
Casualty Assistance Calls Officer Notification Checklist

Preparation

- Contact regional Casualty Assistance Calls (CAC) office prior to departure for specific guidance.**
- Personnel Casualty Report and Other Forms:** Obtain a copy of the Personnel Casualty Report (PCR), Record of Emergency Data (DD Form 93 or NAVPERS 1070/602) and Servicemembers Group Life Insurance (SGLI) election form (SGLV 8286). (In accordance with the Privacy Act of 1974, next of kin (NOK) shall not see or be told who the other beneficiaries are on the Record of Emergency Data or SGLI election form.)
- Notification Team:** Arrange for a chaplain to accompany you on the notification visit. (Chaplain support may be provided from a different military service) If a chaplain is not available, arrange for another uniformed service member to accompany you. Never conduct a notification alone!
- Latest Information:** Contact the parent command to receive the latest information concerning the casualty.
- Transportation:** Obtain a government vehicle.
- Directions and Map:** Obtain directions and/or a map to the home of the NOK, or verify route using GPS.
- Calling Card:** Print several CACO calling cards.
- Uniform:** Prepare uniform for notification visit. Wear service dress uniform of the season. If unsure ask the region program manager or your command for guidance.

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 PERS-13 or regional commander.
- Media Attention:** If contacted by the media have them contact your Public Affairs Officer (PAO). If your command does not have a PAO, have them contact your immediate superior in charge (ISIC) PAO.
- In-Person Contact with NOK:** Identify and make contact in person with the NOK 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.
- Notification:**
 - Identify yourselves and present a calling card
 - Confirm the identity of the NOK
 - Confirm their relationship to the service member
 - Ask to enter the home
 - Deliver the notification:
 - **“On behalf of the Secretary of the Navy, I regret to inform you that your (relation) died today of (list circumstances as known). I am deeply sorry.”** (specific information can be read from Items Charlie and Delta on the PCR):

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- ❑ **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 as the status changes on the location of their loved one's remains and the anticipated transportation dates.
 - ❑ **Dignified Transfer of Remains:** If killed in action, inform NOK of the details of the dignified transfer of remains, and obtain preferences for media coverage in accordance with DoDI 1300.18 and the Dignified Transfer of Remains Script from DCIPS. The only forms that absolutely must be completed on the notification visit is the Dignified Transfer of remains paper work and the Next of Kin Travel Request, NAVPERS 1770/10.
 - ❑ **Notifying Other Active-Duty Relatives:** Inform the NOK that PERS-13 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 NOK within 48 hours.
 - ❑ **Investigations:** Advise NOK that investigations will be conducted as warranted, i.e., Line of Duty, JAGMAN, Aircraft Mishap or police report. Tell them that you can assist them in completing the requests for this information on a later visit and will keep them apprised of the status of any relevant investigations.
 - ❑ **Immediate Needs:** Inquire as to any immediate needs of NOK (for example emergency financial needs). Assistance can be obtained from the local Navy-Marine Corps Relief Society and the American Red Cross.
 - ❑ **Personal Information and Forms:**
 - If appropriate, complete NAVPERS 1770/8 and 1770/9 (see below). If not appropriate, get the following information from the NOK:
 - Complete name.
 - Correct address and phone numbers.
 - If death gratuity beneficiary, get Social Security Number (death gratuity beneficiaries are indicated on the deceased member's Record of Emergency Data)
 - Consent for the Release of Personal Information, NAVPERS 1770/8: If appropriate, obtain the signature of the PNOK on the form and fax/e-mail it to the regional CAC office and PERS-13. Reassure the NOK that if they choose not to consent to the disclosure of their information, it will not affect processing benefits and other official actions. This form only restricts the release of information to third-party organizations such as grief counseling agencies, other non governmental agencies and commercial vendors.
 - Primary/Secondary Next of Kin Information, NAVPERS 1770/9: If appropriate, complete the form. Ensure that all blocks are completed to include ZIP code +4 (example: 12345-6789).
 - ❑ **Death Gratuity (electronic funds transfer):** Provide death gratuity recipients with the DD 397 and SF1199A forms to fill out. Get a voided check from the beneficiary's banking institution. When completed, fax/e-mail the DD 397, SF1199A, and voided check to your Regional CAC and forward to PERS-13 after confirmation from your Regional CAC.
 - ❑ **Death Gratuity (paper check only):** Follow the procedures in MILPERSMAN 1770-280 to assist the NOK if the death gratuity is requested to be paid by paper check.

