility will not change after 3 years, and children remain covered as ADFM until eligibility ends due to the age limits previously noted or for another reason (for example, marriage).

See TRICARE Benefits Flyer for more information at:

[http://www.tricare.mil/mybenefit/Download/Forms/Survivor\\_Ben\\_Flyer\\_08\\_Lo.pdf](http://www.tricare.mil/mybenefit/Download/Forms/Survivor_Ben_Flyer_08_Lo.pdf).

#### **15. HOW LONG MAY I CONTINUE TO USE THE MILITARY DENTAL CLINIC IF MY SPONSOR DIES ON ACTIVE DUTY?**

In Europe, a surviving spouse and qualified Family members are eligible for dental care for up to 90 days after the Soldier’s death. After 90 days, eligible survivors are offered limited dental care on a space-available basis. If the Soldier was enrolled in the TRICARE Dental Program, eligible surviving Family members in the United States will continue receiving TRICARE Dental Program benefits for 3 years from the month after the Soldier’s death.

See TRICARE Benefits Flyer for more information at:

[http://www.tricare.mil/mybenefit/Download/Forms/Survivor\\_Ben\\_Flyer\\_08\\_Lo.pdf](http://www.tricare.mil/mybenefit/Download/Forms/Survivor_Ben_Flyer_08_Lo.pdf).

**16. HOW LONG MAY I CONTINUE TO USE THE COMMISSARY AND POST EXCHANGE IF MY MILITARY SPONSOR DIES ON ACTIVE DUTY?**

a. In Europe, a surviving spouse and qualified Family members are eligible for continued individual logistic support for up to 90 days. After 90 days, unmarried widows and widowers are eligible for commissary and exchange privileges (excluding rationed items) only if they have a host-nation customs certificate that was obtained through the customs office. Other Family members who remain in Europe after the death of their sponsor may not be authorized purchasing privileges unless approval is granted by the Customs Executive Agent, Office of the Provost Marshal, HQ USAREUR. In the United States, an unmarried surviving spouse and eligible Family members may shop at military commissaries and exchanges indefinitely.

b. The Army and Air Forces Exchange Service will forgive the debt of military personnel with Military Star Card accounts if they are killed as a result of hostile action. Other circumstances will be considered on a case-by-case basis. To submit a claim for the forgiveness of a military member's Military Star Card debt, the NOK should send a certified copy of the Soldier's death certificate to civilian fax (214) 312-3040 or 2700; or mail the requested death certificate to Military Star Card Center, PO Box 650410, Dallas, TX 75265-0410.

**17. AM I STILL QUALIFIED TO USE THE MILITARY'S MORALE, WELFARE, AND RECREATION (MWR) FACILITIES?**

Surviving spouses and qualified Family members may continue to use MWR facilities.

**18. HOW LONG MAY MY CHILDREN REMAIN ENROLLED IN SCHOOL IN EUROPE IF MY MILITARY SPONSOR DIES?**

Surviving children attending Department of Defense Dependents Schools-Europe may remain enrolled in school until the end of the school year. After the end of the school year, they may be eligible to attend on a space-available, tuition-free basis if the surviving spouse resided in the overseas area when the sponsor died or was a citizen of the foreign country and returned to that country. Such attendance will be contingent on the children having continued ability to access the installation.

**19. WHO CAN HELP ME NOTIFY OTHER RELATIVES OF THE DEATH OF MY FAMILY MEMBER?**

The Red Cross and the CAO can assist in notifying other relatives.

**20. I AM GOING TO NEED LEGAL ADVICE TO SORT THROUGH MY FAMILY MEMBER'S WILL. WHO CAN HELP?**

The legal assistance office can provide legal advice and assistance to eligible Family members.

**21. I AM CONSIDERING GOING BACK TO WORK. DOES THE GOVERNMENT PROVIDE ANY SUPPORT TO SURVIVING SPOUSES?**

Surviving spouses may be eligible for a 10-point veteran's preference for Federal civil service employment if the deceased Soldier served in wartime or in a peacetime campaign or expedition for which a campaign badge or service medal was authorized. Information on employment benefits for spouses of deceased veterans is available at <http://www.opm.gov/employ/veterans/html/vetsinfo.asp>. Surviving Family members may also contact their local civilian personnel office for information.

