



Retiree Newsletter

June 2024

Director's Message

Hello and thank you for taking the time to read our June 2024 Retiree Newsletter. Summer is such a great time of year. The kids and grandkids are out of school, the weather is warm and sunny, and it is a good time to get some projects done.

Speaking of projects, we just completed a refresh of our askDFAS online tools. We have all the information on that and much more in this edition.

One project you can do is give your retired pay account a checkup. There is an article in this edition with helpful tips on how to do that.

If you have a project that requires a letter of verification of your retired or SBP annuity pay, we have an article to let you know how you can obtain that information from DFAS.

For the Reservists and National Guard who are in the Gray Area, but haven't reached retired pay age yet, be sure to check out our Gray Area Retiree spotlight article!

We also have information for our SBP college-age annuitants about school certifications.

Finally, DFAS will have a representative at a few upcoming Retiree Appreciation Days. If you are close to one of the events listed in the article, please come out and say hello. We always enjoy the chance to meet you face to face and answer any questions you may have.

It is our honor to serve those that served. If we don't see you at an upcoming Retiree Appreciation Day, we'll talk to you in the next newsletter. Take care and have a great summer!

Gray Area Retiree Spotlight: New Online Tools Available To You After You Start Retired Pay

We continue to look for ways to make managing your retired pay account (after you apply and start receiving retired pay) easier and more convenient.

We have a group of online tools under the umbrella of askDFAS, which you may be familiar with from managing your military pay. Our tools are grouped within the area of "Ask Retired Pay." These tools allow retirees receiving retired pay to make some adjustments on their account online, upload a form or document online, or ask a question online.

This year, we undertook a major project to refresh and expand the tools available in askDFAS for retirees.

You can read the articles in this issue for a detailed overview of what is now available. However, since you aren't yet accustomed to managing a retired pay account, we thought we would spotlight a few areas where these tools will help once you start receiving pay.

Example One: Let's say you've left the gray area, and you get your first retired pay statement, but you have a question about your Survivor Benefit Plan (SBP) election. With our new online tools, instead of needing to call our Customer Care Center during business hours to ask your question, you can use our new askDFAS "Ask a Question" tool to send a question and get a response via askDFAS. It's important to note that some account questions will require you to correctly answer validation questions before the information can be provided.

Example Two: Let's say you've left the gray area, and you received your first retired pay deposit, and then you move. It's very important you notify DFAS of your new mailing address. But you don't have to call or send us a form, you can use our askDFAS online self-service tool to conveniently change your mailing address for your retired pay account online.

Example Three: Let's say you've left the gray area and started receiving your retired pay and you have a new baby. Congratulations! Now you need to make a change to your SBP coverage and beneficiaries. There is a DoD form to make this change: the DD Form 2656-6. In addition, you can upload a PDF of the completed form online via askDFAS along with your supporting PDF copy of the birth certificate.

And, by the way, we also have a new Form Wizard available on our Forms Library webpage, <https://www.dfas.mil/raforms> to help you fill out the DD Form 2656-6 correctly.

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What's a Form Wizard?

Form Wizards “take the form out of the form” by walking the user through the information needed to help ensure that all necessary fields are completed properly. Some of the Form Wizards also have a helpful link to submit the form through the corresponding askDFAS online upload tool.

Remember, when it's time to apply for retired pay, you need to work with your Branch of Service to prepare and submit the application package to DFAS.

Whether you're close to the time you'll start receiving retired pay, or that's a few years down the road, when you do reach that milestone, we hope you'll take advantage of these online tools to make managing your retired pay account easier.

askDFAS Refresh: Making Tools Easier to Use

We continue to look for ways to make the important work of managing pay easier for military retirees, Survivor Benefit Plan (SBP) annuitants, and survivors.

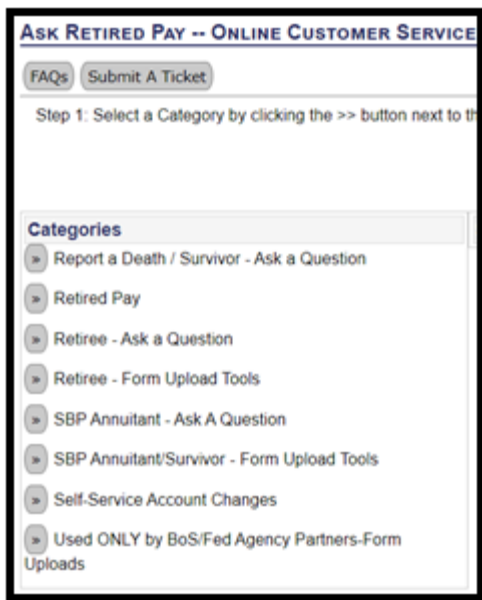
Using your feedback, along with ideas from partners who process your requests, we set out on a mission to make the askDFAS experience more intuitive and helpful.

One comment we heard from retirees and SBP annuitants was: finding the way to an online upload tool or online form on askDFAS wasn't always easy.

So, this year, we undertook a major project to change that.

The 2024 askDFAS Refresh

On May 16, 2024, we refreshed the "Ask Retired Pay" module of askDFAS to make it easier to navigate. The changes combine the familiar functionality that you've come to enjoy while also expanding your options and reorganizing tools in a thoughtful way so you can easily find the correct tool for your request.



As you survey the new options on the "Ask Retired Pay" module of askDFAS, you'll see reorganized and expanded online form upload tools, new self-service tools, the ability to report a death, and the opportunity to send account questions to the DFAS Cleveland Customer Care Center via an askDFAS ticket.

To provide additional support as you learn all the tools and capabilities of the askDFAS Refresh, we are happy to announce a comprehensive guide is available now on our website! You may find it here: <https://www.dfas.mil/raguideonlinetools>

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We are very excited about the new online tools available to you following our askDFAS Refresh! Later in this newsletter you will find detailed articles that take you on a guided tour of what's available.

For details about all the available tools available to you, our military retiree community, please see the article titled **"askDFAS Refresh: Detailed Tour for Retirees"** in this issue of the Retiree Newsletter.

If you are an SBP annuitant or you know SBP annuitants who would benefit from this information or you wish to inform those who will survive you when you pass away, please see the article about all the available tools to SBP annuitants and survivors titled **"askDFAS Refresh: Detailed Tour for SBP Annuitants/Survivors"** in this issue.

askDFAS Refresh: Detailed Tour for Retirees

Please note: this article focuses on the online tools available to retirees as part of the askDFAS Refresh. If you would like more information on SBP annuitant or survivor online tools, please see the article in this edition of the newsletter titled "askDFAS Refresh: Detailed Tour for SBP Annuitants/Survivors."

We are excited for you to explore and use all the functionality now available in askDFAS!

The "Ask Retired Pay" module is full of online tools that let you submit documents, ask questions, or complete certain self-service requests or death reports.

What's the Same?

Before we talk about what is different, let's talk about what is the same: **the core askDFAS functionality has not changed!** We've just added more options!

Also, the "Ask Retired Pay" module on askDFAS uses the same web address (URL) as before. **Find it here:**

<https://corpweb1.dfas.mil/askDFAS/custMain.action?mid=12>

Once you arrive, you will also find a mixture of online tools available to you, although they are reorganized, and the titles and descriptions are clearer.