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- If the Casualty is an Officer:** Obtain the following information about the deceased member from the NOK:
 - o Date of Birth_____
 - o Place of Birth_____
 - o Religion_____
 - o Home of Record_____
 - o Place of Entry into the Navy_____
 - Do Not Leave NOK Alone:** Before leaving the NOK, ensure that they are not alone. Arrange for someone to be with them (family, friends, or ombudsman) to provide continuing support and assistance.
 - Arrange Funeral Arrangements Visit:** Before leaving, assure the NOK that you will provide continuing assistance and of your availability. Schedule a visit with the NOK, if they are the PADD, for the following day to make funeral arrangements.
 - CACO Calling Card:** Leave several completed CACO calling cards with the NOK.

Follow-Up to the Notification Visit

- Provide Information to regional CAC office (ROC if after hours):** Immediately report the following by phone
 - o Date of Notification: _____
 - o Time of Notification: _____
 - o Verified Name of NOK: _____
 - o Address and Phone of NOK: _____
 - o Accompanying Chaplain's Name (or service member)(if applicable):_____
 - o Social Security number of NOK (if applicable):_____
 - o Preference for receiving death gratuity (if applicable):_____
- Provide Information to Commanding Officer of Deceased Service Member:** Call the deceased service member's commanding officer (PCR Item Bravo) and report the date and time of notification to the NOK.
- MAO/DAO:** If your NOK is the PADD, contact the Mortuary Affairs Office or Decedent Affairs Office for a detailed breakdown of authorized mortuary benefits and guidance.
 - o Ask if the AFMAO FAQ sheet and acknowledgement is required.
- Advise Others:** Keep PERS-13, other involved CAC offices, and any other CACOs assigned to this case informed of any issues.
- Additional Administration:** Keep accurate and up-to-date case notes in your case file.
 - o Travel Notes
 - Mileage records for travel claims
 - Official cell phone calls above normal plan
 - o Make 2 copies of all documents
 - Maintain file copy and give one to PNOK/SNOK

Forms for the Notification Visit

- Personnel Casualty Report
- Record of Emergency Data (DD Form 93 or NAVPERS 1070/602)
- SGLI Election Form (SGLV 8286)
- Consent for the Release of Personal Information (NAVPERS 1770/8)
- Primary/Secondary Next of Kin Information Form (NAVPERS 1770/9)
- Claim Certification Voucher for Death Gratuity Payment (DD 397)
- Direct Deposit Sign-Up Form (SF 1199A)
- DCIPS Notification Script Regarding Dignified Transfer of Remains at Dover Air Force Base
- Next of Kin Travel Request (NAVPERS 1770/10)

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

Form Name	Form Number
CACO Calling Card Template	
Dignified Transfer of Remains Script	
Next of Kin Travel Request	NAVPERS 1770/10
Consent to Release Personal Information	NAVPERS 1770/8
Primary/Secondary Next of Kin Information	NAVPERS 1770/9
Death Gratuity	MILPERSMAN 1770-280
Death Gratuity Payment Instructions	
Claim Certification and Voucher for Death Gratuity Payment	DD 397
Direct Deposit Sign-Up Form	SF1199A

Case Contact Information for Notification Visit

Contact Type	Contact Information (Name, Phone, Fax, Email, etc.)
American Red Cross	Toll Free: (877) 272-7337
Chaplain	
Command Information (CO, XO, CMC, etc.)	
Decedent Affairs Office	
Navy Casualty Office (NAVPERSCOM PERS-13)	Toll Free: (800) 368-3202
Navy Mortuary Affairs Office	Toll Free: (866) 787-0081 After Hours Cell: (901) 619-8157
Navy-Marine Corps Relief Society	Toll Free: (800) 654-8364
Other CAC Offices/ CACO's	
Regional CAC Office	