
Casualty Assistance Calls Officer

Benefits Visit Checklist

- Uniform:** Service Khaki or Navy Service Uniform for E-6
- 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 Navy Casualty (PERS-13) 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: _____
- Investigations**
 - Provide family with the status of any investigations, and assist with completing the FOIA request, if not done on a previous visit.
- Inventory of Personal Effects**
 - When the command Inventory Control Board completes the inventory and a DD 1300 with a Line of Accounting is received, contact the Personal Property Office to arrange for delivery.
 - Monitor status of personal effects and address inquiries to member's command. (Should be inventoried and shipped within 14 days.)
- Legal Issues:** Contact Naval Legal Services Office for guidance as needed (e.g., appointment for family for probate or guardianship issues).
 - **Appointment Date/Time:** _____

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 CAC office.
- Monitor the progress of all survivor benefit entitlements by submitting a 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.
 - 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 Navy Casualty (PERS-13)
- NAVPERS 1770/7
- DD 1300, Report of Casualty
- DD 1164, Claim for Reimbursement for Expenditures on Official Business
- Privacy Act Authorization

**Forms and Information for the Benefits Visit available at the CACO resource webpage
(<http://www.cnmc.navy.mil/caco>)**

Form Name	Form Number
Summary of VA Dependents' and Survivors' Benefits	VA Pam 21-12-2
A Survivors Guide to Benefits	
Application for Dependency and Indemnity Compensation by a Surviving Spouse or Child (DIC)	VA 21-534a
Application for Refund of Educational Contributions	VA 24-5281
BAH Non Receipt Letter to DFAS	
Beneficiary Financial Counseling Services for SGLI VGL FSGLI Beneficiaries	
Claim for Death Benefits	SGLV 8283
Claim for Reimbursement for Expenditure on Official Business	SF 1164
Freedom of Information Act Request	
Information Relating to Deceased Participant	TSP-U-17
MGIB Refund Letter	
Personal Effects Extension Letter	
Personal Effects Shipment Request Form	
Post 9 11 GI Bill Frv Scholarship	
Presidential Memorial Certificate (PMC) Fact Sheet	
Presidential Memorial Certificate (PMC) Request Form	VA 40-0247
Request Pertaining to Military Records	SF 180
Social Security Survivor Benefits	
Tricare Survivor Benefits Brochure	
VA Bereavement Counseling webpage	
VA Death Pension Benefits webpage	
VA Dependents Indemnity Compensation (DIC) webpage	
VA Educational Benefits Information	

Case Contact Information for Benefits Visit

Contact Type	Contact Information (Name, Phone, Fax, Email, etc.)
Navy Casualty Benefit Claims	PERS-13 is available to answer questions regarding SGLI at (800) 368-3202
SGLI/OSGLI	Office of Servicemembers' Group Life Insurance (SGLI) Tel. (800) 419-1473 Main Fax. (800) 236-6142 Claims Fax. (877) 832-4943 http://www.insurance.va.gov/sglisite/sgli/sgli.htm
VA Representative/Office	