You'll be able to:

- *Use form upload tools* (to submit your forms/documents to DFAS for processing).
- *Ask a question* (and get a response from the DFAS Cleveland Customer Care Center via askDFAS).
- *Complete specific self-service requests.*
- *Report a death.*

The layout of askDFAS consists of categories and subcategories.

A category provides a higher-level of organization and indicates the type of request: upload a form/document, ask a question, complete a self-service request, or report a death.

Within each category, there are numerous subcategories. The subcategories pertain to the specific type of request you are submitting (e.g. the particular form/document, the nature of your question, or type of account update you need).

What's New?

As we noted above, the main "Ask Retired Pay" module uses the same web address (URL) as before.

However, if you bookmarked any tools prior to the mid-May Refresh, those bookmarks won't work.

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You will need to visit the "Ask Retired Pay" main page and click "Submit A Ticket" to see the refreshed options.

Or, visit the new Retiree askDFAS Online Tools webpage to see all of the tools available to retirees, along with links to the tools and simple instructions for using them:

<https://www.dfas.mil/retonlinetools>

In addition to the above changes, we also:

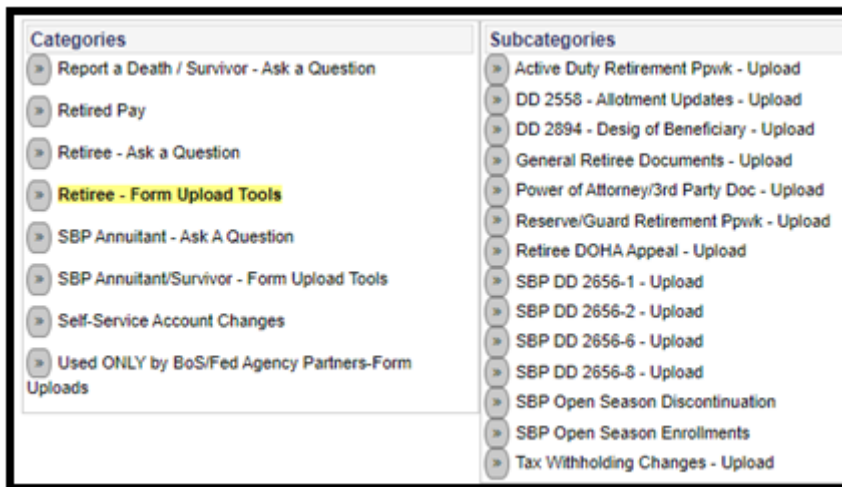
- Clarified the names of some subcategories so it's easier for you to know where to direct your documents.
- Added helpful reminders and more instructions on the tickets to ensure your submission is successful.

Once you find the best subcategory for your submission, the process will be familiar if you used one of our askDFAS online tools before.

The most important separation to keep in mind when choosing which online upload to use is to make sure you choose a "Retiree" category/subcategory for retiree requests and an "SBP Annuitant" category/subcategory for annuitant requests.

If there isn't a specific online tool for your request, please look for the subcategories that are for general use. For form upload tools, this would be the "**General Retiree Documents - Upload**" tool. For the ask a question tools, this would be the "**General / Form / Document - Questions**" (for general questions not requiring account details) or the "**Payment Inquiry - Questions**" (for account-specific questions).

askDFAS Online Form Upload Tools for Retirees



Our online form upload tools may be familiar to you if you've submitted a form or document to DFAS in the past. The options available to you were expanded as part of the askDFAS Refresh, and names were clarified to include related requests. To upload a form or document as a retiree, you will select the "**Retiree - Form Upload Tools**" and select the best subcategory to match your request.

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If you're not sure which subcategory is best for your request, we've added instructional language that explains what documentation is expected for that specific subcategory. If your request doesn't fit any of the specific subcategories, please use the "**General Retiree Document – Upload**" subcategory.

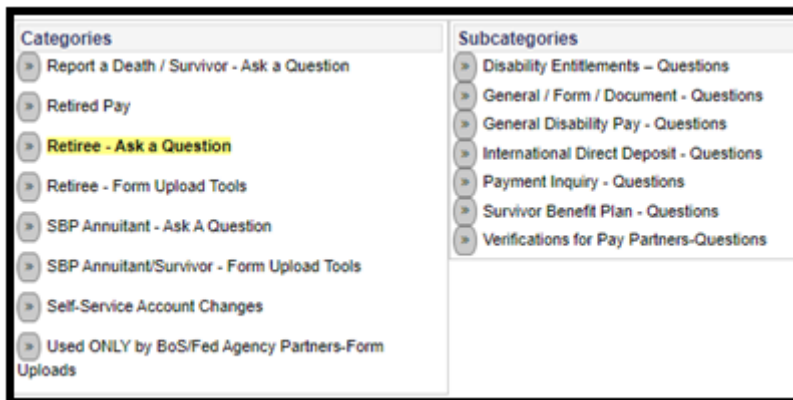
In addition, the expansion of the online upload tools means that you can upload any form, document, or request that you need to send to DFAS online. The main difference for the form upload tools is the "I confirm..." button that must be checked after you read the "Important Requirements to Ensure a Successful Submission" section.

Please read these requirements carefully, and ensure your submissions are PDF files only (no Word, Excel, Text, Image, PDF Portfolio, or any other non-PDF file types). Also, the member SSN should be prominently written on each document.

The upload and submission process remains the same for the askDFAS Refresh. Once you hit the "Submit" button, your documents will be submitted to DFAS, and you will get a confirmation email with your askDFAS ticket number.

Also, many askDFAS subcategories will also send you a three-part set of status notifications to keep you informed of processing status of your requests.

New Options For Retirees to Ask Account Questions via askDFAS



Now you won't have to always make a phone call to get the answer to a question! The category for retirees to use for your questions is "**Retiree – Ask A Question.**" In that category, choose the proper subcategory based on the nature of your request. These Q&A categories/subcategories present several options. Some are intended for general questions, others anticipate account-specific questions.

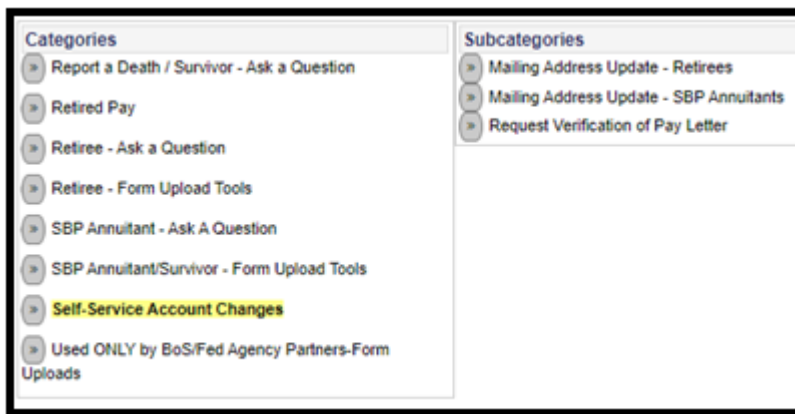
It is important for you to select the subcategory that best meets your need. The helper language on each ticket is designed to assist with the type of question and whether it is for general or account-specific questions. Account-specific questions will require more validation questions for you to answer on the ticket. These questions must be answered correctly for DFAS to provide a response.