Some military spouses can be hired for Federal jobs without going through a competitive process. Officials from the U.S. Office of Personnel Management have established a noncompetitive hiring authority for certain military spouses to position in the competitive service. This is called “Noncompetitive Appointment of Certain Military Spouses”. The intended effect of this rule is to facilitate the entry of military spouses into the Federal civil service as part of an effort to recruit and retain skilled and experienced members of the Armed Forces and to recognize and honor Servicemembers injured, disabled, or killed in connection with their service.

## **22. DOES MY STATE PROVIDE ANY BENEFITS IF MY MILITARY SPONSOR DIES ON ACTIVE DUTY?**

Many States have passed laws providing certain rights, benefits, and privileges to the surviving spouse and children of a deceased Servicemember. Government officials for each State will have more information.

## **23. AM I ENTITLED TO ANY EDUCATIONAL BENEFITS IF MY MILITARY SPONSOR DIES ON ACTIVE DUTY?**

Surviving spouses and children between ages 18 and 26 may be eligible for 45 months of VA-provided education benefits. Surviving spouses have 10 years from the date of the sponsor’s death to complete their education. Children have until their 26th birthday. The CAO will help Family members apply for this benefit through the nearest VA office.

## **24. DO I QUALIFY FOR A VA-GUARANTEED HOME LOAN AS A SURVIVING SPOUSE?**

A surviving spouse who has not remarried may be eligible for a VA-guaranteed home loan to build or purchase a home; to make repairs, alterations, or improvements to a home already owned; to refinance an existing loan; and for other reasons specified by the VA. This benefit applies only in the United States. The CAO can help you apply at the nearest VA office.

## **25. WHAT OTHER ORGANIZATIONS PROVIDE ASSISTANCE OR SUPPORT?**

The inclusion of private organizations in this section does not constitute an endorsement of those organizations by the U.S. Army or the Department of Defense.

**a. Tragedy Assistance Program for Survivors (TAPS).** TAPS has many programs to provide peer support and assistance. TAPS has experienced case-workers who act as liaisons to help Family members find solutions to problems. They work with Federal, State, and private agencies to help Families find solutions to problems that arise after the death of a Servicemember. More information about TAPS is available on the TAPS website at <http://www.taps.org>.

**b. Gold Star Wives of America, Inc.** This is a military survivor’s organization that has served war widows, widowers, and veterans with Service-connected disabilities since 1945. More information is available on the organization’s website at <http://goldstarwives.org>.

**c. Military OneSource.** Surviving spouses, parents, and children can turn to Military OneSource for information, resources, and counseling support during their time of need. Help, including counseling and translation services, is available 24 hours a day, 7 days a week by telephone at 1-800-342-9647 (from overseas you can call collect at (484) 530-5908) or visit <http://www.militaryonesource.com>.

**d. American Gold Star Mothers:** Natural mothers, adoptive mothers, or stepmothers who are citizens or legal residents of the United States or of the territorial and insular possessions of the United States and whose son or daughter has died while in the service of the U.S. Armed Forces or as a result of such service are eligible for membership in the American Gold Star Mothers, Inc. For more information, call them at (202) 265-0991 or visit <http://www.goldstarmoms.com>.

## **26. WHAT IF MY SPONSOR IS A DOD CIVILIAN EMPLOYEE WHO BECOMES A CASUALTY?**

a. Civilian employees are required to complete DD Form 93 as part of their predeployment processing at their home station. If the employee becomes a casualty, the information on DD Form 93 will be used to notify the NOK. Contact information must also be kept up to date in the Civilian Personnel Online Emergency Contact Database at <https://www.cpol.army.mil>.

b. Civilian employees killed in the line of duty are entitled to many of the same benefits as military personnel. Mortuary benefits for eligible employees include search, recovery, and identification of remains; disposition of remains; removal and preparation of remains; a casket; clothing; cremation (if requested); a flag; an escort; and transportation of remains to the permanent duty station or other designated location.

