

# North Carolina Army National Guard Survivors Assistance Guide



27 November 2023

## **SURVIVORS GUIDE FOR CASUALTY ASSISTANCE US ARMY SOLDIERS (RETIRED) (DECEASED)**

This guide is not intended to be a step-by step all-encompassing resource for all benefits for the survivors of deceased retired North Carolina National Guardsman. It is intended as a general resource to assist families. For a full account of available benefits, contact a veteran service officer in your county. The North Carolina Department Military and Veteran Affairs (DMVA) have veteran service officers in every county of North Carolina. Other organizations such as the Disabled American Veterans, (DVA), Veterans of Foreign Wars (VFW), American Legion, and may others have dedicated Veteran Service Officers (VSOs) that can help navigate available benefits that are specific to your situation. <https://www.milvets.nc.gov/>

### **1. Survivor Assistance for US Army Retired**

North Carolina Army National Guard Casualty Assistance office will provide survivor assistance to the eligible Next of Kin and beneficiaries of retired Soldiers collecting retired pay. This guide is designed to assist the Survivor in settling the affairs of the deceased retiree. The retiree's service to the United States contributed to our Nation's strength and their survivors deserve our support.

### **2. Reporting Retiree Deaths**

Each military service is responsible for providing survivor assistance to their own service members. Call the applicable service below to report a retiree death:

#### **North Carolina Casualty Offices**

**NC Army National Guard Casualty Support Office – (984) 664-6566**

**NC Army National Guard Funeral Honors Office – (984) 664-6273**

**Army Reserve – (910) 396-9901 (Option 7 on nights and weekends)**

**Air Force – Pope AAF (910) 394-1442**

**Marine Corps 800-847-1597**

**Navy Military Funeral Honors – 866-203-7791 / Navy Casualty 1- 800- 368- 3202**

**Navy Retiree Casualty (757) 445-4380**

**Coast Guard – 1-866-772-8724**

North Carolina Army National Guard Casualty Assistance office will report all know deaths of US Army, Army Reserve, and Army National Guard to the Casualty Assistance Center at Fort Liberty. The North Carolina Army National Guard Casualty Assistance office will also notify the North Carolina Retirement office and the North Carolina National Guard Association. The Fort Liberty Casualty office will send a casualty report to the **Defense Finance and Accounting Service (DFAS)** to stop the retiree's retired pay but, the Next-of Kin should also call DFAS at **888-332-7411** to ensure the retiree's pay will stopped. Any payment received after the retiree's date of death will have to be returned to DFAS. Once DFAS is notified, they will mail the beneficiary all applicable forms for the unpaid pay and allowances and survivor annuity, if applicable. These forms will arrive within 30-45 days. To expedite payment, complete necessary forms and return to the Fort Liberty Casualty office for processing.

**3. Casualty Assistance Officers.** IAW AR-638-8 para 5-2 Casualty Assistance officers are detailed to the following categories:

- a. Active Duty or Active Guard or Reserve deaths
- b. M-day Soldiers who are in a paid duty status (IDT, AT, ADOS, OTOT)
- c. Separated Service members who are 100% disabled and die within 1 year of separation
- d. Soldiers continuously hospitalized since date of discharge or separation.
- e. Retired Army general officers
- f. Other categories outlined in AR-638-8 para 5-2

**4. Funeral Honors.** The Fort Liberty Casualty/Mortuary Affairs office is responsible for providing military funeral honors to eligible deceased Army personnel within the state of North Carolina. This includes Active Duty, Reserve, National Guard, Retirees and Veterans. Full military funeral honors will be provided for all deceased Active-Duty Soldiers and Medal of Honor recipients. To schedule military funeral honors, contact your funeral director or the North Carolina Army National Guard Funeral Honors section at **(984) 664-6273**.

