

## Buckley AFB, CO - RETIREE ACTIVITIES OFFICE (RAO) NEWSLETTER - Apr 2020

18401 East A-Basin Ave, Stop 95, Buckley AFB, CO 80011

Building 606, Room 104, phone 720-847-6693, e-mail address: [460sw.rao.org@us.af.mil](mailto:460sw.rao.org@us.af.mil)

Normal Hrs of operation: **Physical RAO Office Space Closed as of 18 Mar**

Director: Steve Young, Lt Col, USAF, Ret

**RETIREE ACTIVITIES OFFICE (RAO) LOCATION:** We are in Rm 104 of Bldg 606, very close to the main building entrance. As you come in the main entrance, turn left, enter the first hallway on your right and Rm 104 is the first room on your left. Remember, we assist military retirees from **all** Services!

**CHANGES TO RAO OPERATIONS:** On 18 Mar the RAO was directed to close the office due to the COVID-19 virus concerns as we are **not** deemed "service essential." As you know, all of our staff are volunteers and their health is my primary concern. While the hours on our website have not been updated, there will be **no one** in the office (Bldg 606, Rm 104) until further notice. **You should know this will have *minimal* impact on the support we routinely provide military retirees/surviving spouses.** While we won't be able to see or respond to any e-mails sent to our [460sw.rao.org@us.af.mil](mailto:460sw.rao.org@us.af.mil) address, every weekday we will be routinely checking Voice Mails left at our office number, 720-847-6693, just as we always do, and contacting you from home to assist you. My cell phone is a 703-xxx-xxxx number and that is what I will use to contact you. Our objective is to make the actual office closure as transparent as possible to you, the customer.

**COVID-19 IMPACTS ON BUCKLEY AFB:** There have been significant changes to Buckley AFB operations due to COVID-19 - some directly impact military retirees/surviving spouses. As I write this some of the major ones are below. **Check the Buckley AFB FaceBook (FB) page and website for the most current info - links below:**

<https://www.facebook.com/BuckleyAirForceBase/> Col Pepper is doing periodic FB Live broadcasts

<https://www.buckley.af.mil/> Click on the COVID-19 block in the upper right and review ALL data on that page

### Closed Facilities

6<sup>th</sup> Avenue Gate, and Visitor Control Center there, closed until further notice - must use the Mississippi Gate  
Base Gym  
Barber Shop  
Outdoor Rec  
Ent Credit Union  
Panther Den/Community Center  
Optometry Shop  
Chapel

### Facilities with Changes to Hours & Service

Mission Essential DoD civilians/contactors working on base are authorized to use the commissary & exchange  
Exchange Hours are 0900-1800 Mon-Sat, 1000-1700 Sun - maximum of 75 in store at one time

**ONLY** Active Duty/Guard/Reserve & their dependents from 0900-1000 Mon-Fri

Commissary Hours are 0900-1900 Tues-Sun - maximum of 75 in store at one time

**ONLY** Active Duty/Guard/Reserve & their dependents from 0900-1000 Tues-Fri

Pharmacy Hours are 0900-1600 Mon-Fri - **no walk-in customers**, only two drive thru lines (1 drop off, 1 pick-up)

**ONLY** Active Duty/Guard/Reserve & their dependents from 0900-1000 Mon-Fri

Base Legal Office is appointment only and partial service - call first 720-847-6444

MPF Pass & ID section is appointment only and partial service - call first 720-847-6990/4357

Airmen & Family Readiness Center (A&FRC) is appointment only and partial service - call first 720-847-6681

**SOCIAL SECURITY SCAM - FRAUDULENT LETTERS:** There have been reports some Social Security beneficiaries have received letters through the U.S. Mail stating their payments will be suspended or discontinued unless they call a phone number referenced in the letter. Scammers may then mislead beneficiaries into providing personal information or payment via retail gift cards, wire transfers, internet currency, or by mailing cash, to maintain regular benefit payments during this period of COVID-19 office closures. While Social Security Administration (SSA) offices were closed to the public as of 17 Mar 2020, Social Security employees continue to work. Social Security will **not** suspend or decrease Social Security benefit payments or Supplemental Security Income payments due to office closures or the current COVID-19 pandemic. Any communication you receive that says SSA will do so is a scam, whether you receive it by letter, text, email, or phone call.

