
Casualty Assistance Calls Officer Notification Checklist

Preparation

- Contact Regional CACO Office prior to departure for specific guidance.**
- Personnel Casualty Report and Other Forms:** Obtain a copy of the Personnel Casualty Report (PCR), Page 2 and SGLI Election Form (fax to the appropriate Regional CACO Office in the event that you are representing the Command. In accordance with the Privacy Act of 1974, Next of Kin shall not see or be told who the beneficiaries are on the Page 2 or SGLI Election Form.)
 - ***HIGHEST PRIORITY: MAKE SURE MESSAGE IS SENT WITHIN FOUR HOURS*****
- Chaplain:** Arrange for a Chaplain to accompany you on the Notification visit. If a Chaplain is not available arrange for another person to accompany you.
- Latest Information:** Contact the parent command to receive the latest information concerning the casualty.
- Transportation:** Secure a government vehicle.
- Directions and Map:** Obtain directions and/or a map to the home of the Primary Next of Kin (PNOK).
- Calling Card:** Prepare several CACO Calling Cards.
- Uniform:** Prepare uniform for Notification visit.
 - Summer: Service Dress Whites
 - Winter: Service Dress Blues

Notification of Primary Next of Kin

- Time of Notification:** Notification will be made between the hours of 0500 and 2400 unless one of the following circumstances occurs:
 - Death occurred in theater during the war.
 - High media interest.
 - Otherwise directed by NI35C or Regional Commander.
- Media Attention:** If contacted by the media, have them contact your PAO. If your command does not have a PAO have them contact your ISIC PAO.

In-Person Contact with NOK: Identify and make contact IN PERSON with the Primary Next of Kin immediately. If notification must be made at place of employment, speak with a manager or someone in charge. Try to arrange for a private place to make the notification, and arrange to get the NOK home safely.

- Use the following statement:** (specific information can be read from Items Charlie and Delta on the PCR):
“On behalf of the Secretary of the Navy, I regret to inform you that your (relation) died today of (list circumstances as known).”
 - Casualty Details:** Provide NOK with reported circumstances of the incident.
 - Location of Remains:** Inform NOK of current location of remains (PCR Item Echo). Update family daily on the location of their loved one’s remains and the anticipated transportation date.
 - Notifying Other Active Duty Relatives:** Inform the NOK that the American Red Cross can assist with notifying any other active duty relatives.
 - Letter of Circumstances:** Inform NOK that a condolence letter is forthcoming from the Commanding Officer and then follow up with parent command to ensure the letter is prepared and mailed to PNOK.
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- Investigations:** Advise NOK that investigations will be conducted as warranted, i.e., Line of Duty, JAGMAN, Aircraft Mishap, police report, and that you can assist them in getting the results of any relevant investigations.
 - Immediate Needs:** Inquire as to any immediate needs of NOK (for example, food or emergency financial needs). Assistance can be obtained from the local Navy-Marine Corps Relief Society office and the American Red Cross.
 - Death Gratuity (Electronic Funds Transfer):** Provide Death Gratuity recipients with the DD397 and EFT payment form to fill out. When completed, fax to the Regional CACO office.
 - Death Gratuity (Paper Check Only):** Provide the following information to the Death Gratuity recipient(s): Disbursing Office name, Disbursing Officer name, phone number and fax number. Contact your Disbursing Office to make arrangements for the death gratuity check. When completed, fax to the Regional CACO office.
 - If the Casualty is an Officer:** Obtain the following information from the PNOK:
 - Date of Birth: _____
 - Place of Birth: _____
 - Religion: _____
 - Home of Record: _____
 - Place of Entry: _____
 - Do Not Leave PNOK Alone:** Before leaving the PNOK, ensure that they are not alone by arranging for someone to be with them (family, friends or ombudsman) to provide continuing support and assistance.
 - Arrange Funeral Arrangements Visit:** Before leaving, assure the PNOK that you will provide continuing assistance and continued availability. Arrange for a visit with the PNOK the following day to make funeral arrangements.
 - CACO Calling Card:** Leave several completed CACO Calling Cards with the PNOK.