- a. **Full military funeral honors** will be provided for Army Retirees when resources permit. If resources do not permit, a two-member abbreviated team will render the honors. If a certain rank or individual is requested by the family, the NCNG will attempt to fulfill any requests o present the US Flag during the military funeral honors service based on schedules, available personal, and resources.
- b. **Funeral Honors for all other Army Veterans** will consist of two members to fold and present the flag to the Next-of-Kin and Taps will be rendered by an automated bugle.

**5. Notification of Death Memo:** The Casualty Operations office will distribute a notification of death memo in the following cases:

- a. Currently serving Members of the North Carolina National Guard (NCNG)
- b. Full Time Employees of the NCNG
- c. Retired Members of the NCNG

The notification of death memo will be distributed to key leaders in the NCNG as well as members of the retired community. The retired distribution list is managed by the NCNG Retirement Section.

**6. Notification of Death Memo Distribution:** Notification of Death Memos will be distributed within 24 hours of the complete development of required information and up until the day of a funeral. In order to distribute the notification of death memo, the following information is required.

- a. Expressed Permission of the Next of Kin or the publication of an obituary notice on the website of a funeral service.
- b. Name of the Deceased.
- c. Office/Unit to which assigned or most recently assigned for Retirees.
- d. Visitation Information; Times, Date, and Name and Address of location (if applicable).
- e. Funeral Information; Times, Date, and Name and Address of location.
- f. Interment Information; Times, Date, and Name and Address of location.
- g. Name and relation to the deceased for condolence cards (address published will be of the supporting funeral home and no next of kin).
- h. Name, Title, and Contact information for POC.

**7. Deceased Retiree's Unpaid Pay and Allowances.** The deceased retiree's designated beneficiary or surviving Next-of Kin is authorized payment of the deceased's unpaid portion of retired pay. This is the retiree's pay starting from the 1st of the month through the date of the retiree's death. This pay is requested by completing Standard Form 1174. Complete SF 1174, include a death certificate, and fax or mail to the Fort Liberty Casualty office.

**8. Survivor Benefit Plan.** If the deceased participated in the Survivor Benefits Plan, the surviving spouse or dependent child may be eligible for an annuity. To apply for the Survivor Annuity please complete DD Form 2656-7 (Verification for Survivor Annuity), Direct Deposit Sign-up Form, and Form W4-P (Withholding Certificate for Annuity payments). Once completed fax or mail to the Fort Liberty Casualty office. We will process the claim for you.

**9. Veterans Administration.** Report the retiree's death to the Veteran's Administration at **1-800-827-1000 Option 5** and inquire of benefits or visit their website at: <http://www.va.gov/>

- a. **VA Cemeteries.** Burial benefits in a VA national cemetery for eligible veterans and some

dependents include the gravesite, a headstone or marker, opening and closing of the grave and perpetual care. Many national cemeteries have columbaria or gravesites for cremated remains. Contact the VA for further information or visit the VA Cemetery Administration website at: <http://www.cem.va.gov/>

**b. Headstones and Markers.** VA provides headstones and markers for the unmarked graves of veterans anywhere in the world and of eligible dependents of veterans buried in military post, state veteran or national cemeteries. When burial occurs in a cemetery other than military post, state veteran or national cemetery, the headstone or marker must be applied for from the VA. It is shipped at government expense, but the cost of placing the headstone or marker is the responsibility of the survivor. To apply, complete **Form 40-1330** <https://www.va.gov/vaforms/va/pdf/VA40-1330.pdf>.

**c. Presidential Memorial Certificates.** Presidential Memorial Certificates express the nation's recognition of a veteran's service. Certificates bearing the signature of the current President of the United States are issued honoring deceased veterans with honorable discharges. Eligible recipients include next-of-kin and other loved ones. The award of a certificate to one eligible recipient does not preclude certificates to other eligible recipients. To establish honorable service, a copy of the certificate of discharge or **DD 214** must accompany the request. Contact the local VA office for assistance.

**d. Reimbursement of Burial Expenses.** The Department of Veteran Affairs may reimburse some of the cost of burial expenses. Contact the VA at 800-827-1000 or Veteran service officer to find out how to apply for reimbursement.

