

## INFORMATION PAPER

AHRC-PDC-C

15 August 2019

SUBJECT: Army Reserve Casualty Reporting

1. Reference. AR 638-8, Army Casualty Program, 23 June 2015.
2. Purpose: To provide information to units reporting United States Army Reserve (USAR) Troop Program Unit (TPU), Individual Ready Reserve (IRR), Drilling Individual Mobilization Augmentee (DIMA), Individual Mobilization Augmentee (IMA), and Active Guard Reserve (AGR) Soldiers' deaths.
3. Casualty Reporting. Units are responsible for reporting all Soldier deaths to their chain of command. Units with USAR Soldiers assigned/attached must report all USAR Soldier deaths via a Serious Incident Report (SIR) to United States Army Reserve Command (USARC), email: [usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil](mailto:usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil). Units with IMA or IRR Soldiers assigned will report the Soldier's death to Personnel Action Branch (PAB) via a Commander's Critical Incident Report (CCIR).
  - a. On-Duty Status Deaths. Units will additionally report all USAR Soldiers who die in an on-duty status, IAW AR 638-8, Ch 2-6, directly to the appropriate Casualty Assistance Center (CAC). CACs will complete the casualty case for all active/on-duty deaths. The appropriate CAC can be identified and POC information provided at: <https://www.hrc.army.mil/TAGD/Casualty%20Assistance%20Centers%20Locator>. USAR Soldiers proceeding directly to and returning directly from the active or inactive period of duty location are considered on-duty. Deceased, on-duty, USAR Soldiers are eligible for the Death Gratuity and casualty assistance from a Casualty Assistance Officer. This also applies to IMA and IRR Soldiers on-duty.
  - b. Non-Duty Status Deaths. The USARC Casualty Operations Branch will complete the casualty case for all USAR non-duty status deaths. USARC CASOPS will initiate the formal Army casualty report in the Defense Casualty Information Processing System (DCIPS), complete the casualty transaction in the Soldier Management System (SMS) to have Soldier removed from unit rolls, process the Servicemembers' Group Life Insurance (SGLI) claim, and coordinate with the unit to process any Unpaid Pay and Allowances (UPPA) through the Defense Finance and Accounting Service (DFAS). Deceased non-duty USAR Soldiers are not eligible for the Death Gratuity or casualty assistance from a Casualty Assistance Officer (CAO). Units will provide basic assistance to the Family. All non-duty status deaths of IMA and IRR Soldiers will be reported to the PAB once notified by the Family. The PAB will ask for a copy of the Certificate of Death and will assist the Family with filing a claim for SGLI and UPPA.

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c. Casualty Reporting Documents. The unit must validate and submit the deceased Soldier's DD Form 93 and SGLI Election Certificate/SGLV 8286. Original documents are not required to process a casualty or SGLI claim. Documents can be scanned and/or emailed to [usarmy.usarc.usarc-hq.mbx.casualty-army-reserve-usarc@mail.mil](mailto:usarmy.usarc.usarc-hq.mbx.casualty-army-reserve-usarc@mail.mil), Subject line to read: "USAR TPU Death"; fax documents to 910-570-8718, ATTN: Reserve Casualty; or surface mail to United States Army Reserve Command, ATTN: G-1 Casualty Operations Branch, 4710 Knox Street, Fort Bragg, NC 28310-5010. Telephone numbers: 910-570-8375/8840/8093. **DO NOT ISSUE DISCHARGE OR TRANSFER ORDERS ON DECEASED SOLDIERS.** The DD Form 1300, Report of Casualty, will be issued by USARC and is the final closeout document. Documents for IMA and IRR Soldiers can be scanned to [usarmy.knox.hrc.mbx.epmd-pab-irr-ima-ret@mail.mil](mailto:usarmy.knox.hrc.mbx.epmd-pab-irr-ima-ret@mail.mil).

#### 4. Servicemember's Group Life Insurance (SGLI) Processing.

a. SGLI Eligibility. Army Reserve Troop Program Unit (TPU), and Active Guard Reserve (AGR) Soldiers are eligible for Servicemembers' Group Life Insurance (SGLI) beginning the effective date of assignment to the unit. Individual Ready Reserve (IRR) and Drilling Individual Mobilization Augmentee (DIMA) Soldiers attached for training in a non-pay status to units who are scheduled for at least 12 periods of IDT annually, that is, reinforcement training unit, mobilization designation detachment, or an Army Reserve Forces School student detachment are eligible for SGLI coverage. IRR Soldiers who are attached to a unit and drilling for point only are covered by SGLI only if they are paying premiums to DFAS. For Soldiers performing active duty or active duty for training under a call or order which does not specify a period of less than 31 days, coverage is in effect during the period of such duty and for 120 days following separation or release. For IRR Soldiers who are eligible for full-time coverage under the law, coverage is in effect during the period of such duty or status and for 120 days following separation or release from such duty.