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Remember, the ability to ask a question on askDFAS is a convenient alternative to calling the DFAS Cleveland Customer Care Center. But team members from our care center will only be able to respond if you've articulated your question clearly and answered the validation questions—just like if you were on the phone. For questions that require account-specific details, an incorrect answer to a validation question will lead to a 24-hour security hold on your account. This means no questions can be answered via askDFAS OR via telephone for that 24 hours. Please answer these questions with care!

When using these helpful Q&A tools, please watch your email for a notification when your ticket has been updated. You will need to log back in to the ticket from the link in the email and enter your password to view the response. If you forget the password, it can be reset using the email you originally input.

Self-Service Account Changes for Retirees



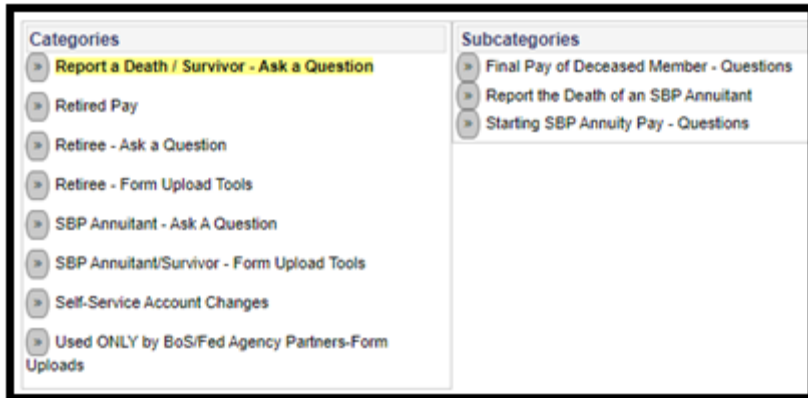
In the category titled “**Self-Service Account Changes**,” there is a subcategory tool available for retirees to request the mailing address on file to be updated on their account. This request requires correct answers to the validation questions presented on the ticket.

“**Self-Service Account Changes**” also offers retirees a way to request a Verification of Pay letter be mailed to the current address on file. Verification of Pay letters provide basic confirmation of what entitlements DFAS is paying. Banks often need such documentation to process requests for loans, and other transactions.

This tool can only be used to mail a Verification of Pay letter to the current address on record. Retirees who need a letter sent to an alternate address cannot use this tool. However, they can log into myPay or contact the DFAS Cleveland Customer Care Center for more options.

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Report a Death / Survivor Ask a Question



The final category you need to know about is the “**Report a Death / Survivor – Ask a Question.**” This category currently offers the ability for someone to report the death of an SBP Annuitant*.

**Important note: the online tool to Report the Death of a Retiree will soon be moved into this category as well. For now, it will remain under the “Retired Pay” category until it can be moved to its new location.*

This online tool will be especially convenient for family members who live overseas and may find it challenging to call during our typical business hours. There are also two subcategories that allow for questions to be asked by survivors about the processes that follow the report of a death.

We realize that this category is not something that you will use as a military retiree. However, you should be aware of how death reporting and subsequent processes can be managed by your beneficiaries. Please consider putting this information with your important documents so your survivors are prepared after you pass away.

Resources Available and Call to Action

We are very excited to provide these expanded and clarified options to you as part of the askDFAS Refresh! As you speak to other retirees, SBP annuitants, and survivors, please help us spread the word about these convenient options to manage your pay account!

We will be doing our part to communicate these changes in upcoming articles and speaking engagements, we also have more information and direct pathways to the online tools on our Quick Tools webpage (<https://www.dfas.mil/raquicktools>) and our askDFAS webpage (<https://www.dfas.mil/askDFAS/>).

Visit the new Retiree askDFAS Online Tools webpage to see all of the tools available to retirees, along with direct links to each tool and simple instructions for using them:
<https://www.dfas.mil/retonlinetools>

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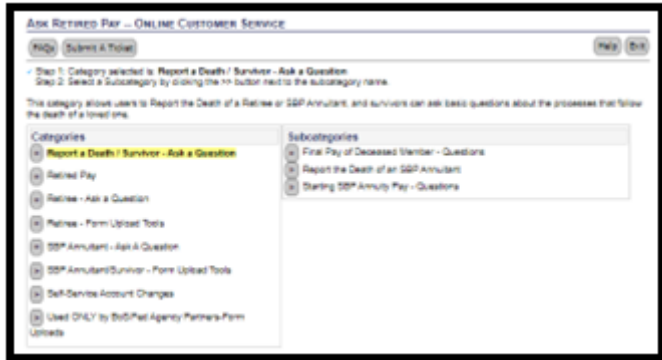
In addition, we created a comprehensive guide to using the askDFAS online tools to assist you. The document can be found here:

<https://www.dfas.mil/raguideonlinetools>

Please use these resources and pass them along to others who could benefit from the information!

List of askDFAS Online Tools for Retirees

Below you will find a complete overview of askDFAS Online Tools available to retirees following the askDFAS Refresh.



Category Name: Report a Death/Survivor-Ask a Question

Tool: Retiree Notification of Death

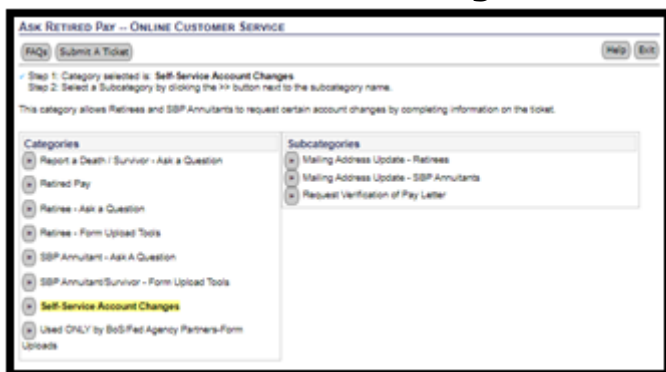
Reminder: At this time, the "Report the Death of a Retiree" online tool is still housed in the "Retired Pay" category. It will be moved to this category soon.