Always remember that Social Security will never:

- Threaten you with benefit suspension, arrest, or other legal action unless you pay a fine or fee;
- Promise a benefit increase or other assistance in exchange for payment;
- Require payment by retail gift card, cash wire transfer, internet currency, or prepaid debit card;
- Demand secrecy from you in handling a Social Security-related problem; or
- Send officials letter or reports containing personally identifiable information via mail.

If you received a letter, text, call or email that you believe to be suspicious, about an alleged problem with your Social Security number, account, or payments, hang up or do not respond. We encourage you to report Social Security scams using our dedicated online for at <https://oig.ssa.gov>. Please share this information with your friends and family, to help spread awareness about Social Security scams.

**HAVE YOU EXPERIENCED UNSATISFACTORY SERVICE FROM THE RAO?** We are staffed completely with volunteers who do their very best to help with your issues. While we always strive to provide you with the best possible support, we realize there may be times you experience what you consider to be unsatisfactory customer service when you contact the RAO. Perhaps you never received a response to a voice mail/e-mail you left, you got inaccurate information regarding a question you had or the person who helped you was unable to provide an adequate answer to your question. **If you are ever dissatisfied with the support you get from the RAO please contact the RAO Director to discuss the situation.** The best way to reach me is via my home e-mail - [elkfive@centurylink.net](mailto:elkfive@centurylink.net).

**RAO VOLUNTEERS NEEDED:** We currently have **only 7 permanent RAO volunteers** that support our “Help Desk” (720-847-6693) so the office is not fully manned every day of the week. You can leave a voice mail anytime, and we check Voice Mails frequently to return calls, but **we need more volunteers. A typical volunteer spends just one 3-4 hour shift in the office per week.** You don’t need to be an expert on retiree matters, you just need a desire to help military retirees/surviving spouses and a willingness to learn! We will go over reference materials, explain RAO procedures, etc. and you won’t work a solo “shift” until you are comfortable doing so. The job mainly consists of answering phone calls, responding to Voice Mails and meeting with people who come by the office. You either answer customer questions yourself or refer them to the appropriate subject matter expert (SME) and provide them with the contact information for that SME. **If you think you might be interested, or just have questions, please contact me (Steve Young) at my home e-mail - [elkfive@centurylink.net](mailto:elkfive@centurylink.net).**

**COLORADO TECHNICAL UNIVERSITY PATRIOT SCHOLARSHIP:** Each year CTU awards 50 full-tuition scholarships to service members, veterans, their family and caregivers. These scholarships include full tuition to any CTU degree program, a new laptop computer, all course books, 24/7 technical support and training, etc. The **application period opens on 1 Mar and closes on 30 Jun** with recipients announced on 11 Nov. Recipients begin courses in Jan/Feb 2021. Who’s Eligible: **You must have a documented disability of 30% or higher.** It includes Active Duty, honorably discharged vets, Reserves and Veterans. Your spouse, children who are college ready up to age 26 and your non-medical caregiver. Everyone can apply at the same time if they are eligible. For more information go to: [www.coloradotech.edu/CTUPatriot](http://www.coloradotech.edu/CTUPatriot)

**BUCKLEY AFB RETIREE ACTIVITIES OFFICE (RAO) COFFEE SOCIAL CANCELLED:** The coffee social previously scheduled for Tuesday, 7 Apr at 0900 at the Buckley AFB Panther Den/Community center (Bldg 630) has been **cancelled** due to COVID-19 concerns on base.

**BUCKLEY AFB 2020 RETIREE APPRECIATION DAY (RAD):** Just a heads up that we have scheduled our 2020 RAD for Saturday, 3 Oct, at the Leadership Development Center (LDC) on base.

