

## QUICK REFERENCE GUIDE TO INFORMATION RESOURCES



# Casualty Assistance Representative (CAR)



The inclusion of private organizations in the Additional Resources section does not constitute an endorsement of those organizations by the Department of Defense.

**TRAVIS AIR FORCE BASE**  
**Casualty Assistance Representative & Survivor Benefits Counselor**  
**540 AIRLIFT DR., ROOM 120E**  
**Travis AFB, CA 94535**  
**Toll Free: 1-866-819-7250**  
**Commercial: (707) 424-2106**

LAST UPDATE: JULY 2011

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This quick reference guide is meant to provide all family members, regardless of Service, the same basic information on assistance, benefits, and entitlements. However, there may be additional benefits and resources that are Service specific.

### 1. **Military OneSource:** Tel. 1-800-342-9647 <http://www.militaryonesource.com>

Military OneSource understands the needs of military family members who have lost a loved one. Surviving spouses, parents, and children can turn to Military OneSource for information, resources, and counseling support during their time of need. Help is available twenty-four hours a day, seven days a week by telephone or Internet. Services include:

- Face-to-face counseling in the local community at no cost
- Immediate support for those with emotional well-being issues
- Referrals to appropriate Service branch agencies, aid agencies, charitable organizations, support groups, and other resources
- Educational materials related to benefits, grief, and other related issues
- Translation services for more than 150 languages

#### **Additional contact information:**

- From Overseas Tel. 1-800-3429-6477 You must use an access code before dialing the toll free number. Access codes can be found on the Military OneSource website at "Contact Us."
- From overseas, deployed, or in remote areas only, you may call collect at Tel. 484-530-5908.
- En Español Tel. 1-877-888-0727 / TTY/TDD Tel. 1-800-346-9188

### 2. **National Resource Directory** <http://www.nationalresourcedirectory.org>

This directory is an online partnership for wounded, ill, and injured service members, veterans, their families, and families of the fallen, and those who support them.

### 3. **Survivor Benefits**

- **Army Survivor Benefits:** Army Casualty /Tel. 1-800-626-3317/ <http://www.armycasualty.army.mil>
- **Navy Survivor Benefits:** Navy Casualty/Tel. 1-800-368-3202/<http://www.npc.navy.mil/CommandSupport/CasualtyAssistance>
- **Marine Corps Survivor Benefits:** Marine Corps Casualty/ Tel. 1-800-847-1597/  
<http://www.manpower.usmc.mil>
- **Air Force Survivor Benefits:** Air Force Casualty/ Tel. 1-800-433-0048/ <http://ask.afpc.randolph.af.mil>
- **Coast Guard Survivor Benefits:** <http://www.uscg.mil/ppc/ras/sbp.asp>

### 4. **Department of Veterans Affairs (VA)**

A wealth of information concerning compensation and benefits for families of deceased veterans is available from the VA.

- **Solano County Veterans Affairs Office:** 675 Texas Street, Suite 4700. Fairfield, CA 94533
- **Veterans Benefits Administration:** Tel. 1-800-827-1000/ TDD 1-800-829-4833/ <http://www.va.gov>
- **Financial Point:** 1-888-243-7351/ Montgomery GI Bill/VEAP Refund: 1-888-442-4551
- **Survivor's Benefits:** 1-800-827-1000/ <http://www.vba.va.gov/survivors/index.htm>
- **Veterans Health Administration:** Tel. 1-877-222-8387/ <http://www1.va.gov/health/>
- **Bereavement Counseling:** 202-273-9116<http://www.vetcenter.va.gov>
- **National Cemetery Administration:** Tel. 1-800-827-1000/ <http://www.cem.va.gov>
- **Memorial Programs Service:** 1-800-697-6947
- **Presidential Memorial Certificate Program:** 202-565-4259
- **Head Stones and Markers:** 1-800-697-6947

### 5. **States**

Some states provide benefits and support to survivors, especially to survivors of National Guard or Reserve members who lose their life while on active duty. Amounts and benefits may vary.