**e. Dependency and Indemnity Compensation (DIC).** To be eligible, the deceased must have died from: a disease or injury incurred or aggravated while on active duty or active duty for training; or an injury incurred or aggravated in line of duty while on inactive duty training; or a disability compensable by VA. Eligible unmarried surviving spouse, unmarried children under 18, helpless children between 18-23 attending a VA approved school or low-income parents of deceased service members/ veterans may apply. For those veterans who were totally service-connected disabled at time of death, but the deaths were not the result of their service-connected disability the survivor may qualify if: the veteran was continually rated totally disabled for 10 years or more immediately preceding death; or the veteran was so rated for 5 years from the date of military discharge; or was a former prisoner of war who died after Sep 30, 1999, and who was continuously rated totally disabled at least 1 year preceding death. The discharge must have been under conditions other than dishonorable. For further information please contact VA at **1-800-827-1000**.

**10.Social Security** Social security payments may be made to eligible survivors of deceased retirees if survivors meet one of the following requirements:

#### **How to apply**

Apply at the nearest social security office. Contact **1-800-772-1213** to find the office nearest you and inquire about benefits. Make sure you have the following documents: DD Form 214 (Certificate of Release or Discharge from Active Duty), previous year's W-2 form, Marriage certificate (original or certified copy), Divorce papers (if applicable), Birth certificates (original or

certified copy) and a copy of the death certificate.

### **Social Security Lump Sum Payment**

A Lump sum death payment of \$255 is payable if the deceased, at the time of death, was fully or currently insured for social security payments. The lump sum death payment is paid in the following order of priority:

The widow(er) living in the same household of the deceased at time of death.

The widow(er) who was eligible for benefits based on the deceased member's record for the month of death.

In equal shares to each child who was eligible for benefits based on the deceased member's record for the month of death.

*Contact the nearest social security office or the above number to see if you qualify. Visit the Social Security Office Website for more information at: <http://www.ssa.gov>*

**11.Life Insurance.** Gather all life insurance policies. Check safe deposit boxes, files or papers kept by the retiree. Civilian Insurance policies should have a company or agent to contact. Contact the company or agent, report the retiree's death and ask instruction on how to apply for the benefit. Usually, the death certificate and a claim form or a letter with pertinent information on the deceased and beneficiary is needed in order to pay the claim. **For NCNG Retirees, ensure you check with both [North Carolina National Guard Association](#), and [National Guard Association of the United States](#) and [Enlisted Association of the National Guard of the United States](#).**

**12.ID Cards.** Survivors eligible for DD Form 1173 (Uniformed Services Identification and Privilege Card) should have new cards issued under their new status as soon as possible. You may need a copy of the death certificate, marriage certificate, retirement orders and copies of birth certificates of any eligible children. Contact the nearest military installation ID card section for details. They service all branches of the Armed Forces. ID cards are required for installation access at all DOD installations to access the Post Exchange, Commissary and MWR Facilities. North Carolina Army National Guard Casualty Assistance office can assist with the ID card process at all North Carolina Army National Guard ID card facilities.

Link to Site Locator: <https://idco.dmdc.osd.mil/idco/>

**13. Federal Service.** If the deceased retired from Federal Service, the survivor may be due benefits. Contact Employee Service and Records at **1-888-767-6738 or P.O. Box 45, Boyers, PA 16067.**

**14. Death of an Annuitant.** If a person receiving an annuity from a deceased member's military retirement dies report their death to Annuitant Pay at **1-800-321-1080**. This will stop their pay; DFAS will then mail a claim form for the unpaid pay. Complete the form and return to DFAS for payment. Any check received after the date of death will have to be returned to DFAS.

**15. Financial Assistance.** Should you have an immediate need for financial assistance during this time of adjustment or until your financial affairs are in order, the Army Emergency Relief (AER) may be able to assist you (910)396-8682.

