

## Local Points of Contact

Air Force Aid Society .....	501-987-2667
Military & Family Readiness Center .....	501-987-2667
American Red Cross .....	1-800-733-2767
Chaplain .....	501-987-6014
Defense Finance and Accounting Service .....	1-800-321-1080
Delta Dental .....	1-888-838-8737
Veterans Service Office .....	1-888-777-4443
Legal Assistance Officer .....	501-987-7886
Honor Guard (Military Honors) .....	501-987-6317
National Service Life Insurance (NSLI) .....	1-800-669-8477
Office of Personnel Management (OPM) .....	1-888-767-6738
Office of SGLI (VGLI) .....	1-800-491-1473
Social Security Administration, Local .....	1-877-512-3854
Social Security Nationwide Office .....	1-800-772-1213
TRICARE for Life .....	1-866-773-0404
United Health Military & Veterans (TRICARE) .....	1-888-874-9378
Veteran Administration .....	1-800-827-1000

**Casualty Assistance Office location is:**  
1255 Vandenberg Blvd  
Room 111  
Little Rock AFB, AR  
72099

**Your Casualty Assistance Representative  
(CAR) is:**

**Thane Ojala**  
*Casualty Assistance Representative (CAR)*  
501-987-3580  
thane.ojala.1@us.af.mil

**Not sure which Air Force Base  
is nearest to you?**

**Call 1-877-353-6807**

**and enter your zip code when prompted.  
You will be connected to your nearest  
Casualty Assistance Representative.**



**19 FSS/FSH  
Casualty Assistance Office**

***What does my family need to know?***

***Preparation checklist for  
Retired Service Members***

***➤➤ This guide is provided as a  
general reference for  
Retirees when making  
personal affairs plans.***

## Where to go?

The Casualty Assistance Office at your nearest Air Force Base will assist your family members when the time comes to make notification to DFAS and apply for benefits after your death.

If you do not know which base nearest you, call 1-877-353-6807 and enter your zip code when prompted and you will be connected to your nearest Casualty Assistance Representative.

## What benefits does my spouse/beneficiary need to apply for?

### Arrears of Pay

Retiree Arrears of Pay (AOP) is any pay due the retiree but unpaid at the time of death, to which a named beneficiary is entitled. Typically, this is a prorated amount that covers the first day of the month through the retiree's date of death.

### Recoupment Process

The retirement pay of a military member stops on the first day of the month in which the retiree dies. Therefore, **ALL** pay deposited after the date of death—including pay deposited for that month—is automatically recouped by DFAS from the retiree's checking account. After a complete audit of the retirement account, any arrears of pay is calculated and paid to the retiree's named beneficiary. This payment will be a US Treasury check mailed to the beneficiary.

### Submitting an Arrears of Pay claim

You will need the Death Certificate in order to submit the Arrears of Pay claim. Please contact the Casualty Assistance Office for assistance with this claim.

Questions about Arrears of Pay can be directed to the Defense Finance and Accounting Service Contact Center at 1-800-321-1080

## Survivor Benefit Plan

Military retirement pay stops when a member dies. The Survivor Benefit Plan (SBP) is a Government program which makes it possible for retired members to ensure that after their death, their eligible survivors receive a portion of the military retirement pay in the form of a monthly annuity. The annuity payable is 55% of the Base Amount elected. The Base Amount may be Full Gross Retired pay or any dollar amount down to \$300. The SBP election is made at the time of retirement. If SBP was voluntarily declined at the time of retirement, then no annuity can be established after the death of a retiree.

If you participated in the Survivor Benefit Plan and have divorced, remarried or are a widow/widower, you need to update your SBP Plan.

### What does my next of kin need to submit a claim?

Please contact the Casualty Assistance Office at the Air Force Base nearest to you. The Casualty Assistance Representative can assist you with this claim.

You will need the Death Certificate in order to submit the SBP claim. Your Survivor Benefit Plan Annuity will be established as a Direct Deposit. Please plan on bringing a Voided Check for the bank account in which you would like the SBP directly deposited into each month.

Remember you will need:

- Death Certificate
- Voided Check for a Bank Account

## Life Insurance

The CAR will also assist your next of kin in applying for VA life insurance benefits. Whether you carry life insurance through the VA or through a private insurance company, be sure to include this information with your important papers.

## Department of Veterans Affairs

Depending upon many factors, there may be Department of Veterans Affairs (VA) benefits due upon the death of a military retiree. The Casualty Assistance Representative will speak with you about any applicable VA benefits and can assist you with any VA claims.

## What can I do to be prepared?

Locate important documents:

- DD 214
- Retiree Account Statement (RAS)
- Wills or other legal documents
- Life insurance policies
- List of payees and amounts for any allotments coming out of your retired pay.