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<p><b>6. Arlington National Cemetery:</b> Tel. 703-607-8585/ <a href="http://arlingtoncemetery.org">http://arlingtoncemetery.org</a></p>
<p>If you wish to have your loved one buried or interred at Arlington National Cemetery you should ask your local funeral home to telephone the interment office and arrange for the interment service. This should be done while you are, or your representative is, in the funeral home.</p>
<p><b>7. Armed Forces Services Corporation (AFSC):</b> Tel. 1-888-237-2872/ <a href="http://www.afsc-usa.com">http://www.afsc-usa.com</a></p>
<p>On behalf of the Service Relief Societies, the AFSC provides eligible family members with lifetime benefit and entitlement information and assistance at no cost. Their services include an analysis of available benefits, an annual benefit update, notification concerning changes to benefits or entitlements, insurance counseling, and other general assistance.</p>
<p><b>8. Defense Finance and Accounting Service (DFAS):</b> Tel. 1-800-321-1080/ <a href="http://www.dod.mil/dfas/">http://www.dod.mil/dfas/</a></p>
<p>DFAS provides professional finance and accounting services for members of the Uniformed Service's and their dependents. Here you will find a wealth of information about military pay and benefits. Look under Retired Pay for information on Survivor Benefits. SELECT OPTION "3" TO REPORT DEATH OF RETIREE or OPTION "4" TO REPORT DEATH OF ANNUITANT</p>
<p><b>9. Gold Star Mothers, Inc./</b> Tel. 1-202-265-0991/ <a href="http://www.goldstarmoms.com">http://www.goldstarmoms.com</a></p>
<p>Gold Star Mothers is a congressionally chartered non-profit organization. This is an organization of mothers who have lost a son or daughter in the service of our country.</p>
<p><b>10. Gold Star Wives of America, Inc./</b> Tel. 1-888-751-6350/ <a href="http://www.goldstarwives.org">http://www.goldstarwives.org</a></p>
<p>Gold Star Wives is a congressionally chartered non-profit service organization. This group is unique in that it is the only organization capable of providing services to active duty and service-connected military widows and widowers.</p>
<p><b>11. Military Funeral Honors:</b> / Travis AFB Tel. 1-800-586-8402/ <a href="http://www.militaryfuneralhonors.osd.mil">http://www.militaryfuneralhonors.osd.mil</a></p>
<p>Families of eligible veterans may request funeral honors through their funeral director. The funeral director must contact the appropriate Military Service to arrange for the funeral honors detail.</p>
<p><b>12. National Association for Uniformed Services (NAUS):</b> Tel. 1-800-842-3451/<a href="http://www.naus.org">http://www.naus.org</a></p>
<p>NAUS is the only military affiliated association whose membership is open to the entire military/veteran family — Army, Navy, Air Force, Marine Corps, Coast Guard, United States Public Health Service, National Oceanic and Atmospheric Administration, and the National Guard and Reserve. NAUS serves all ranks and grades and represents a broad spectrum of interests and is affiliated with the National Society of Military Widows (see below), supporting the interests and needs of spouses and survivors.</p>
<p><b>13. National Military Family Association (NMFA):</b> Tel. 1-800-260-0218/ <a href="http://www.nmfa.org">http://www.nmfa.org</a></p>
<p>The goal of the NMFA is to educate military families about the rights, benefits, and services available to them, and to promote and protect the interests of military families by influencing the development and implementation of legislation and policies affecting them.</p>
<p><b>14. National Society of Military Widows (NSMW):</b></p>
<p>Tel.1-800-842-3451, extension 3009/ <a href="http://militarywidows.org">http://militarywidows.org</a></p>
<p>NSMW is a non-profit organization that serves the interests of women whose husbands died while on active military duty, service-connected illness, or during disability or regular retirement from the Armed Forces.</p>
<p><b>15. Office of Personnel Management:</b> <a href="mailto:retire@opm.gov">retire@opm.gov</a></p>
<p>(888) 767-6738, TTY // 1 (800) 878-5707 // 1900 E Street, NW, Washington, DC 20415 // (202) 606-1800 // TTY (202) 606-2532</p>

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**16. Office of Servicemembers' Group Life Insurance (SGLI):** Tel. 1-800-419-1473 // Main Fax. 1-800-236-6142, Claims Fax. 1-877-832-4943, <http://www.insurance.va.gov>

SGLI is a program of low cost group life insurance available to all members of the Uniformed Services. Service members are automatically insured under SGLI unless the service member chooses to reduce the amount, or cancel it entirely.

**17. OurMilitary.com, <http://www.ourmilitary.mil>** This website connects service members, military families, and veterans to all the benefits of service — government benefits, scholarships, discounts, lifelong friends, mentors, great stories of military life or missions, and much more.

**NOTE:** All information that was previously provided under the *America Supports You* website is now provided through this website.

### **18. Social Security Administration**

Tel. 1-800-772-1213, Expedited Claim Unit, Tel. 1-866-777-7887, <http://www.ssa.gov>

Social Security benefits may be available to the spouse or children of deceased service members. Your casualty assistance officer can help you with this.

