

***** **Requesting a DEERS Record Change** *****

To correct an error in a contractor's DEERS record a DEERS Record Request Letter explaining the problem needs to be faxed to the DMDC Support Office. Along with faxing the Request Letter the required supporting document(s) that authenticates the change need to be included. If additional documents are needed, or if there are questions, the DMDC Support Office will call the person/office that submitted Request Letter. It normally takes 2-4 days for DMDC to complete the record change. Once the correction(s) is made DMDC will call to let you know the requested change(s) has been made. They will not send an email.

By modifying the wording in the Request Letter it can used to request the repair of multiple DEERS record errors, such as:

I. Fixing an incorrect citizenship status:

- (1) If individual is a U.S. citizen but was born outside of the U.S., supporting document is the **Naturalization Certificate**.
- (2) If individual is a U.S. citizen living in the U.S., supporting document is a **Birth Certificate** or **U.S. Passport**.
- (3) If individual is a U.S. citizen born outside the U.S. to a parent in the military, supporting document is a **Birth Certificate**.

II. Fixing an incorrectly spelled name"

- (1) If name is misspelled, supporting document is a **Birth Certificate**.
- (2) If name change due to marriage, submit the **Marriage Certificate** as the supporting document.
- (3) If name change due to divorce, submit the **Divorce Decree** as the supporting document.
- (4) Other reasons for name change, submit the **Court Document(s)** as the supporting document.

III. Fixing an incorrect SSN

Supporting document is an **original SSN card**. When making a copy of the SSN card to fax enlarge the image so it can easily be read.

IV. Repairing multiple records by requesting they be merged into one record.

Provide details in the Request Letter. DMDC will contact you if certain documents are needed.

Contact your TASM if you need a copy/template of a Request Letter to follow or if you have questions, problems or require assistance. If you do not have a TASM, you can email Navy CAC PMO at CACPMO.fcm@navy.mil.

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