**16. Soldiers and Airmen Assistance Fund:** The Soldiers and Airmen Assistance Fund (SAAF) is a patriotic organization established in 2004. Its mission is to protect the well-being of North Carolina Army and Air Guard families. It is a non-political, 501(C) (3) non-profit charitable organization, providing assistance to families when no other resources are available. Grants are provided for food, shelter, utilities, medical emergencies, wounded warriors, gift cards and education. The SAAF accepts applications and awards grants without regard to race, sex, religion, age or national origin in accordance with its Bylaws. (919) 851-3390, extension 3 or 800-621-6159, extension 3 email: [ncngsaaf@bellsouth.net](mailto:ncngsaaf@bellsouth.net) <https://www.saaf-nc.com/index.html>

**17. North Carolina National Guard Survivors' Outreach Fund.** is a 501(c)(3) organization whose mission is to provide support, information, and services to North Carolina National Guard Gold Star and Survivor family members, to conduct events and memorials in memory of their loved ones, and to encourage the public to honor and remember our fallen heroes. <https://ncngsof.org/>

**18. North Carolina National Guard Association** offers a Sponsored Life Insurance (SSLI) program provides group term life insurance exclusively for actively serving members of the Army and Air National Guard organizations and their dependents. The program is derived from United States Public Law 93-289, May 24, 1974, to encourage persons to join and remain in the National Guard. The North Carolina National Guard is the only authorized provider of this legislatively enacted benefit in North Carolina. This low-cost benefit also provides the Association with funding that provides for the funding of programs that support Soldiers and Airmen in the North Carolina National Guard. <https://ncnga.org/> 919-851-3390.

## SURVIVOR OF DECEASED RETIREE CHECKLIST

\_\_\_\_\_ **Contact the Casualty Assistance Services Office @ 984-664-6566.** Be prepared to provide the Social Security Number of the Retiree. The Casualty Assistance Officer will contact the Defense Finance and Accounting Service (DFAS) and report the death of the military retiree. This call will STOP the military Retiree pay.

NOTE: A report of Death must be completed with DFAS or overpayment of retirement pay will occur.

\_\_\_\_\_ **Military Funeral Honors** Contact the Military Funeral Honors section at **984-664-6273** or coordinate with the funeral director to schedule Military Honors at the memorial service or graveside service.

\_\_\_\_\_ **DFAS:** Contact DFAS at **1-800-321-1080** to report retiree's death. They can answer any questions you may have about the retired pay. DFAS should mail to you the necessary form needed to apply for "Unpaid-Pay" (SF 1174)

\_\_\_\_\_ **Unpaid Pay and Allowances:** Designated beneficiary or spouse is authorized payment of retired pay from the 1st of the month through the day of death. Fill out SF 1174 mail to: Defense Finance and Accounting Service U.S. Military Retired Pay 8899 E 56th Street Indianapolis, IN 46249-1200. Include copy of death certificate.

\_\_\_\_\_ **Survivor Benefit Plan Annuity:** If retiree participated in plan, annuity is payable to authorized dependents. Fill out DD 2656-7, Verification for Survivor Annuity, SF 1199A, Direct Deposit Authorization, Form W-4 and mail to: DFAS – Defense Finance and Accounting Service U.S. Military Annuitant Pay 8899 E 56th Street Indianapolis, IN 46249-1300. Include copy of death certificate. Their phone is **(1-800-321-1080)**.

\_\_\_\_\_ **Social Security:** Contact the Social Security Administration to report the retiree's death. You may be eligible for benefits; you must apply in order to receive benefits. The benefits are determined on a case-by-case basis. Contact the Social Security Office at **(1-800-772-1213)**. They will schedule an appointment for you. On the date of your appointment, you may want to arrange to have someone available to assist you. For additional information visit their website at: [www.ssa.gov](http://www.ssa.gov)

\_\_\_\_\_ **Veterans Administration:** Contact the Department of Veterans Affairs to report the retiree's death. You may be eligible for benefits. The Department of Veterans Affairs is available to answer questions about Veterans Affairs benefits at their nationwide toll-free telephone number, **(1-800- 827-1000)**, (Hearing Impaired may call, **(1-800-829-4833)**). For additional information visit their website at: [www.va.gov](http://www.va.gov) or inquire with your funeral director.

