

# SURVIVOR CHECKLIST

CHECKLIST PROVIDED BY NAVY MUTUAL AID ASSOCIATION

1-800-628-6011

[www.navymutual.org](http://www.navymutual.org)

This checklist has been prepared to help survivors remember and check on a variety of concerns involved in caring for the affairs of a deceased person. It is not all inclusive and is not intended to replace legal counsel where services of an attorney may be desirable or necessary. It does not address concerns regarding settlement of a deceased's estate.

## CASUALTY ASSISTANCE CALLS OFFICER

Survivors of a military member who dies on active duty will be assigned a Casualty Assistance Calls Officer (CACO) to be their liaison with the service. The CACO is there to help survivors, including assistance with coordination of funeral arrangements and applying for benefits and entitlements. The CACO is not a subject matter expert, but is trained to answer general questions and to refer survivors to the appropriate expert or agency to assist them.

- OBTAIN** certified copies of the death certificate. The Funeral Director will usually provide these to you.
- NOTIFY** life insurance companies of the death. (Navy Mutual will assist a member or their survivors with this procedure.)
- NOTIFY** insurance companies that provided auto and health coverage for the deceased.
- REVIEW** beneficiary designations for life insurance policy(ies) as well as other policies and request revision as appropriate.
- CONTACT** local Social Security office. If unable to reach the local office, then contact the Social Security Administration by phone or online. They will provide information on what action needs to be taken. They will need to know the Social Security number of the deceased.
- CONTACT** appropriate Defense Finance and Accounting Service regarding adjustment in premiums and to file a claim for the Survivor Benefit Plan. (Navy Mutual will assist a member or their survivors with this procedure.)
- If the deceased was a Veteran, **CONTACT** the nearest Department of Veterans Affairs (VA) office. They will assist with applications for survivor benefits and entitlements. The VA also provides a number of burial benefits for deceased military members. (Navy Mutual provides legal representation to the VA as well as counseling and claims assistance for survivors of deceased members.)
- CONTACT** any Veterans Service Organization of which the deceased was a member. They may assist with applications and claims for survivor benefits and entitlements.
- CONTACT** employer(s) of the deceased regarding possible insurance benefits (group coverage), pension funds and any other entitlements.
- NOTIFY** creditors of death and check for possible insurance protection (mortgage insurance, etc.)
- CONTACT** Motor Vehicle Department for information on updating the registration/title of automobile(s).
- NOTIFY** organizations deceased belongs to (auto clubs, service organizations, etc.) Some may provide a benefit to deceased members survivors.
- UPDATE** your Will, Power of Attorney, Durable Power of Attorney, and/or Living Will as necessary.
- NOTIFY** banks, credit unions, investment funds, etc. where the deceased had an account or joint interest.
- RENEW** your military identification card at nearest military facility to reflect your new status.

**>>> Department of Veterans Affairs (VA)**

Benefits (800) 827-1000  
 Life Insurance (800) 669-8477  
**Website:** [www.va.gov](http://www.va.gov)

**>>> Social Security**

(800) 772-1213  
**Website:** [www.socialsecurity.gov](http://www.socialsecurity.gov)

**>>> Defense Finance & Accounting Service (DFAS)**

Retired and Annuity Pay  
 (800) 321-1080  
**Website:** [www.dod.mil/dfas](http://www.dod.mil/dfas)

**>>> US Coast Guard Headquarters**

Decedent Affairs  
 Active Duty (866) 772-8724  
 Retired (800) 772-8724  
**Website:** [www.uscg.mil/hq/g-w/g-wp/g-wpm/g-wmp-2/Decedent.htm](http://www.uscg.mil/hq/g-w/g-wp/g-wpm/g-wmp-2/Decedent.htm)

**>>> National Oceanic and Atmospheric Administration (NOAA)**

Commissioned Personnel Center (800) 224-6622  
**Website:** [www.noaacorps.noaa.gov](http://www.noaacorps.noaa.gov)

**>>> US Public Health Services (USPHS)**

Survivor Assistance (800) 638-8744  
**Website:** [www.usphs.gov](http://www.usphs.gov)

**>>> Navy Military Personnel Command, Casualty Assistance Branch**

Active Duty/Reserves (800) 368-3202  
 Retired (800) 321-1080  
**Website:** [www.npc.navy.mil/commandsupport/casualtyassistance/](http://www.npc.navy.mil/commandsupport/casualtyassistance/)

**>>> Headquarters, US Marine Corps**

Casualty Assistance (800) 847-1597  
**Website:** [www.marines.mil](http://www.marines.mil)

**>>> Military Officers Association of America (MOAA)**

Survivor Assistance (800) 245-8762  
**Website:** [www.moaa.org](http://www.moaa.org)

**>>> Office of Service Member's Group Life Insurance (OSGLI) – SGLI/VGLI**

(800) 419-1473  
 Report a Death (800) 669-8477  
**Website:** [www.insurance.va.gov/sgliSite/default.ntm](http://www.insurance.va.gov/sgliSite/default.ntm)

**>>> Tragedy Assistance Program for Survivors, Inc. (TAPS)**

(800) 959-TAPS (8277)  
**Website:** [www.taps.org](http://www.taps.org)

**>>> Navy-Marine Corps Relief Society (NMCRS)**

(703) 696-4904 or (800) 654-8364  
**Website:** [www.nmcrs.org](http://www.nmcrs.org)

**>>> Arlington National Cemetery**

(703) 607-8585  
 (800) 535-1117

**>>> Tricare**

North (877) 874-2273  
 South (800) 444-5445  
 West (888) 874-9378  
 Overseas (888) 777-8343  
 For Life (866) 773-0404  
**Website:** [www.tricare.mil](http://www.tricare.mil)

**>>> DEERS Eligibility**

(800) 538-9552

**>>> Additional Information on Survivor Benefits can be found at**

- [www.navymutual.org](http://www.navymutual.org)
- [www.lifelines.navy.mil](http://www.lifelines.navy.mil)
- [www.va.gov](http://www.va.gov)
- [www.dod.mil/dfas](http://www.dod.mil/dfas)
- [www.afpc.randolph.af.mil](http://www.afpc.randolph.af.mil)

**>>> Additional Reserve Specific Information**

- <http://arpc.afrc.af.mil/entitlements/rcsbp.asp#0>
- [www.afpc.randolph.af.mil](http://www.afpc.randolph.af.mil) [http://arpc.afrc.af.mil/tools/rcsbp\\_calculator/default.asp](http://arpc.afrc.af.mil/tools/rcsbp_calculator/default.asp)