Follow Up to the Notification Visit

- Provide Information to Regional CACO Office (ROC if after hours):** Immediately report the following by phone
 - Date of Notification: _____
 - Time of Notification: _____
 - Verified Name of PNOK: _____
 - Address and Phone of PNOK: _____
 - Accompanying Chaplain's Name (if applicable): _____
 - Social Security Number of PNOK (If applicable): _____
 - Provide Information to Commanding Officer of Deceased Service Member:** Call the Deceased Service Member's Commanding Officer and report the date and time of notification to the PNOK (PCR Item Bravo).
 - MAO/DAO:** Contact the Mortuary Affairs Office or Decedent Affairs Officer for a detailed breakdown of authorized mortuary benefits and guidance.
 - Legal Issues:** Contact Navy Legal Services Office for guidance as needed.
 - (Appointment Date/Time: _____)
 - Advise Others:** Keep NI35C, other involved CACO offices, and any other CACOs assigned to this case informed of any issues.
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Additional Administration: Keep accurate and up-to-date case notes in your case file.

- Travel Notes
 - Mileage records for travel claims
 - Official cell phone calls above normal plan
- Make 2 copies of all documents
 - Maintain file copy and give one to PNOK/SNOK

Forms for the Notification Visit

- Personnel Casualty Report
- Copy of Page 2/RED
- Copy of SGLI Election Form
- CACO Master Information Sheet

Forms and Information in “Notification Visit” Folder in CACO Toolkit

| Form Name | Form Number |
|--|-------------|
| Aircraft Mishap Investigation Request | |
| Autopsy Request Sample | |
| CACO Calling Card Template | |
| CACO Master Information Sheet | |
| Death Cases Involving Autopsy | |
| Death Gratuity EFT Payment Form | |
| Death Gratuity Payment | DD 397 |
| Freedom of Information Act Request | |
| Instructions | DD 1375 |
| JAGMAN Investigation Results Request | |
| MILPERSMAN 1770-280 | |
| NCIS Investigation Results Request | |
| Personal Effects Sample | |
| Personal Effects Waiver | |
| Policy Report Request | |
| Privacy Act Authorization | |
| Report of Casualty | DD 1300 |
| Request for Payment of Funeral and or Interment Expenses | DD 1375 |

Case Contact Information for Notification Visit

| Contact Type | Contact Information (Name, Phone, Fax, E-mail, etc.) |
|---|--|
| American Red Cross | 877-272-7337 |
| Chaplain | |
| Command Information (CO, XO, CMC, Disbursing, etc.) | |
| Decedent Affairs Office | |
| Disbursing Office | |
| Mortuary Affairs Office | Toll Free: (866) 787-0081 After Hours Cell: (901) 233-6342/(901) 573-1221 Fax: (901) 874-2003 (DSN 882-) |
| Navy Legal Services Office | |
| Navy-Marine Corps Relief Society | Arlington, VA Office/Toll Free: (703) 654-8364 |
| Other CACO Offices/Officers | |
| Regional CACO Office | |

Casualty Assistance Calls Officer Funeral Arrangements Visit Checklist

- Uniform:** Service Khaki
- Death Gratuity (Paper Check Only):** Deliver the Death Gratuity check (if not already delivered).
 - Have PNOK sign the DD-397, Claim Certification and Voucher for Death Gratuity Payment, and fax the signed copy to the Regional CAC Office.
- NAVPERS 1770/8:** Obtain the signature of the PNOK on the "Consent for the Release of Personal Information Form" (NAVPERS 1770/8) and fax it to the Regional CACO Office and NI35C.
- NAVPERS 1770/9:** Complete the "Primary/Secondary Next of Kin Information Form" (NAVPERS 1770/9). Ensure that all blocks are completed to include all zip codes +4 (example: 12345-6789).
- Location of Remains:** Continue to update family daily on location of their loved one's remains and the anticipated transportation date.
- Funeral Allowances:** Counsel PNOK on funeral options/allowances.
 - Disposition of Remains Form: Assist the Person Authorized to Direct Disposition of remains (PADD) in completing the form.
 - Fax a signed copy of the form to the Regional CAC Office and all other parties concerned.
- Payment of Funeral and/or Interment Expenses (DD-1375):** Obtain PNOK signature for each funeral home used.
 - Fax to Regional CAC Office and MAO.
- Navy Escort:**
 - Inform the PNOK of the Navy escort of remains (provided by the Casualty's command. Arrangements for travel of the escort/remains will be funded by the MAO or the DAO).
- Funeral Honors:**
 - Inform the PNOK of eligibility and availability of funeral honors.
 - Arrange for funeral honors through the Regional CAC Office.
- Funeral Date:** _____
 - Advise the PADD to not schedule a firm funeral date until the remains arrive at the receiving funeral home.
- Funeral Travel Allowances:**
 - Assist with the family's travel needs.
 - Verify with the airline that the tickets are indeed purchased and waiting.
- Survivor Benefit Applications:**
 - Advise the PNOK that survivor benefit applications will be forthcoming within the next ten working days, and that you will call and make an appointment with them to assist with the completion of the applications.
- Funeral Attendance**
 - Advise the PNOK of your planned attendance at the funeral.
- Advise Others:** Keep COMNAVPERSCOM, other involved CACO offices, and any other CACOs assigned to this case informed of any issues.
 - Submit NAVPERS 1770/7 — every 30 days until case is closed.