\_\_\_\_\_ **Headstones and Markers:** VA provides headstones and markers for the unmarked graves of veterans anywhere in the world and of eligible dependents of veterans buried in military post, state veteran or national cemeteries. Flat bronze, flat granite, flat marble, upright granite and upright marble types are available. Niche markers are also available for identifying cremated remains in columbaria. Headstones and markers are inscribed with the name of the deceased, branch of service, and the years of birth and death. Optional items that may be



inscribed are military grade, rank or rate, war service, approved emblem of one's belief; and text indicating valor awards. When burial is in a military post, state veteran or national cemetery, the headstone or marker is ordered through the cemetery. When burial is in a civilian cemetery, the headstone or marker must be applied for from the VA. It is shipped at government expense; however, VA does not pay the cost of placing the headstone or marker. To apply complete VA Form 40-1330 and forward it to: Director, Memorial Programs Service (403A), NCA FP Evidence Intake Center PO Box 5237 Janesville, WI 53547 or call **1-800-697-6947**. For additional information on VA benefits visit the web site at [www.cem.va.gov](http://www.cem.va.gov)

\_\_\_\_\_ **Life Insurance:** Gather all insurance policies, check safe deposit boxes, files or papers kept by the retiree. Civilian insurance policies should have a company or an agent to contact. Contact the company or agent, report the retiree's death and ask for instruction on how to apply for the benefit. Government Insurance is listed below:

**\_Veterans Group Life Insurance (VGLI):** Insurance retiree can select to continue after retirement. To report death or check if retiree was insured, call **1-800-419-1473** or write to Office of Serviceman's Group Life Insurance (OSGLI), 213 Washington St., Newark, NJ 07102. If the policy number is unknown, provide the veteran's social security number and date of birth/death. If retiree was insured, they will provide and application for benefits to you. Fill out the application and return with a copy of the retiree's death certificate.

**\_Veterans Administration (VA) Insurance:** Insurance contracted through the VA Insurance Center, (disabled retirees). To report death or check if retiree was insured, call **1-800- 669-8477** or write to Department of Veteran Affairs, Regional Office and Insurance Center, Box 42954, Philadelphia, PA 19101. If the policy number is unknown, provide the veteran's VA file number, social security number, date of birth, military serial number or military service branch and dates of service. If retiree was insured they will provide and application for benefits to you. Fill out the application and return with a copy of the retiree's death certificate.

**The North Carolina National Guard Association** To check if the retiree was insured call 919-851-3390. Claims are typically processed within 1-2 days.

\_\_\_\_\_ **ID Card:** Contact the ID card Section at Fort Liberty (910) 396-9339 to update your ID card or Nearest DEERS remote site.

\_\_\_\_\_ **Financial Assistance:** To meet a financial emergency, the survivor may receive assistance from the Army Emergency Relief (910)396-8682

\_\_\_\_\_ **Financial Counseling:** Financial Counseling is available to all survivors through the North Carolina Army National Guard Family Programs at **984-664-6088** or through the Office of Financial Readiness at **833-200-0035**.

**Documents needed for retiree death claims when applying for  
VA benefits**

- 1. Death Certificate / DD 1300**
- 2. Itemized funeral bill**
- 3. Receipt reflecting funeral bill that has been paid in full and who paid it**
- 4. Direct deposit information**
- 5. Marital information for all marriages to include marriage certificates**
- 6. Divorce information for all previous marriages to include divorce decrees**
- 7. Birth certificates and social security number for minor dependent children**
- 8. Military records: DD-214 / NGB-22 / DA1569**

## DIRECTORY OF FREQUENTLY CALLED TELEPHONE NUMBERS

The telephone numbers listed below will be helpful in the settlement of personal affairs. The list may not be a complete telephone number to every agency; however, the list does include the most frequently contacted agencies.