New Tool: Final Pay of a Deceased Retiree – Questions

New Tool: Starting SBP Annuity Pay – Questions

TOOLS FOR RETIREES

Self-Service Account Change Tools for Retirees



Category Name: Self-Service Account Changes

Tool: Mailing Address Update – Retirees

New Tool: Request Verification of Pay Letter

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Online Form Upload Tools for Retirees

Category Name: Retiree-Form Upload Tools

Tool: General Retiree Documents – **Upload**

(Use this tool if the document does not fit one of the specific tools below)

Tool: Active Duty Retirement Ppwk – **Upload**

Tool: DD 2558 – Allotment Updates – **Upload**

Tool: DD 2894 – Desig of Beneficiary – **Upload**

Tool: Power of Attorney/3rd Party Doc – **Upload**

Tool: Reserve/Guard Retirement Ppwk – **Upload**

Tool: Retiree DOHA Appeal – Upload

Tool: SBP DD 2656-1 – **Upload**

Tool: SBP DD 2656-2 – **Upload**

Tool: SBP DD 2656-6 – **Upload**

Tool: SBP DD 2656-8 – **Upload**

Tool: SBP Open Season Discontinuation

Tool: SBP Open Season Enrollments

Tool: Tax Withholding Changes – **Upload**

All New: Ask a Question Options for Retirees

Category Name: Retiree – Ask a Question

Tool: Disability Entitlements – **Questions**

Tool: General / Form / Document – **Questions**

Tool: General Disability Pay – **Questions**

Tool: International Direct Deposit – **Questions**

Tool: Payment Inquiry – **Questions**

Tool: Survivor Benefit Plan – **Questions**

askDFAS Refresh: Detailed Tour for SBP Annuitants

Please note: this article focuses on the online tools available to SBP annuitants and survivors as part of the askDFAS Refresh. If you would like more information on retiree online tools, please see the article in this edition of the newsletter entitled "askDFAS Refresh: Detailed Tour for Retirees."

We are excited for you to explore and use all the functionality now available online via askDFAS! We expanded the online tools for you to use with our askDFAS Refresh in mid-May.

The askDFAS module for Retired & Annuitant Pay is called "Ask Retired Pay." The module is full of online tools that let SBP annuitants submit documents, ask questions, or complete specific self-service requests or death reports.

Before we talk about what is different, let's talk about what is the same: **the core askDFAS functionality has not changed!** We've just added more options!

Also, the "Ask Retired Pay" module on askDFAS uses the same web address (URL) as before. **Find it here:**

<https://corpweb1.dfas.mil/askDFAS/custMain.action?mid=12>

Once you arrive, you will also find a mixture of online tools available to you, although they are reorganized, and the names and descriptions are clearer.

You will be able to:

- *Use form upload tools* (to submit your forms/documents to DFAS for processing).
- *Ask a question* (with a response from the DFAS Cleveland Customer Care Center to follow).
- *Complete specific self-service requests.*
- *Report the death of a retiree or SBP annuitant.*

Finding the Right Tool to Complete Your Request

The layout of askDFAS consists of categories and subcategories.

A category provides a higher-level of organization and indicates the type of request: upload a form/document, ask a question, complete a self-service request, or report a death.

Within each category, there are numerous subcategories. The subcategories pertain to the specific type of request you are submitting (e.g. the particular form/document, the nature of your question, or type of account update you need).

Once you find the best subcategory for your submission, the process will be familiar if you used one of our askDFAS online tools before.

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If there isn't a specific online tool for your request, please look for subcategories that are for general use. For form upload tools, this would be the "**General SBP Annuitant Documents - Upload**" tool.

For the ask a question tools, this would be the "**General / Form / Document - Questions**" (for general questions not requiring account details) or the "**Payment Inquiry - Questions**" (for account-specific questions) under "**SBP Annuitant - Ask A Question.**"

askDFAS Online Form Upload Tools for SBP Annuitants (and Survivors)

Our online form upload tools may be familiar to you if you've submitted a form or document to DFAS in the past. The options available to you as part of the askDFAS Refresh were expanded and names have been clarified to include related requests.

For the category, you will select the "**SBP Annuitant/Survivor - Form Upload Tools**" and select the best subcategory to match your request.

If you're not sure which subcategory is best for your request, we've added instructional language on the ticket that explains what documentation is expected.

If your request doesn't fit well in any of the subcategories, please use the "**General SBP Annuitant Documents - Upload**" subcategory.

In addition, the expansion of the online upload tools for SBP annuitants means that you can now upload online any form, document, or request you need to send to DFAS.

The main difference for the form upload tools is the "I confirm..." button that must be checked after you read the "Important Requirements to Ensure a Successful Submission" section.

Please read these requirements carefully and ensure submissions are PDF files only (no Word, Excel, Text, Image, PDF Portfolio, or any other non-PDF file types). Also, the member SSN (or in some cases, the SBP annuitant SSN) should be prominently written on each document.

The upload and submission process remains the same. Once users hit the "Submit" button, the documents will be submitted to DFAS, and the user will get a confirmation email with the askDFAS ticket number.

Keep in mind, many askDFAS subcategories will also email a three-part set of status notifications to keep them informed of the processing status of the request.

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New Options For SBP Annuitants or Survivors to Ask Account Questions via askDFAS

Now SBP annuitants and survivors won't have to always make a phone call to get the answer to a question!

The category for SBP annuitants to use for their questions is "**SBP Annuitant – Ask A Question.**"

Following the report of a death, survivors also can ask procedural questions under the "**Report a Death/Survivor - Ask a Question**" category.

Users must then choose the proper subcategory based on the nature of the request. These Q&A categories/subcategories present several options to customers. Some are intended for general questions, others anticipate account-specific questions.

It is important for users to select the subcategory that best meets their need. The helper language on each ticket is designed to assist with the type of question and whether the subcategory is for general or account-specific questions. Account-specific questions will require more validation questions for customers to answer on the ticket. These questions must be answered correctly for DFAS to provide a response.

Remember, the ability to ask a question on askDFAS is a convenient alternative to calling the DFAS Cleveland Customer Care Center. But team members from our care center will only be able to respond if you explain the question clearly and answer the validation questions - just like when you call on the phone. For questions that require account-specific details, an incorrect answer to a validation question will lead to a 24-hour security hold on the account. Answer these questions with care!

When using these helpful Q&A tools, watch your email for a notification when the ticket has been updated. You will need to log back in to the ticket from the link in the email and enter the password to view the response.

If you forget the password, it can be reset using the email you originally used to make the request.

Self-Service Account Changes for SBP Annuitants

In the category entitled "**Self-Service Account Changes,**" there is a subcategory tool available for SBP annuitants to request the mailing address on file to be updated on their account. This request requires correct answers to the validation questions presented on the ticket.

The option for SBP annuitants to update their mailing address using this online tool is new and we know this will be popular among our annuitants!

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"Self-Service Account Changes" also offers SBP annuitants a way to request a Verification of Pay letter be mailed to the current address on file. Verification of Pay letters provide basic confirmation of what entitlements DFAS is paying. Banks often need such documentation to process requests for loans and other transactions.

This tool can only be used to mail a Verification of Pay letter to the current address on record. SBP annuitants who need a letter sent to an alternate address cannot use this tool. However, they can contact the DFAS Cleveland Customer Care Center for more options.

Report a Death/Survivor Ask a Question

The final category you need to know about is the **"Report a Death/Survivor – Ask a Question."** This category currently offers the ability for someone to report the death of an SBP Annuitant*.

**Important note: The online tool to Report the Death of a Retiree will soon be moved into this category as well. For now, it will remain under the "Retired Pay" category until it can be moved to its new location.*

This online tool will be especially convenient for customers who live overseas and may find it challenging to call during our typical business hours. There are also two subcategories that allow for questions to be asked by survivors or SBP annuitants about the processes that follow the report of a death.

Resources Available and Call to Action

We are very excited to provide these new options to customers as part of the askDFAS Refresh! As you speak to other SBP annuitants or survivors, please help us spread the word about these convenient online options!