**DESIGNATING AN “ARREARS OF PAY” BENEFICIARY WITH DFAS:** Naming a beneficiary for Survivor Benefit Plan (SBP) does not automatically entitle that person to receive Arrears of Pay (AOP). A separate election must be made, as AOP and SBP are two separate benefits. AOP is a one-time payment, usually less than one month’s pay, made to a beneficiary after the retiree’s death. AOP is not a death benefit but a prorated amount of the final month’s retirement pay; and, if applicable, any other money owed to the retiree at the time of death. Unless otherwise noted, an AOP beneficiary will also be the person DFAS officials contact for assistance in closing the account, so it is important to designate a person the retiree trusts to handle their affairs. Also, designating a sole beneficiary in a will **does not** automatically make that person an AOP beneficiary. When no beneficiary is named, the payment is made to the highest person in what is known as the "Order of Precedence." The Order of Precedence is the federally mandated order of inheritance that applies to legacies without a designated beneficiary. It can take many months to locate survivors, identify who comes highest in the Order of Precedence, and then make the payment. For more information, visit the DFAS website or contact a representative at the DFAS Customer Care Center by calling 800-321-1080.

**OBTAINING TAX FORMS FROM DFAS:** If you don’t have a MyPay account where you can download your own 1099-R, etc you can request a copy through the DFAS telephone self-service option. To us this:

Call 800-321-1080

Select Option “1” for Self Service

Select Option “1” again

Enter your social security number when prompted

Your 1099-R should be in the mail to you within 7-10 business days to the address DFAS has on record for you (so make sure they have your correct address).

**INCOME TAX FILING ASSISTANCE:** It’s that time of year again so I thought some of you might be interested in a few tax preparation options available in our area, if you don’t do your own using Turbo Tax or whatever. While H&R Block and others obviously charge you to do taxes, **there are at least two free alternatives.**

There is normally an H&R Block Tax Booth located in the food court of the Base Exchange. Their prices generally run from about \$59 (W2 income only) - \$189 (paid mortgage interest, etc) depending on the complexity of your taxes. **Be aware these may no longer be available due to COVID-19 impacts - call & check websites.**

The Volunteer Income Tax Assistance (VITA) program offers *free* tax help to people who generally make \$56,000 or less, persons with disabilities and limited English speaking taxpayers who need assistance in preparing their own tax returns. IRS-certified volunteers provide free basic income tax return preparation with electronic filing to qualified individuals.

In addition to VITA, the **Tax Counseling for the Elderly (TCE)** program offers **free tax help for all taxpayers, particularly those who are 60 years of age and older**, specializing in questions about pensions and retirement-related issues unique to seniors. The IRS-certified volunteers who provide tax counseling are often retired individuals associated with non-profit organizations that receive grants from the IRS.

The **web site** at <https://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers> provides you with **two links where you can search (by zip code) for places near you that offer free tax return preparation by volunteers.** One link is for the **“VITA/TCE Locator Tool”** and one is for the **“AARP Tax-Aide Site Locator Tool.”**

The tax preparers at the AARP Tax-Aide sites will do taxes for *anyone* at no charge - you don't need to be an AARP member. There were 17 different AARP tax-aid locations listed within 20 miles of my zip code - at libraries, retirement homes, senior centers, rec centers, etc. Some of them allow you to make appointments on-line and others you have to call. If you have additional questions for them you can call the AARP tax-aid site located nearest you or visit <https://cotaxaide.org>.

**COAST GUARD NATIONAL RETIREE HELP DESK (NRHD) HOTLINE:** For any questions a retiree or retiree spouse has regarding benefits (other than those related to pay) such as health care issues, assistance obtaining important forms and/or papers, etc. call 1-888-224-6743 or e-mail [nrhdesk@gmail.com](mailto:nrhdesk@gmail.com). For questions concerning pay call 1-866-772-8724 or e-mail [ppc-dg-customer-care@uscg.mil](mailto:ppc-dg-customer-care@uscg.mil).