b. SGLI Claim Documents. The documents required to process a SGLI claim are: the most current signed version of SGLI Election Certificate/SGLV 8286, a copy of the final death certificate (showing cause and manner of death), and a completed SGLV 8283 (Claim for Death Benefits). If the SGLI Election Certificate/SGLV 8286 is older than one year, the unit must provide a memorandum of record verifying the SGLI Election Certificate/SGLV 8286 is the most current version on hand. If the death is ruled a homicide or undetermined, the unit must provide a police report or statement from the police on their letterhead stating there was no beneficiary involvement. If the Soldier declined SGLI the SGLI Election Certificate/SGLV 8286/ must still be submitted. If the Soldier had not paid SGLI premiums for more than 12 months, the unit must submit a SGLI recertification form. If a Soldier has had their SGLI coverage terminated, the unit must submit the Declaration of Unsatisfactory Participation/Termination of Servicemembers' Group Life Insurance Notification. All documents must be submitted

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to USARC CASOPS, email: [usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil](mailto:usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil) for certification rather than to the Office of Servicemembers' Group Life Insurance (OSGLI). OSGLI will not authorize payment of a claim without the service department's certification (DD Form 1300). All documents for IMA and IRR Soldiers are to be emailed to: [usarmy.knox.hrc.mbx.epmd-pab-irr-ima-ret@mail.mil](mailto:usarmy.knox.hrc.mbx.epmd-pab-irr-ima-ret@mail.mil).

c. Family SGLI (FSGLI) Claims.

1) All deceased Family members of USAR Soldiers covered by Family SGLI (FSGLI) must be reported directly to USARC CASOPS to process the FSGLI claim. Required documents needed to process the FSGLI claim are the death certificate (listing the final cause and manner of death) and the SGLV 8283A (Claim for Death Benefits). If the death is ruled a homicide or undetermined, the Soldier/unit must provide a police report or statement from the police on their letterhead stating there was no beneficiary involvement. Email: [usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil](mailto:usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil).

2) Stillborn child whose death occurs before expulsion, extraction, or delivery, and not for the purposes of abortion, and:

a) whose fetal weight is 350 grams or more; or

b) If the fetal weight is unknown, whose duration in utero was 20 or more completed weeks of gestation, calculated from the date the last normal menstrual period began to the date of expulsion, extraction, or delivery.

c) In cases of multiples pregnancies (i.e. twins, triplets, etc.), if one of the stillborn children of the same pregnancy meets the fetal weight of 350 grams or more, all stillborn children of that multiples pregnancy are eligible for coverage.

d) The following records may provide the fetal weight and/or gestational age of a stillborn child:

- Hospital records
- Medical records
- Certification from attending physician
- Certificate of Fetal Death
- Certificate of Stillbirth

3) Per 38 CFR 9.5 4 (f):if a stillborn child is otherwise eligible to be insured by the Servicemembers' Group Life Insurance [coverage](#) of more than one member, the child shall be insured by the [coverage](#) of the child's insured biological mother.

4) Stillborn deaths must be reported directly to USARC CASOPS to process the FSGLI claim. Required documents needed to process the FSGLI claim are the death

certificate (listing the final cause and manner of death) or one of the above referenced documents and the SGLV 8283A (Claim for Death Benefits).

#### 5. Survivor Outreach Services (SOS).

a. SOS demonstrates the Army's commitment to Families of the Fallen by providing support and standardized services to Active, Reserve, and Army National Guard Families. SOS is a holistic and multi-agency approach to delivering services by providing access at garrisons and communities closest to where Families live. Benefits Coordinators, Financial Counselors, and Support Coordinators are professionals available to deliver individualized support and attention to Survivors across the nation. Support Coordinators function as the long term support personnel for Survivors. Support Coordinators facilitate access to support groups and life skill education, and connect Survivors with counseling resources. Support Coordinators work closely with Benefits Coordinators, Casualty Assistance Officers, local, state, and governmental agencies and nongovernmental organizations to ensure Survivors receive necessary benefits and services.

b. Upon death of a USAR Soldier, the unit POC (Commander, unit administrator, chaplain, etc.) will contact the Family PNOK to obtain and verify contact information for applicable Family members. Unit POCs will coordinate with SOS to provide a warm hand-off to Family members. SOS USARC POCs can be reached at 910-570-8276/8856.