We will be doing our part to communicate these changes in upcoming articles and speaking engagements. We have more information and direct pathways to the online tools on our Quick Tools webpage (<https://www.dfas.mil/raquicktools>) and our askDFAS webpage (<https://www.dfas.mil/askDFAS/>).

Visit the new SBP Annuitant askDFAS Online Tools webpage to see all of the tools available, along with along with direct links to the tools and simple instructions for using them: <https://www.dfas.mil/sbpannonlinetools>

In addition, we created a comprehensive guide to using the askDFAS online tools to assist. The document can be found here: <https://www.dfas.mil/raguideonlinetools>

Please use these resources and pass them along to others who could benefit from the information!

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List of askDFAS Online Tools for Annuitants and Survivors

Below you will find a complete overview of askDFAS Online Tools available following the askDFAS Refresh.

Category Name: Report a Death/Survivor-Ask a Question

Tool: Retiree Notification of Death

Reminder: At this time, the "Report the Death of a Retiree" online tool is still housed in the "Retired Pay" category. It will be moved to this category soon.

New Tool: SBP Annuitant Notification of Death

New Tool: Final Pay of a Deceased Retiree – Questions

New Tool: Starting SBP Annuity Pay – Questions

Self-Service Account Tools for SBP Annuitants

Category Name: Self-Service Account Changes

New Tool: Mailing Address Update – SBP Annuitants

New Tool: Request Verification of Pay Letter

Online Form Upload Tools for SBP Annuitants

Category Name: SBP Annuitant/Survivor-Form Upload Tools

Tool: SBP Annuitant Documents – **Upload**

(Use this tool if the document does not fit one of the specific tools below)

Tool: DD 2656-7 – Claim SBP Annuity – **Upload**

Tool: DD 2788 – Child Ann School Cert -**Upload**

Tool: DD 2828 – Child Ann Phys Cert – **Upload**

Tool: DFAS 9415 – Ann Rep Payee Cert – **Upload**

Tool: Power of Attorney/3rd Party Doc – **Upload**

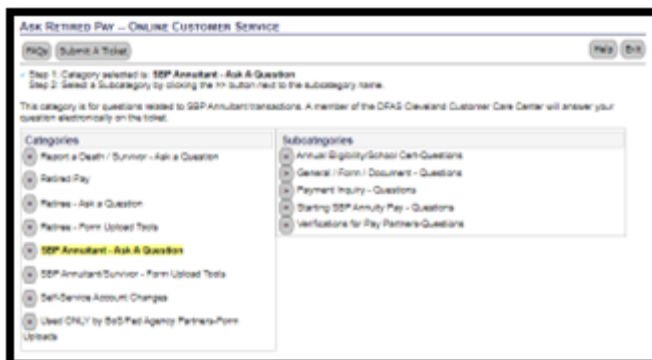
Tool: SBP Annuitant DOHA Appeal – **Upload**

Tool: SBP-Marital Status Update – **Upload**

Tool: SF 1174 – Arrears of Pay (AOP) – **Upload**

Tool: Tax Withholding Changes – **Upload**

All New: Ask a Question Options for SBP Annuitants



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Category Name: SBP Annuitant-Ask a Question

Tool: Annual Eligibility/School Cert-**Questions**

Tool: General / Form / Document – **Questions**

Tool: Payment Inquiry – **Questions**

Tool: Starting SBP Annuity Pay – **Questions**

Retiree Pay Account Check-up

Keeping your account current will ensure that DFAS can get in touch with you if there is information you need to know about your retired pay and help make sure that outdated information doesn't cause difficulties for you or your loved ones down the road.

Use this retired pay account checklist at least once a year. Keep in mind that it is usually good to do this around the time of preparing your taxes because the documents you need will be readily available. Or you can do it any time that is convenient for you by using myPay.

1. Is your mailing address current?

You might be surprised to learn DFAS receives a lot of returned mail. If you moved and haven't told us, we won't know how to reach you. Thus, let's keep the lines of communication open! You can easily log in to your myPay account and check "Correspondence Address" under "Pay Changes" on the side menu as part of the annual account checkup: <https://mypay.dfas.mil>

You can also check your mailing address on your Retiree Account Statement to ensure that it is up-to-date.

2. Is your email address in myPay current?

Make sure you have an email address in myPay that is current. Email is the easiest and fastest way to communicate with us. If we have an email address, you will hear news faster. Plus, now you can get email status notifications when you submit certain requests for your account if you have a valid email address in myPay.

It only takes a minute to check your email address in myPay. At the top of the myPay account menu, select "Personal Settings" and then in the side menu on the left, select "Email Address" to view the email address(es) on file with DFAS. Make sure you indicate the primary email address you want us to use and check the box to indicate if the address is still valid. Delete any old email addresses you no longer use.

If you have a valid email address in myPay, you can receive notifications about the DFAS Retiree Newsletter, your Branch of Service's retiree newsletter, and information about your pay account.

3. Are your allotments correct?

Look under "Pay Changes" for "Allotments" in the menu on the left side of the myPay account. Check each allotment and the allotment amounts. Make sure each allotment is current and the amount is correct.

- more -

You might also consider moving allotments for bill payments to your online bank account where you would have more control and flexibility in the timing and changes to your payments. If you do not monitor your allotment amounts and your pay changes for any reason, it is possible that your pay could be suspended if your allotments exceed your net retired pay - so please monitor these closely!

Please keep in mind that some allotments cannot be changed using myPay. These include allotments that are paid via paper check, those for your federal benefits, such as FEDVIP, TRICARE and NSGLI, and those that are not voluntary allotments.

If you have a question about allotments for your federal benefits, please contact that organization directly. DFAS cannot answer questions about or make changes to your federal benefit allotments. If you have a question about an allotment that cannot be changed in myPay, please contact our Customer Care Center.

4. Is your income tax withholding correct?

If your income changes, you move to another state, or there are changes in the tax laws, you should look at the federal or state income tax withholding information in your account.

You can verify and update your tax withholding information yourself in myPay. Click on "Federal Withholding" or "State Withholding" under "Pay Changes" in the menu on the left to see if your withholding meets your current need. You may also mail or fax us a new IRS Form W-4 to request a change to your federal withholding.

DFAS is unable to provide tax advice. If you have tax or withholding questions, we recommend you consult a tax professional or the IRS website at: <https://www.irs.gov>. You can also use the IRS estimator at: <https://www.irs.gov/individuals/tax-withholding-estimator>

5. Have you had any major life changes?

If you get married, lose a spouse, or have a child, that change can affect your account. Changes may need to be made to your Survivor Benefit Plan (SBP) information or your Arrears of Pay (AOP) beneficiary.

To make changes to your Survivor Benefit Plan coverage, please send DFAS a copy of the official documentation (marriage license, divorce decree, death certificate or birth certificate), along with the request to update your account.

DFAS also now has a Form Wizard for the DD Form 2656-6 (Survivor Benefit Plan Election Change Certificate) to help take the "form" out of the form. You can use the Form Wizard to provide updated beneficiary information and even conveniently submit your document using askDFAS. You can find more information here: <https://www.dfas.mil/askdfas>. On that page, click on Retirees and Annuitants.

