

## Checklist for Surviving Spouses/Families

The death of a loved one is a very difficult time. During this period of grief and emotional readjustments, important arrangements must be made. The following checklist will help guide you through the steps that need to be taken after the death of a loved one.

- If you are the spouse/family member of an Air Force retiree, contact the Scott Air Force Base (AFB) Casualty office at (618) 256-6508; or if you are not in the local area of Scott AFB, call **(877) 353-6807 and enter your zip code** when prompted to be connected to your nearest Air Force Casualty Assistance Representative (CAR).
  - The CAR can assist with benefits to which you may be entitled such as, Survivor Benefit Plan (SBP), Dependency and Indemnity Compensation (DIC), and unpaid retired pay etc.
  
- If you are the spouse/family member of a retiree from another branch of service, contact one of the following:
  - Marine Corps: (800) 772-8724
  - Navy: (800) 368-3202
  - U.S. Coast Guard: (800) 772-8724; (314) 269-2372
  - Army: (800) 626-3317
  
- Locate/obtain important documents: You will need to obtain several certified copies of death certificate from the funeral home. Also locate marriage certificate, divorce decrees, DD 214 (Certificate of Release or Discharge), Military Retiree Account Statement (RAS), itemized list of expenses from funeral home, banking information, wills or other life insurance policies, list of payees and amounts deposited into retirees account.
  
- Call Defense Finance and Accounting Service (DFAS) at (800) 321-1080 to report the death of a military retiree or SBP annuitant.
  
- Call Department of Veterans Affairs (VA) at (800) 827-1000 to report the death of a Veteran or dependent of a Veteran.
  - VA also assists with burial and plot interment allowance (based on eligibility).
  - Funeral home can assist with VA burial allowance claim, coordination of military funeral honors, and interment in VA National Cemetery coordination.
  
- For military funeral honors, please contact Scott AFB Honor Guard at (618) 256-4586. After hours: (618) 210-1176; Email [375FSS.honorguard@us.af.mil](mailto:375FSS.honorguard@us.af.mil) A DD-214 is required. For more information and to download Scott AFB Form 6, Request Form, go to <https://www.scott.af.mil/Units/Honor-Guard/>
  
- To request DD Form 214 or service treatment records for military member, complete SF-180; form and instructions can be found at: <https://www.archives.gov/veterans/military-service-records/standard-form-180.html> Fax your request to the Customer Service Team at (314) 801-0764, or call the customer service staff at (314) 801-0800 if you have questions or require same-day service.

- If your burial request involves interment at a Department of Veterans Affairs National Cemetery, contact the National Cemetery Scheduling Office at (800) 535-1117.
- Call Social Security Office at (800) 772-1213 for information on benefits for spouse and/or minor children. If your loved one was already receiving benefits, do not deposit any check received after death and do not spend direct deposit funds before contacting Social Security Office.
- If the deceased was a Civil Service or Federal Employee Retirement System retiree, notify the Office of Personnel Management (OPM) at (888) 767-6738. If the deceased was OPM beneficiary/annuitant, report the death of annuitant to OPM.
- Contact Retirement Service Office or Retired Affairs Office at the closest military installation to your residence for information and assistance. Scott AFB Retiree Activity Office please call (618) 256-5092.
- Call Air Force Aid Society (AFAS) at (618) 256-8668 to see if eligible for financial assistance. The Air Force Aid Society provides Airmen and their families worldwide with emergency financial assistance, education assistance, and an array of base-level community-enhancement programs. To learn more, visit [www.afas.org](http://www.afas.org).
- If your loved one was a Military/Dependent ID cardholder, update DEERS at (800) 538-9552. Surviving Spouses/Eligible Dependents will need a new Military Dependent ID card issued:
  - To locate your closest ID Card Issuance Office and to make an appointment online go to:
    - <https://rapids-appointments.dmdc.osd.mil/>
    - You will need to bring 2 forms of valid ID and copies of supporting documents (marriage/death certificate, school certification etc.)
  - You may also fax a copy of the death certificate to (800) 336-4416
- Call Humana Military/TRICARE Office at (800) 444-5445, to learn about impacts on benefits/coverage. You do not need to report death to TRICARE, this information is received from Social Security Administration (SSA) or when you update DEERS at your local ID Card Office. For more information visit [www.tricare.mil](http://www.tricare.mil)
- If your loved one had auto-prescriptions mailed out, you need report the death to Express Scripts (TRICARE pharmacy contractor) at (877) 363-1303. This will update Express Scripts system, and stop future prescriptions from being mailed.
- TRICARE bereavement counseling/mental health care services are available for you during times of grief. Outpatient therapy is covered for up to two sessions per week in any combination of individual, family, group or collateral sessions. Care access and rules vary by beneficiary type, location and TRICARE program option. For more information call Humana Military/Tricare at (800) 444-5445 or speak to your primary care provider manager.
- To dispose of any unused prescriptions please use the MedSafe medication disposal at the Scott AFB Main Pharmacy. All unused meds can be dropped into the MedSafe receptacle using the top medicine-drop door. Leave meds in original packaging/containers when possible. All liquids must

be in plastic baggies (no liquids more than 4oz). For more info call pharmacy at (618) 256-7345, 310 W. Losey St. 8-5pm.