**BASE PHARMACY - PHONE IN PRESCRIPTION ACTIVATION PROCESS:** After hearing from numerous frustrated retirees, I've met with both the base pharmacy and a representative from the base Patient & Family Advocacy Council several times regarding the requirement for patients to call the pharmacy to "activate" prescriptions submitted electronically. The primary concern is the long wait times on hold to reach a person and activate the prescription. At my last meeting on 23 Jan we discussed several potential options to improve this process. While I have not gotten a response to my suggestions yet, the pharmacy contacted me on 5 Mar and requested a meeting on 10 Mar to discuss the issue. On 10 Mar they asked to reschedule that meeting to 13 Mar and the morning of 13 Mar, as the COVID-19 issue heated up, they cancelled that meeting. With the COVID-19 issue the entire base is very busy so I have no idea when the meeting might be rescheduled. As you know, the pharmacy is now only doing drive through, no walk-in customers, so you can anticipate even longer lines and wait times. **Please be patient as the pharmacy is working very hard to continue providing service to military retirees as they deal with all the COVID-19 fallout.**

**PRESCRIPTION MEDICATIONS UNDER TRICARE:** We've gotten several calls from people who are not aware of their options for getting prescription medications under Tricare - either regular Tricare or Tricare for Life (TFL). So, even though I'm sure most of you already know this, here is some basic info for those who may not. Under Tricare there are four basic options to obtain medication prescribed by your doctor - using these could save you money. From cheapest to most expensive, the options are: a military pharmacy; the Tricare Express Scripts home delivery program; a Tricare retail network pharmacy (~58k locations) and; a non-network pharmacy. Tricare requires your prescription be filled with a generic product if one is available. At a **military pharmacy** (like the one on Buckley AFB) you can receive up to a 90 day supply of *most medications* at *no cost to you*. Using **Express Scripts** home delivery you can receive up to a 90 day supply of *most generic medications* for a **\$10 copay and brand-name medications for a \$29 copay**. For prescription drugs not on the Tricare's preferred list the copay is \$60. At an **in network retail pharmacy** (like a Walgreens, Rite Aid, Walmart, etc) you can receive up to a **30** day supply of *most generic medications* for a \$13 copay and \$33 for brand name medications. Prices at non-network pharmacies will vary. If you have any questions you can call the Buckley AFB Pharmacy (720-847-7455) or Express Scripts (877-363-1303, 800-282-2881 or visit <https://www.express-scripts.com/TRICARE/index.shtml>).

**BUCKLEY AFB LEGAL OFFICE - WHAT CAN THEY DO FOR YOU?** The majority of the retirees go to base legal for estate planning to include wills, power-of-attorneys, advance medical directives, and living wills. All of these are done *by appointment only* on Tuesday afternoons. They also visit legal for assistance with matters such as probate, divorce, elder abuse/scams, and other legal matters. These appointments are scheduled on Thursday afternoons. Legal *does not* provide assistance for any of the following: criminal matters; real estate/closing documents; official matters in which the US Government has an interest; matters on behalf of third parties (their children); commercial enterprise to include private organizations, rental properties, home businesses; trusts; any representation of a client in a court or administrative proceeding. Legal will do wills and witness/notarize documents but they will not do trusts. **Customers can make an appointment with legal by calling 720-847-6444 (Bldg 1030, the 460<sup>th</sup> SW HQ building).**

**CORRECTING & REQUESTING MILITARY RECORDS:** Air Force veterans who need to have an error corrected or an injustice removed from their military records should complete a DD Form 149, Application for Correction of Military Record. The form instructions advise mailing the package to the address on the back of the form, but the DD Form 149 is currently being revised for an address change. The intake office on the back of the form has relocated from Joint Base San Antonio-Randolph, Texas, to Joint Base Andrews, MD. To ensure an application is received and processed in a timely manner, mail the DD Form 149, along with any supporting documents, to: SAF/MRBC (AFBCMR), 3351 Celmers Lane, Joint Base Andrews NAF, Washington, MD 20762-6435 or send the package by email to [usaf.pentagon.saf-mr.mbx.saf-mrbc@mail.mil](mailto:usaf.pentagon.saf-mr.mbx.saf-mrbc@mail.mil).

You can get additional information at the following link: <https://www.afpc.af.mil/Career-Management/Military-Personnel-Records/> Scroll down to the “RECORDS CORRECTION” section for more information. On this same site, in the “REQUEST COPY OF MILITARY RECORDS” section, you will find the following info on how to get a copy of your military records. “Air Force veterans who separated or retired on or after Oct. 1, 2004, may request their records in two ways: register for a free Premium account on the Department of Veterans Affairs’ [eBenefits site](#), or email, mail or fax a signed SF-180 to AFPC’s military personnel records section. The form can be emailed to AFPC/DPIOR Military Records Incoming at [dpsomp.incoming@us.af.mil](mailto:dpsomp.incoming@us.af.mil), faxed to 210-565-3124 (DSN 665-3124) or mailed to the AFPC address on the back of the form. *Requests for records or documents cannot be made by phone.*”

You can find additional information on getting copies of your records from the National Archives web site at <https://www.archives.gov/personnel-records-center/military-personnel> or calling 314-801-0800.