### **19. Tragedy Assistance Program for Survivors (TAPS)**

Tel. 1-800-959-TAPS (8277), <http://www.taps.org>

The core of TAPS is made up of people like you, who have lost a loved one who was serving in the Armed Forces. They offer grief counseling referral, case-worker assistance, and crisis information.

### **20. TRICARE**

- General number: 1-888-363-5433
- North region: 1-877-874-2273
- West region: 1-888-874-9378
- South region: 1-800-444-5445
- <http://www.tricare.mil>

To understand your healthcare benefits you may ask your casualty assistance officer or contact TRICARE for more information.

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## LIST OF IMPORTANT DOCUMENTS FOR ACTIVE DUTY DEATHS

• civilian death certificates (can be purchased through funeral home; 12 copies recommended)
• marriage certificate
• divorce decree
• immigration documents
• naturalization papers
• adoption and or custody documents
• social security number/card for all family members
• wills and deeds of trust
• insurance policies (life, home, vehicles, etc.)
• income tax records (past three years)
• documents referring to bank accounts, loans, securities, etc.
• references to safe deposit boxes
• references to out standing debt
• vehicle title and registration

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<b>CHECKLIST</b>		
<b>ITEM:</b>	<b>START DATE:</b>	<b>DATE COMPLETED:</b>
<b>1. Call the funeral home</b> you have selected. If you have not chosen a funeral home ahead of time, the Massachusetts Funeral Directors' Association can give you information on funeral homes in your area and can be reached at 781-335-2031, or ask a friend, family member, or clergy for a reference to a local funeral home.		
<b>2.</b> If your loved one was a veteran, you may be able to get <b>assistance with the funeral, burial plot, or other benefits</b> . For information on benefits, call the Veterans Administration at 800-827-1000. Also, the phone number for your local Veterans Agency is usually listed under Town Offices. You will need a copy of your loved one's discharge papers. In most cases, items may be obtained from Massachusetts War Records, 617-727-2964.		
<b>3.</b> Obtain 10-15 copies of the <b>Death Certificate</b> from your funeral director. You can also get additional copies later online at: <a href="http://www.vitalrec.com/ma.html">www.vitalrec.com/ma.html</a> or at your city hall.		
<b>4.</b> If your loved one was receiving <b>Social Security benefits</b> , notify your local Social Security office of the death, since these benefits will stop. Overpayments will result in a difficult process of repayment. If you are a surviving spouse, ask about your eligibility for increased benefits. Also, check on benefits that any minor children may be entitled to receive.		
<b>5.</b> Contact the <b>health insurance</b> company or employer regarding terminating coverage for the deceased while continuing coverage for others covered through the policy.		
<b>6.</b> Contact the insurance company for all <b>life insurance policies</b> . You will need to provide the policy number and a certified copy of the death certificate and fill out a claim form. If the deceased is listed as the beneficiary on any other policy, arrange to have the name removed.		
<b>7.</b> If the deceased was working, <b>contact the employer</b> for information on pension plans, credit unions and union death benefits. You will need a certified copy of the death certificate for each claim.		
<b>8.</b> Return <b>credit cards</b> of the deceased with a certified copy of the death certificate, or notify the credit card company if you, as the survivor, want to retain use of the card.		
<b>9.</b> Seek the advice of an <b>accountant or tax advisor</b> about filing the deceased's tax return for the year of the death. Keep monthly bank statements on all individual and joint accounts that show the account balance on the day of death, since you will need this information for the estate tax return.		
<b>10.</b> Arrange to change any <b>joint bank accounts</b> into your name. If the deceased's estate is in trust, check with the Trust Department or Customer Service at the bank.		
<b>11.</b> Arrange to <b>change stocks and bonds</b> into your name. Your bank or stockbroker will have the forms.		
<b>12.</b> Make sure that <b>important bills, such as mortgage payments</b> , continue to be paid.		

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<b>RECOMMENDED DOCUMENTS TO COMPLETE TASKS FOR VETERANS DEATH:</b>	<b>LOCATION</b>	<b>ON HAND</b>
• Death Certificates (10 - 15 certified copies)		
• Social Security Card		
• Marriage Certificate		
• Birth Certificate		
• Birth Certificate for each child, if applicable		
• Insurance Policies		
• Deed and Titles to Property		
• Stock Certificates		
• Bank Books		
• Honorable Discharge Papers for a Veteran and/or V.A. Claim Number		
• Recent Income Tax Forms and W-2 Forms		
• Automobile Title and Registration Papers		
• Loan and Installment Payment Books and/or Contracts		