### **North Carolina National Guard**

NC National Guard Casualty Support Office.....	(984) 664-6566
NC National Guard Military Funeral Honors.....	(984) 664-6273
Human Resources Office, NC National Guard.....	(984) 664-6348
Legal Assistance, NC National Guard.....	(984) 644-6220
Chaplains Office, NC National Guard .....	(984) 664-6198

### **Department of Defense**

Defense Finance and Accounting Service .....	1-800-321-1080
Retired Pay Operation.....	1-800-321-1080
Retired Annuities.....	1-800-321-1080
Fort Liberty Casualty Office (SSC) "Soldiers Support Center .....	(910) 396-9901
Hospital (WAMC).....	(910) 907-6000
Army Casualty .....	1-800-626-3317
TRICARE East.....	1-800-444-5445
Army Emergency Relief.....	(910) 396-0384
DEERS .....	1-800-538-9552
Military One Source.....	1-800342-9647

### **State Resources**

NC Dept. of Military and Veterans Affairs .....	(910) 396-8472
American Red Cross.....	1-877-272-7337
North Carolina National Guard Association.....	(919) 851-3390

**Federal Entities**

Department of Veterans Affairs .....	1-800-698-2411
VA Headstones and Markers .....	1-800-697-6947
Social Security Administration .....	1-800-772-1213
Office of Personnel Management (Federal Retirees) .....	1-888-767-6738
National Serviceman's Life Insurance (NSLI) .....	1-800-669-8477

**Other Resources**

Office of Service Members Group Life Insurance .....	1-800-419-1473
The USO .....	1-877-968-1042

Benefits	Discharged SM (Non-Ret)			Retired SM's		
	120 Day REFRAD	ACETS	RCETS	Grey Area Retiree	RC Retiree	AC Retiree
Support Personnel	Notification Team (CND & Chap)	No	No	No	No	No
	Casualty Officer	Limited	No	No	Limited	Limited
	Summary Courts Marital Officer	No	No	No	No	No
	Escort	No	No	No	No	No
Life Insurance	SGLI	Yes	No	No	No	No
	TSGLI	No	No	No	No	No
	Death Gratuity (VA)	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant
	VGLI	No	Vet Status & Enrolled	Vet Status & Enrolled	Vet Status & Enrolled	Vet Status & Enrolled
	MINGA Life Insurance	No	No	No	No	No
Retirement & Financial Support	Survivor Benefits Pension	No	No	No	Yes	Yes
	Federal Employees Ret System	No	No	No	No	No
	Army Emergency Relief	No	No	No	Yes	Yes
	Dependence & Indemnity Comp (VA)	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant
	RCSPB Enrollment	Yes	No	No	Yes	Yes
Funeral Support	Burial Allowance	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant	VA Disability Reliant
	Mortuary Affairs	No	No	No	No	No
	Military Funeral Honors	Veteran Honors	Veteran Honors	Veteran Honors	Full Honors	Full Honors
	Vet Cem & Headstone	Vet Status	Vet Status	Vet Status	Yes	Yes
	Funeral Travel Expenses	No	No	No	No	No
Sustained Support to MDK	Workers Comp	No	No	No	No	No
	Tricare	No	No	No	Limited	Yes
	Housing Allowance	No	No	No	No	No
	1 Time PCS Move SPT	No	No	No	No	No
	ID Card	No	No	No	Limited	Yes
	Dependents EDU Assist (VA)	No	No	No	No	No
	Survivors Outreach Services	Limited	No	No	Yes	Yes
	Bereavement Counseling	No	No	No	No	No
Other Actions	MDK Identification Pin	No	No	No	No	No
	Flag Case	No	No	No	No	No
	Posthumous Promotion	No	No	No	No	No
Legal Support	DD-93	Yes	No	No	Determines UPPA	Determines UPPA
	Investigation	No	No	No	No	No
	MDK Fatal Incident Debrief (O6)	No	No	No	No	No