**REPORTING THE DEATH OF A RETIREE TO DFAS ONLINE:** **DFAS has re-introduced the option to report the death of a retiree online.** To use the online Notice of Death option, click on the link at the top of the Retired Military & Annuitants main page, which is located at <https://www.dfas.mil/retiredmilitary.html>. This will take you to a form where you will enter all of the pertinent information. When reporting a retiree’s death, be sure to have the following information available:

- Retiree’s full name
- Retiree’s SSN
- Retiree’s date of death
- Cause of death
- Marital status (if married, the wedding date)

The form also asks for your name, address, phone number and email address. If you are completing this form on behalf of someone else, such as the spouse or child of the deceased retiree, please use the contact information of the person you are helping to make the report. Updates on the status of the claim will be sent to the email address provided, including an email verifying that the notification was received. **If you need any assistance you can always contact the Buckley AFB Casualty Assistance Representative, Loretta Lopez, at 720-847-6946.**

**STATE VA BENEFITS:** Everyone knows about the federal benefits available to veterans, but did you know many *states* also offer great benefits to their veterans? State benefits range from free college and employment resources to free hunting and fishing licenses. Most states also offer tax breaks for their veterans and specialized license plates, some states even provide their veterans with cash bonuses just for serving in the military. A handy summary of the benefits each state and territory offers can be found here: <https://militarybenefits.info/state-veterans-benefits/> There may be a benefit available to you or your family that you didn’t know about! Other **Federal VA benefit numbers:** life insurance 800-669-8477; status of headstones and markers, 800-697-6947; special issues such as Gulf War/radiation/Agent Orange/Project Shad call 800-749-8387; and GI Bill and education matters call 888-442-4551. Visit the Federal website at [www.va.gov/](http://www.va.gov/) for more info.

**DENVER VA REGIONAL BENEFITS OFFICE HOURS & LOCATIONS:** *Do you have a question about your VA Benefits? Compensation Claim, Pension Claim, Aid and Attendance, Appeals, survivor and burial benefits, Home Loans, Employment, or Education*

The VBA Office in the Rocky Mountain Regional VA Medical Center is holding office hours:

Office Hours: Monday - Friday, 8:30 a.m. to 4 p.m. (last appt. at 3:30 p.m.)

Phone: (800) 827-1000

Location:

Rocky Mountain Regional VA Medical Center

Veterans Benefits Administration (VBA)

1700 North Wheeling Street

Aurora, CO 80045

Sign up to meet with a counselor in the Pharmacy waiting room.

**We also have a Veterans Affairs Office on Buckley AFB in Bldg 606. There are two Benefits Advisors there (Mr Groce & Mr White) who can be reached at 720-847-4838 from Mon-Fri 0800 - 1600.**

## **ID CARD RENEWALS FOR MILITARY RETIREES, SPOUSES & DEPENDENTS**

**(Due to COVID-19, hours/times/processes for locations below may have changed - call first!)** For ID card renewal there are several places you can go, both on and off Buckley AFB. If your computer is compatible, you can use the following two web sites to locate ID card facilities near you and make an appointment. The RAPIDS locator web site is at <https://rsl.dmdc.osd.mil/rsl/> and the appointment site is at <https://rapids-appointments.dmdc.osd.mil> . If the links above won't work for you, info on the nearby ID card facilities is below. **A word of caution - on the day of your appointment I'd encourage you to call the location you're using to ensure DEERS is up - if DEERS is down they won't be able to process your ID card.**

Note: when you or spouse are approaching age 65 the FRONT of your ID card probably has INDEF listed, but on the back there is probably an actual expiration date, which should be the **month before your 65th birthday** - use this date to determine when you need to get a new card. You may schedule an ID card replacement appointment (up to 1 month before your ID card expires) using the process outlined above.

