



Keith Ham

Survivor Outreach Services Support Coordinator

Army Survivor Outreach Services

HRCI Contractor

Family Programs

130 Charlotte Street, St. Augustine, FL 32085

Office: 904-823-0157 Cell: 904-472-7689

keith.e.ham.ctr@mail.mil



Army Retirees

Notify Ft. Stewart Casualty: 912-767-6546 or Ft. Rucker Casualty 334-255-9005

Step 1 - Notify the Defense Finance and Accounting Service (DFAS) Casualty Care Team at 1-800-321-1080. Please have the retiree's Social Security Number and the date of death when you call.

Upon notification, DFAS will begin to close out the pay account to prevent any overpayments.

Step 2 - Contact the retiree's financial institution and inform them of the death of the retiree.

Step 3 - Within 7-10 business days of reporting the death to DFAS, you should receive a condolence letter.

If the member is due arrears of pay you will also receive a Claim for Unpaid Compensation of Deceased Member of the Uniformed Service (SF 1174).

If the decedent was enrolled in the Survivor Benefit Plan or the Retired Serviceman's Family Protection Plan, you should also receive an Annuity Care Package for completion and return.

Step 4 - Complete the SF 1174 you received with your condolence letter and return with a copy of the retiree's Death Certificate that reflects cause of death to:

DFAS U.S. Military Retired Pay

P.O. Box 7130

London, KY40742-7130

Fax: 800-469-6559

If you need assistance completing your claim form please contact the DFAS call center at 800-321-1080. You can also contact Keith Ham at Survivor Outreach Services, 904-823-0157 or 904-472-7689.

Contact List: In addition to notifying DFAS, you should also notify the following agencies/departments as soon as possible:

- Social Security Administration at 800-772-1213.
- Defense Enrollment Eligibility Reporting System at 800-538-9552.
- Department of Veterans Affairs (VA) at 800-827-1000 for military retirees receiving disability compensation.
- Office of Personnel Management at 888-767-6738 if the member was a current or retired federal civilian employee.
- VA at 800-669-8477 for retirees enrolled in a VA-sponsored life insurance policy, such as National Service Life Insurance.

Office of Servicemember's Group Life Insurance at 800-419-1473 for retirees enrolled in Veteran's Group Life Insurance.



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Navy Retirees

Notify Navy Retired Activities Office, NAS JAX, 904-545-5790

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Marine Retirees

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Air Force Retirees

Notify Moody AFB at 229-257-3265

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