Forms for the Funeral Arrangements Visit

- Death Gratuity Check (if not already delivered) and Form DD-397
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- Disposition of Remains Form (If not completed during initial visit)
- If not all remains are recovered — Disposition of Remains Election Statement — Initial Notification of Identified Partial Remains (CJMAB 1)
- Partial Remains found/identified — Disposition of Remains Statement — Notification of Subsequent Identified Partial Remains (CJMAB 3)
- In Theater of Combat Operations only — Election for Air Transportation of Remains from a Theater of Combat Operations (CMJAB 4)
- Request for Payment of Funeral and/or Interment Expenses (DD-1375)
- Primary/Secondary Next of Kin Information Form (NAVPERS 1770/9)
- Consent for the Release of Personal Information (NAVPERS 1770/8)
- Casualty Assistance Calls Program (NAVPERS Form 1770/7)

Forms and Information in the CACO Toolkit:

| Document Name | Form Number | Folder |
|--|----------------|----------------------------|
| Application for Standard Government Headstone or Marker for Installation in a Private Cemetery or a State Veterans' Cemetery | VA 40-1330 | Funeral Arrangements Visit |
| Buglers Manual | | Funeral Arrangements Visit |
| Burial At Sea Request Form | | Funeral Arrangements Visit |
| Casualty Assistance Calls Program | NAVPERS 1770-7 | Funeral Arrangements Visit |
| Consent to Release Personal Information | NAVPERS 1770-8 | Funeral Arrangements Visit |
| Disposition of Remains Election Statement — Notification of Subsequent Identified Partial Remains (Without Group Remains) | CJMAO Form 3 | Funeral Arrangements Visit |
| Disposition of Remains Election Statement/Initial Notification of Identified Partial Remains | CJMAB Form 1 | Funeral Arrangements Visit |
| Election for Air Transportation of Remains from a Theater of Combat Operations | CJMAB Form 4 | Funeral Arrangements Visit |
| Funeral Travel Instructions | | Funeral Arrangements Visit |
| Instructions for DD 1375 | DD-1375 | Funeral Arrangements Visit |
| Military Escorts for Human Remains — April 2006 | | Funeral Arrangements Visit |
| Naval Funerals at Arlington National Cemetery | NAVPERS 15956D | Funeral Arrangements Visit |
| Navy Military Funerals | NAVPERS 15555D | Funeral Arrangements Visit |
| Primary/Secondary Next of Kin Information | NAVPERS 1770-9 | Funeral Arrangements Visit |
| Request For Payment Of Funeral and/or Interment Expenses | DD-1375 | Funeral Arrangements Visit |
| Statement of Disposition of Remains | DD-1351-2 | Funeral Arrangements Visit |
| Travel Voucher or Subvoucher | | Funeral Arrangements Visit |

Case Contact Information for Funeral Arrangements Visit

| Contact Type | Contact Information (Name, Phone, Fax, Email, etc.) |
|--|--|
| Mortuary Affairs Office (MAO), Millington, TN (Formerly "MMSO" Great Lakes, IL) | 1-866-787-0081 FAX 901-874-2003 Cell Numbers – 901-233-6342 or 901-573-1221 Navy Mortician on duty - 24 hours a day |
| Airline for Travel to Funeral | |