- For information about wills and probate, contact Probate Clerk at your Local County Courthouse or Scott Air Force Base Legal Assistance can be reached at (618) 256-3542. Update your own personal will or Trust, health insurance, medical directives, etc. Include changes in beneficiaries, and inform family where personal information is stored.
- Many states have passed laws providing certain rights, benefits, and privileges to the surviving spouse and children of the deceased service member. These benefits include bonuses, educational assistance, employment opportunities, tax relief, and others. Seek further information on the laws pertaining to a particular state at [www.myairforcebenefits.us.af.mil](http://www.myairforcebenefits.us.af.mil)
- Notify any banks, credit unions (some credit unions supply life insurance), investment companies, insurance companies, mortgage companies, property insurance, auto insurance etc. where deceased had an account to remove name of deceased spouse. Ask about death benefits and Credit Life insurance.
- Notify all life and/or health insurance companies with whom your spouse had a policy.
- If the deceased was retired from the private sector and participated in a retirement plan, notify that employer administrator.
- If your loved one was employed at the time of death, you should contact the employer regarding any benefits for spouse and/or children. Inquire about final paycheck, vacation and/or sick leave compensation, and Worker's compensation benefits if death was work-related. Also contact any previous employers to see if you are entitled to any benefits.
- Notify utility companies if deceased was the billed party; however, specify how to address remaining/continuing bills.
- If there were monthly or recurring membership programs (i.e. gym memberships) contact companies on how to address remaining/continuing bills.
- Contact credit card companies. If cards are joint or in spouses name only, consider having cards issued in your name to build your own credit. Be very careful not to overextend, often-unexpected expenses accompany the death of a spouse.
- Collect any debts owed to deceased by other persons.
- Check with fraternal organizations for any benefits due to you.
- If appropriate, transfer all jointly held property, bank accounts, house deeds, other property titles, car titles, boats/trailers etc. titles, safe deposit boxes, investments, stocks/bonds/annuities, vehicles, insurance policies, etc. in your name.

- Obtain hospital and medical statements as soon as possible. It is suggested that statements be kept in a 3-ring binder by date of service for easy reference.
- Notify each credit bureau in order to place monitor/alert of your deceased loved one credit. Scammers may steal information from obituary and open lines of credit. The credit bureaus can place a 1 year freeze of credit. Living family members will also become a target for ID theft and cyber scams. If ID theft is suspected, notify local police and file a complaint at [www.identifytheft.gov](http://www.identifytheft.gov)
- You may wish to contact an accountant and/or reputable financial advisor. Service Member Group Life Insurance (SGLI) and FSGLI, VGLI beneficiaries only can receive free financial counseling through FinancialPoint at (888) 243-7351; [www.financialpointplus.com](http://www.financialpointplus.com) or email: [fcs@FinancialPoint.com](mailto:fcs@FinancialPoint.com)
- Notify the Department of Motor Vehicles (DMV) if your loved one had a driver's license, state ID or vehicle registered in their name.
- To receive Survivor Benefit Plan (SBP) annuitant statements, federal income tax statements (1099-R), and other DFAS-CL documents call (800) 321-1080 or to request 1099-R online visit DFAS website: <https://www.dfas.mil/legislativeaffairs/congressionalstaffs/taxstatements.html>
- If you choose to donate belongings (clothes, uniforms etc.) please call Scott AFB Airman's Attic at (618) 256-3840.
- The Air Force Enlisted Village's focus and primary goal is to "Provide a Home" and financial assistance to surviving spouses. Information regarding admission requirements and services available at the Air Force Enlisted Village can be found at [www.afev.us](http://www.afev.us) or by calling toll free 800-258-1413.
- The Air Force Village Charitable Foundation provides assistance to Air Force officers' surviving spouses who have fallen on hard times. For more information, call 866-553-5389 or visit <http://www.blueskiesoftexas.org/>
- The General and Mrs. Curtis E. LeMay Foundation helps widows of all Air Force retirees, both officers and enlisted, through financial grants of assistance — it does not offer loans. Call 800-554-5510 or visit [www.lemayfoundation.org](http://www.lemayfoundation.org).

**Casualty Assistance Representatives (CARs)**  
**Scott AFB Military & Family Readiness**  
**Center 404 W. Martin St. Bldg. 1650**  
**Scott AFB, IL 62225**  
**[Casualty.scott@us.af.mil](mailto:Casualty.scott@us.af.mil)**  
**(618) 256-6508**