Retirees should always notify DFAS as soon as possible about a major life change.

6. Is your Arrears of Pay beneficiary correct?

Retirees should choose a beneficiary for any arrears of retired pay that may be due when they pass away. Make sure the designation is current and confirm that the beneficiary's address is up to date.

You can check this information by clicking on the "Beneficiary for Arrears" link under "Pay Changes" in the menu on the left side of your account in myPay. Beneficiary designation changes can be made through myPay, as well as updating the beneficiary's address information.

DFAS also now has a Form Wizard for the DD Form 2894 (Designation of Beneficiary Information) to help take the "form" out of the form. You can use the Form Wizard to provide updated beneficiary information and even conveniently submit your document using askDFAS. You can find more information here: <https://www.dfas.mil/askdfas>. On that page, click on Retirees and Annuitants.

7. Is your Survivor Benefit Plan (SBP) coverage and beneficiary correct?

Your Retiree Account Statement (RAS), available in myPay, has a lot of information on it about pay, deductions, taxes, and SBP. The SBP section has five lines for members who participate in SBP. The most important information for you to check is the type of coverage and date of birth of your spouse beneficiary (if applicable).

If you divorced since retiring, carefully check your Survivor Benefit Plan (SBP) participation status. Under the law, SBP coverage for a spouse ends with a divorce. Coverage for a former spouse does not continue after the divorce unless certain actions are taken.

To continue SBP coverage for a former spouse, either (a) the retiree must voluntarily request coverage be continued for the former spouse, or, (b) the former spouse must request the coverage (but she/he may do so only if a court order requires the coverage). Certain time limits and other conditions apply.

If those actions were not taken, the former spouse will not have SBP coverage. This could have important consequences for your survivors.

To check your SBP coverage status, review your Retiree Account Statement (RAS) carefully. Make sure that the "SBP Coverage Type" properly reflects "former spouse" or "spouse" (as applicable to your individual circumstances).

Obtaining a Verification of Pay (VOP) Letter for Retirees and SBP Annuitants

Military retirees, who may not have a traditional paycheck to offer as proof of income, have a couple of options to show income. Among the common documents creditors use are pay stubs, tax returns, or bank statements. Your Retiree Account Statement (RAS) contains information on your pay and deductions that many potential creditors require. The last 12 months of your RAS are available on myPay (<https://mypay.dfas.mil>). If you cannot access myPay and you need a hard copy RAS mailed to you, you can call the Retired and Annuitant Pay Customer Care Center at 800-321-1080.

You may also generate a 'Verification of Pay' letter which DFAS also offers military retirees on the myPay platform. Once you are logged into myPay, in the left-hand column under the **STATEMENTS** banner is a link for a **Verification of Pay Letter**. Clicking on the link will generate an electronic letter in your name, including the home address you have on file and the monthly gross amount of your military retired pay. The letter will be dated the day of your request and has the official Department of Defense seal and the return address of DFAS.

Once your letter is generated, there will be an option to get a "Printer Friendly" version by clicking on the printer icon, located in the upper right-hand corner of the letter display. This will open a new popup version that allows for you to either print the letter to hand to the creditor or you can mail it via postal mail.

In the event you need to send the VOP letter electronically via email or by uploading into a website, you can download the letter as an Adobe PDF (Portable Document Format) file. To download the letter, click the icon with the down arrow with the line under it. This should generate a popup allowing you to save the PDF letter to your computer.

Please see the article, **askDFAS Refresh: Detailed Tour for Retirees**, within this newsletter for additional information regarding requesting a VOP Letter via our askDFAS online tool.

SBP Annuitants may request a VOP Letter by calling the Retired and Annuitant Pay Customer Care Center at 800-321-1080 or submitting a request to:

Defense Finance and Accounting Service
U.S. Military Retired Pay
8899 E 56th Street
Indianapolis IN 46249-1200

or by Fax: 800-469-6559

Please see the article, **askDFAS Refresh: Detailed Tour for SBP Annuitants**, within this newsletter for additional information regarding requesting a VOP Letter via our askDFAS online tool.

School Certification Season for SBP Child Annuitants

Child annuitants ages 18 to-22 who are attending school on a full-time basis should receive their annual school certification packets in the mail. Whether they are attending high school or another full-time course of study, Survivor Benefit Plan child annuitants, between ages 18-22 must annually certify they were enrolled in either high school or a full-time course of education to be entitled to an annuity. In addition to certifying current enrollment, they will also need to declare their intent for future attendance.

The annual school certification packets will contain a cover letter of instruction, **DD Form 2788 School Certification**, and **the Previous Attendance Letter**. The DD Form 2788 School Certification is used to provide the child annuitant's future intent to attend school on a full-time basis for the next school year.

The Previous Attendance Letter will allow the child annuitant to self-certify that they attended school as they previously provided. The self-certification letter will be pre-populated with the prior school year's information and the child annuitant can simply sign and date the self-certification letter and return it to DFAS via the askDFAS upload link.

The child annuitant will then be set for the next upcoming school year. If at any time the child annuitant's school attendance or marital status changes, the child annuitant needs to contact DFAS immediately, so they do not incur a debt.

Child annuitants are encouraged to use the DD Form 2788 Form Wizard. Doing so will make completing the form quicker by 'taking the form out of the form' and makes it easier for child annuitants to fill it in correctly. The Form Wizard will ask a series of questions and fill in the answers in the appropriate areas of the form.

Compatible PDF software, such as the free Adobe Acrobat DC software available at adobe.com, will be necessary. We do not recommend saving the Form Wizard to a shared computer because it contains personal identifiable information.

The DD Form 2788 Form Wizard can be found on our school certifications webpage at: <https://www.dfas.mil/schoolcerts>

Once all of the questions have been answered, the child annuitant can even choose to electronically sign the form and submit it online using our online upload tool or click a button to generate a ready-to-print-and-sign PDF with their answers!

The DD Form 2788 Form Wizard can be downloaded to a Windows or MAC computer.

Child annuitants approaching the age of 18 will receive a cover letter of instruction and a DD Form 2788 to complete prior to their 18th birthday so DFAS can determine their continued eligibility to receive an annuity as a child annuitant between the ages of 18-22.

- more -

Also located on the school certification webpage is a How-To Checklist along with some additional resources that can aid in the school certification process.

Submission of the child annuitant's school certification can be done using an online upload tool through askDFAS, available on the DFAS.mil website, which is also accessible on a mobile browser.

The askDFAS online upload tool can be found at:

<https://www.dfas.mil/dfas/AskDFAS/>

To use the online upload tool to submit a school certification form, the child annuitant will just need to fill in the required information in the online screen, and then upload a PDF of their completed and signed form and signed Previous Attendance Letter.

When submitting forms or any other supporting documentation, please ensure that the retiree's SSN is included on all the documents submitted.

In conjunction with using the askDFAS online upload tool, DFAS also provides a digital status notification for the submission of DD Form 2788 School Certification.

What is a digital status notification? It is a three-step process that will update the child annuitant when their DD Form 2788 is received, when it is assigned, and whether it was able to be completed or not.

The notification will be sent via the email address provided during the askDFAS submission. It will help to alleviate any doubt or concern as to whether the form was received and processed.