Casualty Assistance Calls Officer Benefits Visit Checklist

- Uniform:** Service Khaki
 - Benefits Brief**
 - Upon receipt of the benefits package (to be sent to the CACO within 10 days of receipt of the PCR), call the Regional CAC Office to arrange to attend a brief on assisting the PNOK in completing applications for benefits.
 - Download applicable forms as indicated in the benefits package checklist provided by COMNAVPERSCOM prior to attending the brief.
 - Make an appointment with the PNOK for the Benefits Visit. Date/Time: _____
 - Privacy Act Authorization**
 - Have the PNOK sign the Privacy Act Authorization, if not already done, and attach a copy to all benefit claim forms.
 - DD-1300**
 - Make copies of the DD 1300 as needed.
 - Attach a copy of the DD-1300 to all benefit claim forms.
 - Housing**
 - Advise the family on housing options.
 - Family Choice: _____
 - Inventory of Personal Effects**
 - If required by the Command, conduct an inventory of all personal effects, document, and arrange for delivery to the appropriate recipient.
 - When inventory is complete and a DD-1300 with a Line of Accounting is received, contact the Personal Property Office.
 - Monitor status of personal effects and address inquiries to member's command. (Should be inventoried and shipped within 14 days.)
 - Recordkeeping and Tracking**
 - Keep copies of all claims submitted.
 - Copy for your case file.
 - Copy for PNOK.
 - Fax a copy of all completed application forms to the Regional CACO Office.
 - Monitor the progress of all survivor benefit entitlements by submitting a CACO Ticker (NAVPERS 1770/7) as follows:
 - Submit "initial" NAVPERS 1770/7 to Regional CACO Coordinator within 30 days of the casualty:
 - Due Date _____
 - Submit "interim" NAVPERS 1770/7 every 30 days:
 - Due Date _____
 - Due Date _____
 - Due Date _____
 - Due Date _____
 - Submit "final" NAVPERS 1770/7 when all benefits/monies have been received.
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- Submit DD 1164 via DTS for reimbursement of CACO expenses (for example, mileage, toll, phone calls) to the Regional CAC Office monthly:
 - Due Date _____
 - Due Date _____
 - Due Date _____
 - Due Date _____
- CACO Change
 - If you transfer, turn your case over to another CACO and provide his or her name and phone number to the Regional CAC Office.

Forms for the Benefits Visit

- Benefit Claim Forms as Directed by NI35C
- CACO Tickler (NAVPERS 1770/7)
- DD-1300, Report of Casualty
- DD-1164, Claim for Reimbursement for Expenditures on Official Business (will phase out)
- Privacy Act Authorization

Forms and Information in the “Benefits Visit” Folder in the CACO Toolkit:

| Document Name | Form Number |
|---|-----------------|
| A Summary of VA Benefits Brochure | |
| Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child - In-Service Death Only (DIC) | VA 21-5349 |
| Application for Refund of Educational Contributions (VEAP, Chapter 32, Title 38, U.S.C.) | VA Form 24-5281 |
| BAH Non Receipt Letter to DFAS | |
| Beneficiary Financial Counseling Services Brochure | |
| Claim for Death Benefits | SGLV 8283 |
| Claim For Reimbursement for Expenditures on Official Business | SF-1164 |
| Information Relating to Deceased Participant | TSP-U-17 |
| Inventory of Personal Effects | NAVSUP 29 |
| MGIB Refund Letter 1 | |
| MGIB Refund Letter 2 | |
| Personal Effects Command CACO Designation Letter | |
| Personal Effects Extension Letter | |
| Personal Effects PNOK Designation Letter | |
| Personal Effects Shipment Request | |
| Presidential Memorial Certificate (PMC) Information and Instructions | |
| Presidential Memorial Certificate (PMC) Request Form | VA 40-0247 |
| Request Pertaining to Military Records | SF-180 |
| SGLI Accelerated Benefits Option | |

| Document Name | Form Number |
|---|------------------------|
| Social Security Survivor Benefits | |
| SSA Expedited Claims Procedures | |
| Transportation of Personal Property | NAVSUP Publication 490 |
| TRICARE Survivor Benefits Overview | |
| VA Bereavement Counseling Fact Sheet | |
| VA Death Pension Benefits Fact Sheet | |
| VA Dependents Indemnity Compensation (DIC) Fact Sheet | |
| VA Educational Benefits Information | |
| VA POCs | |

Case Contact Information for Benefits Visit

| Contact Type | Contact Information (Name, Phone, Fax, E-mail, etc.) |
|--------------------------|--|
| NI35C Benefit Claims | NI35C is available to answer questions regarding SGLI at 1-800-368-3202 |
| PERS ITO | Pers-621 (1-800-368-3202) |
| SGLI/OSGLI | Toll-free telephone: 1-800-419-1473 Toll-free fax numbers: Death and accelerated benefits claims only: 1-877-832-4943 All other fax inquiries: 1-800-236-6142 Overseas: Phone Number: 973-548-5699 Fax Number: 973-548-5300 Email: osgli.claims@prudential.com All other inquiries: osgli@prudential.com General Correspondence: Office of Servicemembers' Group Life Insurance 80 Livingston Avenue Roseland, New Jersey 07068-1733 |
| VA Representative/Office | |
| Replacement CACO | |