c. NOK notification will be made if a civilian employee dies, is missing, or unable to express his or her desires after becoming ill. The CAC will arrange for the notification in a prompt, appropriate, dignified, and understanding manner. After official notification by the CAC, local commanders may contact the NOK for expressions of condolence and offers of assistance. A CAO will be appointed when necessary. The servicing personnel specialist at the civilian personnel advisory center will direct the NOK to contact the Army Benefits Center-Civilian for benefits and entitlement information and will help the NOK and the CAO obtain and complete the claim forms to apply for benefits. The local Army Community Service is also available to provide assistance to the PNOK and eligible Family members.

## **27. WHERE CAN I FIND MORE INFORMATION ON CASUALTY ASSISTANCE?**

The inclusion of private organizations in this section does not constitute an endorsement of those organizations by the U.S. Army or the Department of Defense.

### **a. A Survivors' Guide to Benefits,**

<https://cs.mhf.dod.mil/content/dav/mhf/QOL-Library/Project%20Documents/MilitaryHOMEFRONT/Service%20Providers/Casualty%20Assistance/Survivors%20Guide.pdf>.

### **b. Casualty and Memorial Affairs Operations Center (CMAOC),**

<https://www.hrc.army.mil/site/active/tagd/cmaoc/cmaoc.htm>.

### **c. Defense Finance and Accounting Service (DFAS),**

<http://www.dfas.mil/>.

### **d. Defense Manpower Data Center,**

<http://www.dmdc.osd.mil/>.

### **e. Department of Defense Education Activity (DODEA),**

<http://www.dodea.edu/home/index.cfm>.

### **f. Department of Veterans Affairs (VA),**

<http://www.va.gov>.

### **g. Gold Star Wives,**

<http://www.goldstarwives.org/>.

**h. Guide for Families of Fallen Soldiers,**

*<https://www.hrc.army.mil/site/active/tagd/cmaoc/SurvivorsGuide/index.html>.*

**i. Medicare,**

*<http://www.medicare.gov>.*

**j. Military Funeral Honors,**

*<http://www.militaryfuneralhonors.osd.mil>.*

**k. National Personnel Records Center,**

*<http://www.archives.gov/st-louis/military-personnel/index.html>.*

**l. Presidential Memorial Certificate,**

*<http://www.cem.va.gov/pmc.asp>.*

**m. Social Security Survivor Benefits,**

*<http://www.ssa.gov/pubs/10084.html>.*

**n. Society of Military Widows,**

*<http://www.militarywidows.org/>.*

**o. Survivor Benefit Plan,**

*<http://www.armyg1.army.mil/rso/sbp.asp>.*

**p. Tragedy Assistance Program for Survivors,**

*<http://www.taps.org/>.*

**q. TRICARE,**

*<http://www.tricare.mil/>.*

**r. VA Education Benefits,**

*<http://www.gibill.va.gov>.*

**s. Veterans Benefits Administration,**

*<http://www.vba.va.gov/>.*

**APPENDIX A  
REFERENCES**

**Joint Federal Travel Regulations, Volume 1**  
Uniformed Service Members

**DD Form 93**  
Record of Emergency Data

**DD Form 214**  
Certificate of Release or Discharge From Active Duty

**DD Form 397**  
Claim Certification and Voucher for Death Gratuity Payments

**DD Form 1300**  
Report of Casualty

## **GLOSSARY ABBREVIATIONS**

ADFM	active duty Family member
CAC	casualty assistance center
CAO	casualty assistance officer
DA	Department of the Army
DEERS	Defense Enrollment Eligibility Reporting System
DFAS	Defense Finance and Accounting Service
DIC	dependency and indemnity compensation
DOD	Department of Defense
ID	identification
JFTR	Joint Federal Travel Regulations
MWR	morale, welfare, and recreation
NOK	next of kin
PNOK	primary next of kin
SBP	Survivor Benefit Plan
SGLI	Servicemembers' Group Life Insurance
TAPS	Tragedy Assistance Program for Survivors
U.S.	United States
USAREUR	United States Army Europe
VA	Department of Veterans Affairs