#### 6. Casualty Records Maintenance.

a. IAW AR 638-8 and AR 600-8-104, all Soldiers are required to have a valid DD Form 93 and SGLI Election Certificate within their Army Military Human Resource Record/Official Military Personnel File (AMHRR/OMPF). The preferred system to establish and update beneficiary information on the DD Form 93 is the Army's personnel system, electronic military personnel office (eMILPO). The preferred system to establish and update SGLI coverage is the SGLI Online Enrollment System (SOES) at [www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect). Soldiers can access this site with a CAC or using their DS log-on. The DD Form 93 and SGLI Election Certificate in SOES are official and legal document, which designate the beneficiaries for certain benefits in the event a Soldier is missing in action or deceased. Units are responsible for ensuring a new DD Form 93 and SGLI Election Certificate are completed when a Soldier is attached/ assigned to them. The DD Form 93 and SGLI Election Certificate should be reviewed annually with the Soldier to ensure information is still current and digitally signed by the Soldier. When changes occur requiring and update to the DD Form 93, the individual Soldier is responsible for notifying his/her unit. When changes occur requiring and update to the SGLI Election Certificate, the individual Soldier is responsible for updating the document in SOES themselves.

- 1) A Soldier must update the DD Form 93 for the following reasons:
  - a) Change in PNOK contact information
  - b) Change in PADD, beneficiaries, or distribution amounts
  - c) Legal name change
  
- 2) A Soldier must update SGLI Election Certificate for the following reasons:
  - a) Change in beneficiaries or distribution amounts
  - b) Election to increase or decrease the amount of SGLI coverage
  - c) Election not to have SGLI coverage
  - d) Legal name change

b. Designation of beneficiaries on the DD Form 93 and SGLI Election Certificate is required to be by name. Soldiers cannot designate beneficiaries "BY LAW" or "BY WILL". When a Soldier designates two or more beneficiaries as principal or contingent, the fractions, percentages, or monetary amounts the share to be paid to each beneficiary will be shown on the form.

c. If an Army Reserve Soldier is determined to be an unsatisfactory participant, which is generally defined by a Soldier who has accrued 9 or more unexcused absences in a 12-month period or has failed to report to or complete Annual Training (AT), the unit should initiate removal procedures and send a "Declaration of Unsatisfactory Participation/Termination of Servicemembers' Group Life Insurance Notification" to the Soldier's official address. The notice must clearly state the Soldier's SGLI will be terminated effective 60 days from the date of the notice. The notice must be sent certified mail, return receipt requested. A copy of the notification and post receipt confirming delivery will be uploaded into the Soldier's iPERMS record.

7. Point of contact for Army Reserve casualty reporting is the USARC Casualty Operations Branch at 910-570-8375/8840/8093, email [usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil](mailto:usarmy.usarc.usarc-hq.mbx.ar-ops-center@mail.mil). Point of contact for IMA and IRR Soldiers is 502-613-4335, [usarmy.knox.hrc.mbx.epmd-pab-irr-ima-ret@mail.mil](mailto:usarmy.knox.hrc.mbx.epmd-pab-irr-ima-ret@mail.mil)

**Branch of Service SGLI Coverage and Premium Payment Contact Information for Reserve and Guard Members Drilling for Points**

Branch of Service	Telephone Contact	Mail Contact
<p><b>Army</b></p>	<p>For coverage status and premium payment inquiries, call 888 276 9472 between the hours of 8:00 a.m. and 4:00 p.m. EST, Monday thru Friday,</p> <p>or Email:  <a href="mailto:USARMY.KNOX.HRC.MBX.TAGD-SGLI@MAIL.MIL">USARMY.KNOX.HRC.MBX.TAGD-SGLI@MAIL.MIL</a>.</p>	<p>1. Troop Program Unit (TPU) Reservists and Guard members in a pay or non-pay status accumulate debts for unpaid SGLI premiums on their Defense Joint Military Pay System - Reserve Component Master Military Pay Account (DJMS-RC MMPA). TPU Reserve or National Guard Soldiers with a DFAS Debt Notice (or an SGLI Debt reflected on their LES) must contact their Chain of Command for resolution or to pay premiums by mail, send check or money order to:</p> <p>DFAS-IN Disbursing Operations                      Attn: Collection Department 3292                      8899 E. 56th Street                      Indianapolis, IN 46249</p> <p>Check or money order should be clearly marked "SGLI payment" and made payable to the "U.S. Treasury", and must include Soldier's full Social Security number.</p> <p>NOTE: National Guard members that are "Attached" and "Drilling for Points Only" should reach out to the United States Property and Fiscal Office (USPFO) in their State. Each State, Territory and the District of Columbia has a USPFO and a Military Pay Section that they can contact directly. USPFO's can be easily found on the internet. Members should make a check out to the "US Treasury" for the amount of the premium due and send it to their USPFO, ATTN: Check Control</p>