Retiree Appreciation Events

Retiree Appreciation Day

When: Thursday, August 15, 2024, Time: 1000

Where: 2720 Ohio St., Silverdale WA, Bangor Plaza

Contact: Terry Wimmer: (360)-315-3052 or at Terry.f.wimmer.civ@us.navy.mil

Retiree Appreciation Day

When: Saturday, September 7, 2024, Time: 0730

Where: NOSC, Minneapolis, MN, Treasure Island Resort and Casino

Contact: metrograd@gmail.com

Retiree Expo

When: Saturday, September 7, 2024

Where: Camp Pendleton, CA

Retiree Appreciation Day

When: Saturday, September 23, 2024, Time: 0800

Where: NAS Lemoore, CA; Hancock Circle Bldg. 822, MWR Movie Theater

Contact: (559) 998-4524

Retiree Appreciation Day

When: Saturday, September 21, 2024

Where: Fort Drum, NY

Contact: James Shinholt: james.r.shinholt.civ@army.mil

Retiree Appreciation Day

When: Saturday, September 21, 2024

Where: Buckley AFB, CO

Contact: Stephen Young, Buckley SFB RAO: 720-847-6693 or at

raobuckley@gmail.com

News from Our Partners: Navy MWR Events

Operation MWR: "We've Got Your Six." CNIC is pleased to announce an upcoming recreation initiative intended to foster participant readiness, enhance resiliency, build vibrant communities, and support fun across Navy installations.

Between May and June 2024, Operation MWR will conduct 60+ events featuring a range of concerts, comedy shows, and live entertainment to acknowledge and honor our service members service and sacrifices.

Operation MWR events are open to active duty members, reservists, veterans, retirees, DoD civilians, their families, and other MWR eligible patrons.

Visit NavyMWR.org/OperationMWR to find your local event.

News from Our Partners: Navy-Marine Corps Relief Society: Celebrating 120 years of service - providing over 5 million Sailors and Marines with \$2 billion in financial assistance!

In their own words: USN Surviving Spouse, Washington D.C.

The assistance I received today from NMCRS arrived at a time where I felt it was impossible to recover financially. I had little to no options prior to my counseling session. The aid received today has lifted the burdens I carried in recent months. Much gratitude to Ms. Heesch and the staff in providing me with a budgetary plan and the inspiration to take actionable steps to achieve new financial goals.

To learn more about how the Society is providing relief, as well as read some stories about clients, volunteers and donors please visit <https://www.nmcrs.org/about-us/legacy-newsletters-index>

Receiving Assistance

If you are facing a financial challenge, please do not hesitate to reach out to NMCRS. All of our programs and services are free and confidential. Our support does not affect your credit score. The most common requests for our no-interest loans and grant assistance are basic living expenses, such as rent and food. Each year, NMCRS provides millions of dollars in assistance for these daily needs to both active duty and retired Sailors and Marines. To learn more, please visit <https://www.nmcrs.org>

We LOVE our Volunteers!

Volunteers are the backbone of Navy-Marine Corps Relief Society, making up over 90% of our staff! This is what makes it possible for our donated funds to assist Sailors, Marines, and their families. When service members seek our assistance, they often interact directly with one of our skilled volunteers.

Not sure if this is right for you? Our volunteers have unique backgrounds and experiences and they have different reasons for serving. For many, volunteering can help build job-relevant skills and experience. Others find that they can use skills they already have to serve in a new area. Volunteer opportunities in the Society include leading a team, performing mission-related tasks, and providing support and assistance.

Our offices are located on Navy and Marine Corps bases across the country and around the world. Some opportunities allow you to volunteer from home so you don't need to be near a base. For most, you can volunteer as few as three hours a week.

- more -

As a volunteer, you will:

- Receive specialized training
- Get extensive support and resources
- Connect with other volunteers and build friendships
- Get assistance with child- and dependent-care and mileage expenses
- Help others and make a difference
- Build experience to add to your resume
- Feel appreciated and have fun

"I wanted to volunteer at the Navy-Marine Corps Relief Society because there was an opportunity to give back and serve those that protect our Country. It is an honor being an NMCRS volunteer, engaging with clients as I log them in for their appointment and being affiliated with an organization that assists in such meaningful ways."

-Lloyd Gillespie, Volunteer

You can learn more about volunteering at NMCRS

<https://www.nmcrs.org/get-involved/volunteer>

Give with confidence! NMCRS has the highest attainable charity ratings.

NMCRS has a **four-star rating with Charity Navigator**. You can read more [here](#)

We also have a **platinum rating from Candid** (formerly Guidestar). You can learn more [here](#)

NMCRS can "be there" when a Sea Service member is in need, because of donors like you. Your generous giving allows us to give back in ways and experiences that are truly priceless.

If you would like to set up an allotment, please contact NMCRS at giving@nmcrs.org to begin the process. If you would like to make a gift online to support your fellow shipmates and Marines, you can make a credit card donation at

<https://support.nmcrs.org/a/rfd>

Checks can be mailed to:

Navy-Marine Corps Relief Society

Attn: Development Department

875 N. Randolph St, Suite 275

Arlington, VA 22203

Looking for other ways to donate? Please visit <https://www.nmcrs.org/get-involved/donate>

Thank you!

News from Our Partners: Recently retired from service? Take advantage of your FEDVIP enrollment period.

The U.S. Office of Personnel Management (OPM) is proud to welcome retiring members of the uniformed services to the Federal Employees Dental and Vision Insurance Program (FEDVIP).

Sponsored by OPM, FEDVIP is a voluntary, enrollee-pay-all dental and vision insurance program. In general, retired uniformed service members, their families, and survivors are eligible for FEDVIP dental coverage and, if they're enrolled in a TRICARE health plan, FEDVIP vision coverage. Please note, opportunities to enroll outside of open season are limited.

Retiring uniformed service members are considered newly eligible for FEDVIP. This includes Retired Reserve members who are age 60 and older and under age 60 (Gray Area Reservists) not yet receiving retirement pay.

If you've recently retired from the uniformed services, you have a 91-day enrollment window to enroll in a FEDVIP dental and/or vision plan. You may enroll between 31 days prior to your military retirement date and 60 days following.

It's important to remember enrollment is not automatic. To prevent a gap in dental coverage between your active or reserve duty dental plan and your FEDVIP plan, you must enroll in FEDVIP prior to your military retirement date. If you don't enroll within 60 days from your retirement date, you must wait until the next open season, which runs from the Monday of the second full work week in November through the Monday of the second full work week in December.

FEDVIP is popular among the more than 3.5 million people already enrolled in the program, giving the program high marks for quality and value. FEDVIP offers you a choice between 12 dental and five vision carriers, so you can select the right coverage for you and your family, such as:

- Regional dental plans as well as nationwide dental and vision plans with international coverage
- Plans featuring high and standard options
- A choice between three enrollment types: self, self plus one, or self and family

To familiarize yourself with the program, explore [BENEFEDS.com/military](https://benefeds.com/military). BENEFEDS is the government-authorized online portal where you can enroll in FEDVIP, research FEDVIP's current list of carriers and plans, and use the plan comparison tool to view rates, benefits, and coverage information.