MPF at Buckley AFB (Bldg 606 on 18401 E A-Basin Ave) - they are really by appointment only. You can call them at 720-847-6990 to schedule an appointment.

ANG at Buckley AFB (18860 E Breckenridge Ave, Hangar 801, Rm N224) - You can call 720-847-9295, closed Monday.

NAVOPS Space Ctr at Buckley AFB (7 N Snowmass St, Bldg 1301) - you can call 720-847-7808, Closed Monday

CO HQ Army NG in Centennial (6848 South Revere Pkwy) - you can call 720-250-1315, Closed on Monday.

NOAA Facility in Boulder (Skaggs Bldg, Rm GB515 - 325 Broadway) - you can call 303-497-6119, open Mon-Wed-Fri by appointment only.

**GRAY AREA RESERVISTS:** We get quite a few calls in the RAO from Gray Area Reservists approaching 60 who have questions regarding the processing of their retirement orders, when they can anticipate their first pension check, what they need to do regarding Tricare, etc. Based on that, below is some POC information for Guard/Reserve members from the various services. In addition, we send a personal letter to Gray Area Reservists we know of in our AOR several months before their 60<sup>th</sup> birthday with additional information. We can also provide you with a copy of DoD Fm 2656 if you are having trouble downloading it.

*Air Force Guard/Reserve:*

Air Reserve Personnel Center (ARPC): <https://www.arpc.afrc.af.mil/retirement/> or 1-800-525-0102. If you experience trouble reaching ARPC with this number please get in touch with us and we will use our back-channel

contacts at ARPC to try and assist. ARPC encourages retirees to file retirement packages using a MyPers account. In Nov 19 ARPC implemented a retirement application status bar in MyPers so applicants can now track the status of their submitted package. Instructions on how to use the application status bar can be found at: <https://www.arpc.afrc.af.mil/Portals/4/Documents/Retirement%20application%20status%20bar%20instructions.pdf?ver=2019-11-20-120624-723&timestamp=1574269784796>

#### *Army Guard/Reserve Personnel in CO*

88<sup>th</sup> Readiness Division Retirement Services Office (RSO) - 60 South O Street, Ft. McCoy, Wisconsin 54656  
608-388-7448/9321 or DSN 280-0596  
<http://soldierforlife.army.mil/retirement/reserve-component-retirement-services>

#### *Navy Guard/Reserve Personnel*

PERS-912: 1-866-827-5672 or 1-833-330-6622  
[https://www.public.navy.mil/bupers-npc/support/retired\\_activities/Pages/default.aspx](https://www.public.navy.mil/bupers-npc/support/retired_activities/Pages/default.aspx)  
The Navy also has a MyNavy Career Center website at <https://www.public.navy.mil/bupers-npc/organization/npc/MNCC/Pages/default.aspx> or you can call 1-833-330-6622 for assistance.

#### *USMC Reserve Personnel*

MMSR-5 Reserve Retirement & Separation Section: 703-784-9306/9307

#### *Coast Guard Reserve Personnel*

National Retiree Help Desk Hotline (unless it is a pay related issue): 1-833-224-6743 -  
For pay related issues call 1-800-772-8724 or 785-339-3415  
<https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Retiree-Services-Program/>

#### *Colorado Transition Assistance Advisor (TAA)*

This office assists Service members in accessing Dept of VA health care services & benefits. The TAA initiative was started in May 2005 when the National Guard Bureau (NGB) signed a MoA with the VA.  
Amy Eagen - 720-250-1173 (works Tues-Fri)

**MyPay ADDRESS CHANGE:** The simplest and quickest solution for changing your mailing address is through myPay, using the online account management system. For any questions or concerns regarding myPay, call 888-332-7411 (option 5) for a customer service representative. Both retirees and annuitants may call DFAS Retired and Annuitant Pay at 800-321-1080. If you call MyPay have your banking information available - you may need **routing and account information** before they will talk with you.