	<p>Officer, at the address provided by their State.</p> <p>2. For Individual Ready Reserve (IRR) or Individual Mobilization Augmentation (IMA) Soldiers that are "Attached" and "Drilling for Points Only", HRC will send out individual billing notices. Soldiers in this category are required to send their payments to the address below (which will be reflected in future HRC SGLI notices):</p> <p>U.S. Army Human Resources Command Special Compensation Branch/ SGLI ATTN: AHRC-PDR-C 1600 Spearhead Division Ave Dept. 420 Fort Knox, KY 40122-5402</p> <p>Forms of acceptable payment is limited to a Personal Check (includes Cashier's Check) or Money Order and be made payable to "Collection Agent, DSSN 5570". It should be clearly marked "SGLI payment" and contain Soldier's full Social Security number.</p> <p><b>HRC SGLI Notes:</b></p> <ol style="list-style-type: none"><li>1. HRC does not have visibility of SGLI records/information for TPU or NG Soldiers that will permit the tracking/posting of SGLI payments.</li><li>2. HRC cannot process payments for Reserve Troop Program Unit (TPU) Soldiers. They must contact their unit S1 or higher headquarters (US Army</li></ol>
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		<p>Reserve Command (USARC).</p> <ol style="list-style-type: none"> <li>3. HRC cannot process payments for the National Guard (NG). They must contact the United States Property and Fiscal Office (USPFO) for the state in which they serve.</li> <li>4. Soldiers that have received a DFAS Debt Notice or Debt is reflected on their LES, must contact DFAS for resolution of debt.</li> </ol>
<p><b>Navy</b></p>	<p>For coverage status and premium payment inquiries, contact the Defense Finance Accounting Service (DFAS) at 1-888-332-7411, press 2 for "Military Pay"</p>	<p>To pay premiums by mail, send check or money order to:</p> <p>DFAS- Cleveland Center  ATTN: SGLI Processing - Code ADBC  1240 East 9th Street  Cleveland, OH 44199-2056</p> <p>Check or money order should be clearly marked "SGLI payment" and made out to U.S. Treasury. Please include Social Security number on check.</p> <p>Sailors also have the option of paying online at <a href="http://www.pay.gov">www.pay.gov</a>.</p>
<p><b>Air Force</b></p>	<p>For coverage status and premium payment inquiries, contact the Defense Finance Accounting Service (DFAS) at 1-888-332-7411, press 2 for "Military Pay"</p>	<p>To pay premiums by mail, send check or money order to:</p> <p>Disbursing Operation Directorate  3801 Center Collections  PO Box 269490  Indianapolis, IN 46249</p> <p>Check or money order should be clearly marked "SGLI payment" and made out to U.S.</p>



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		<p>Treasury. Please include Social Security number on check.</p>
<p><b>Marine Corps</b></p>	<p>For coverage status and premium payment inquiries, contact the Marine Forces Reserve Customer Service Center at <b>1-800-255-5082</b>.</p>	<p>To pay premiums by mail, send check or money order to:</p> <p>MARFORRES, Finance Office        ATTN: FISCAL        2000 Opelousas Ave        New Orleans, LA 70146</p> <p>Check or money order should be clearly marked "SGLI payment" and made out to U.S. Treasury. Please include Social Security number on check.</p>
<p><b>Coast Guard - Personnel and Pay Center</b></p>	<p>For coverage status and to pay premiums by credit or debit card, call 785-339-3706.</p>	<p>To pay premiums by mail, send check or money order to:</p> <p>Commanding Officer (FAR)        USCG Pay &amp; Personnel Center        ATTN: SGLI/Cashier        444 SE Quincy Street        Topeka KS 66683-3591</p> <p>Check or money order should be clearly marked "SGLI payment" and made out to U.S. Coast Guard. Please include name and Employee ID number.</p>

Reviewed/Updated Date: September 17, 2018

Source: <https://www.benefits.va.gov/> - SGLI Coverage and Premium Payment Contact Information for Reserve and Guard Members Drill for Points