Don't miss this opportunity! Consider including FEDVIP in your retirement plan today. BENEFEDS is administered by FedPoint® under the oversight of the U.S. Office of Personnel Management. FedPoint is a trade name of the legal entity Long Term Care Partners, LLC®.

News from Our Partners: 2024 Air Force Assistance Fund 51st Annual Campaign

The 2024 Department of the Air Force's annual Air Force Assistance Fund Campaign at Air and Space Force Bases worldwide continued through Flag Day (June 14) this year!

Year after year our faithful retiree force comes through with donations given from the heart. Some give \$1,000, \$3,000, or even \$10,000 as a one-time gift because at some point, one of our four charities helped you or someone you know. Some give \$5, \$10, \$20 or \$50 per month, making a huge impact over time, for which we are equally grateful. No matter how you give or how much, we want to thank you once again for your faithful support of the AFAF Charities and our fellow Airmen, Guardians and their families.

The General & Mrs. Curtis E. LeMay Foundation (The LeMay Foundation) remains passionate in continuing to provide our surviving spouses of AF & SF retirees with financial help. Your loyalty in giving has made it possible to continue assisting our current spouses by receiving the Foundation's supplemental income to aid with their daily needs. In 2023, over \$345K in grants were given directly to our spouses. We continue the legacy of General and Mrs. Curtis E. LeMay, and The LeMay Foundation stands strong on "Taking Care of Our Own." Without your devoted commitment, we could not continue making a difference.

Air Force Aid Society (AFAS) provides an array of assistance to Airmen, Guardians, Retirees, and their families. Last year, AFAS provided \$12.5 million in direct assistance to more than 11,000 recipients. For more than 80 years, Department of the Air Force personnel have counted on AFAS for emergency financial assistance, disaster relief, education programs for dependent children and spouses, and a variety of vital community programs.

The Air Force Villages Charitable Foundation (AFVCF) has served over 600 surviving spouses of retired Department of the Air Force officers, with over \$23 million since 1970. These residents of Blue Skies of Texas retirement community know they will always have a home, regardless of their ability to pay. And 100% of your donations to AFVCF go directly to the residents' living expenses and continuing care, to allow them the peace of mind to live comfortably in their homes with a secure future.

The Air Force Enlisted Village (AFEV) continues its mission of providing a safe, secure home for surviving spouses of retired enlisted U.S. Airmen and Guardians. During the last year AFEV Benevolence Program provided \$534,352 in financial support to eligible Department of the Air Force widows. The care and support services through this program for our 600 plus residents at the Bob Hope Village and Hawthorn House would not be possible without the Air Force Assistance Fund.

- more -

If you haven't had the opportunity to give but want to make a year-end contribution, you can give anytime online now at <https://www.assistancefund.org>. Just click the red "DONATE NOW!!" button near the top right of the page. You'll be taken to our donation page where, on the right side of the page, you can choose to either use a donation form to authorize payroll deduction donations, or document where you'd like your check or money order donation to go. Then there's our "E-Giving" option, on the left side of the page, where you can help your favorite base and squadron by giving directly to their campaign—just scroll down to the "DONATE TODAY WITH OUR NEW PEER-TO-PEER PLATFORM" box and click the "Donate Today!" button. When you click the "Find a Base" button, you'll be able to click on the base link where each squadron/organization will have their own link. You can also give this way by texting **AFAF** to 50155 using your smart phone.

Join the *AFAF Wingman Squadron* today by signing up for monthly giving and your monthly donation won't automatically stop after just one year -unless you pause or stop it yourself. You're in full control with your giving account! In fact, if you authorize monthly recurring e-giving, it's *highly recommended* that you set up an account. You can do that after making your donation online by going to <https://secure.ggiv.com/for/assistancefund> and clicking the "Sign In" link and then clicking "Create an Account" link at the bottom of the pop-up box. If you need help linking your account to your monthly gift, please contact Department of the Air Force Fundraising at usaf.fundraising@us.af.mil.

Again, if e-Giving isn't your thing, that's okay. You can still give by check, money order, cashier's check, or through the annual payroll deduction plan from your retired pay. The contribution form can be found online at https://www.assistancefund.org/wp-content/uploads/2022/12/DAF_2561-20221026.pdf. Please be aware that payroll deduction allotment authorizations mailed to AFPC will not begin coming from retired pay until 1 July 2024.

*******PLEASE DON'T SEND CASH IN THE MAIL*******

Mail Check and Payroll Deduction Plan Donations to:

AIR FORCE ASSISTANCE FUND
AFPC/DP3SA
550 C STREET WEST
JBSA RANDOLPH TX 78150

Thank you once again for your continued support of the annual AFAF Campaign, and our fellow Airmen, Guardians, and their families. ***Retired, but still Active!***

Pay Schedule

To help you plan for 2024, below is a list of the days you should expect to receive your pay. Retired and annuitant pay is due on the first of the month. However, if the first falls on a weekend or holiday, retirees are paid on the last business day of the month and annuitants are paid on the first business day of month. For example, in December 2023, retirees will receive payment on December 29, 2023. However, annuitants are scheduled to receive payment on January 2, 2024. Please see the chart for each month in 2024.

| Entitlement Month | Retired Pay Date | Annuitant Pay Date |
|--------------------------|-------------------------|---------------------------|
| September 2023 | September 29, 2023 | October 2, 2023 |
| October 2023 | November 1, 2023 | November 1, 2023 |
| November 2023 | December 1, 2023 | December 1, 2023 |
| December 2023 | December 29, 2023 | January 2, 2024 |
| January 2024 | February 1, 2024 | February 1, 2024 |
| February 2024 | March 1, 2024 | March 1, 2024 |
| March 2024 | April 1, 2024 | April 1, 2024 |
| April 2024 | May 1, 2024 | May 1, 2024 |
| May 2024 | May 31, 2024 | June 3, 2024 |
| June 2024 | July 1, 2024 | July 1, 2024 |
| July 2024 | August 1, 2024 | August 1, 2024 |
| August 2024 | August 30, 2024 | September 3, 2024 |
| September 2024 | October 1, 2024 | October 1, 2024 |
| October 2024 | November 1, 2024 | November 1, 2024 |
| November 2024 | November 29, 2024 | December 2, 2024 |
| December 2024 | December 31, 2024 | January 2, 2025 |

Contact Us

DFAS Retired & Annuitant Pay Website

<https://www.dfas.mil/retiredmilitary>

DFAS Retired & Annuitant Pay Mailing Addresses

Retired Pay:

Defense Finance and Accounting
Service
U.S. Military Retired Pay
8899 E 56th Street
Indianapolis IN 46249-1200

Annuitant Pay:

Defense Finance and Accounting
Service
U.S. Military Annuitant Pay
8899 E 56th Street
Indianapolis IN 46249-1300

DFAS Retired & Annuitant Pay Phone and Fax Numbers

Phone:

Toll-free: 800-321-1080
Local: 317-212-0551
DSN: 699-0551

Retired Pay Fax: 800-469-6559

Annuitant/Survivor Pay Fax: 800-982-8459

myPay

<https://mypay.dfas.mil>

Phone: 888-332-7411