**MAIL OPTION:** Please include: both your old and new mailing address, effective date for the new address, your name, social security number and signature with date on your request. For retirees, use the address below:

DFAS U.S. Military Retired Pay  
8899 E 56th Street  
Indianapolis, IN 46249-1200  
Or FAX DFAS Retired Pay at 800-469-6559

If you are an annuitant please mail your request to:

DFAS U.S. Military Annuitant Pay  
8899 E 56th Street  
Indianapolis, IN 46249-1300  
Or FAX DFAS Annuitant Pay at 800-982-8459

**LIFE CHANGING EVENT? KEEP DFAS INFORMED:** Ensuring your retired pay comes to you accurately and on time is the primary goal at DFAS. To do this, they need your help to keep your account up to date. *Keeping your account up to date includes making sure your mailing address, banking information, allotments, tax withholding status, and your beneficiary choices are current. Be sure to report any change of life events as soon as they happen. These life-changing events include:*

- Marriage
- Divorce
- Death of a spouse or child
- Birth or adoption of a child

Some changes, especially those regarding SBP, have a one-year time limit, so it is very important that DFAS is notified of life-changing events when they happen. When you notify them, be sure to include supporting documents, such as birth or marriage certificates. Keeping your contact information updated is also key to staying informed. DFAS occasionally sends out correspondence regarding changes in the law that affect your pay, and a new Retired Account Statement (RAS) is sent when your net pay changes (unless you are on **myPay** where the new RAS is available online). **If your mailing address is not correct and you are not on myPay, they have no way of notifying you about changes. The easiest way to stay up to date is to use myPay. You can use myPay to change your mailing address, your direct deposit information, Survivor Benefit Plan (SBP) coverage, certain allotments and your tax withholding status. You can create a myPay account at <https://mypay.dfas.mil/>**

### **Reporting the Death of a Retiree**

Do your loved ones know who to contact in the event of your death? **Casualty Assistance Representatives (CARs)** stand ready to lend a hand with your casualty assistance needs. Call them for an appointment to talk about what you should have ready for your loved ones in the event of your passing. **If you are not sure who your Casualty Assistance Representative (CAR) is, you can call 877-353-6807, enter your zip code, and you will be automatically transferred to the base CAR responsible for your area.**

**Buckley AFB Casualty Assistance Office (Loretta Lopez) - CAR/SBP Rep .... 720-847-6946**

Retired Air Force.....	1-877-353-6807
Retired Army.....	1-800-626-3317
Retired Coast Guard.....	1-800-772-8724
Retired Marines.....	1-800-847-1597
Retired Navy.....	1-800-368-3202
Retired Civil Service.....	1-888-767-6738
Receiving VA Compensation.....	1-800-827-1000
Social Security Administration.....	1-800-772-1213

**AIR FORCE RETIREE AFTERBURNER:** Here is the link to the Afterburner for latest retiree news:  
<http://www.retirees.af.mil/Library/Afterburner/>

**BUCKLEY AFB WEB SITE - RETIREE PAGE:** Check our Retiree page on the Buckley AFB website at <http://www.buckley.af.mil/Units/Retiree-Activities-Office/> There are links to informative websites related to ID cards, military/retiree support organizations and online news, reporting the death of a service member/spouse, retiree information/resources, veteran's records, survivor assistance, travel & lodging, etc. The last three issues of our newsletter are posted here. **We welcome your feedback on the site!**



**BUCKLEY AFB OUTDOOR REC & ITT:** Buckley AFB Outdoor Rec and Information Tickets & Travel (ITT) (Bldg 1022) provides many programs and services to the Buckley community, as well as the worldwide US Department of Defense community. Stop by and check out ITT where they sell many in-state and out-of-state tickets to theme parks including E!itch Gardens, Disney and Universal Studios, plus local professional sports games such as the Nuggets and Rockies. For skiers and snowboarders, they sell lift tickets and season passes to most Colorado ski areas. For their ticket list, stop by ITT or give them a call at 720-847-6100.

Other services provided by Outdoor Rec include an RV storage lot, Williams FamCamp RV Park, guided trips, outdoor adventures, ski and snowboard tuning services and retail sales of outdoor apparel and equipment. They also offer a wide variety of equipment for rent at very reasonable prices (camping gear, home & garden equipment, picnic needs, sports equipment & games, campers & trailers, party equipment, etc). See their website for additional information: <https://www.460fss.com/outdoor-rec-itt/>

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