



IMCOM-Europe RETIREE BULLETIN



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You may direct all other questions to the retirement services office (RSO) at your local United States Army garrison (USAG) (see page 8).

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COMMANDER AND EDITORIAL STAFF:

Lieutenant General Donald M. Campbell, Jr.
Commanding General, USAREUR

Ms. Kathleen Y. Marin
Director, IMCOM-Europe

Mr. Michael L. Malone
IMCOM-Europe Retirement Services Officer/Editor



Dear Retirees, Family Members, and Annuitants:

This year, the Army in Europe Retiree Appreciation Day will be hosted by USAG Wiesbaden with a proposed date of 26 October 2013. The location of the event is still to be determined due to the numerous construction projects ongoing in Wiesbaden. The confirmed location will be published in the June 2013 issue of the Retiree Bulletin.

We invite all of you to the Army in Europe Retiree Appreciation Day in Wiesbaden. Come and enjoy the event, see your old friends, and make some new ones.

Sincerely,



MIKE MALONE
IMCOM-Europe RSO



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IMCOM-Europe Retiree Bulletins are available at <https://aepubs.army.mil/>.

DFAS Will Stop Mailing Checks

Effective 1 March 2013, the Defense Finance and Accounting Service (DFAS) will stop mailing out checks. All retirees and annuitants currently receiving their payment by check to an address **must change the method of payment to direct deposit to a bank by the end of January 2013**. The processing time for the transaction is approximately 4 weeks.

SOS Federal Benefits Coordinator Europe

For questions about SOS benefits, please call DSN (314) 496-6082 or civilian 0049-(0)6302-67-6082.

Numbers and Service Hours for the Federal Benefits Unit, Frankfurt

The Federal Benefits Unit (FBU), Frankfurt, numbers and hours are as follows for Americans residing in **Austria, Germany, and Liechtenstein**:

Monday to Friday

0800 to 1100

Telephone: 0049-(0)69-90-555-1100

Fax: 0049-(0)69-749352

E-Mail Address: fbu.frankfurt@ssa.gov

The office is closed on—

- German and American holidays.
- The last Thursday of the month.

FBU's **will not assist** retirees and annuitants **with military retired pay** issues. Please refer to the last page of this bulletin to find an RSO to assist you with issues involving DFAS-Cleveland. You may also contact DFAS-Cleveland directly using the telephone numbers on page 4.

DFAS-Cleveland Representative Visit in October 2013

A representative from DFAS-Cleveland will travel to Europe to help retirees and

annuitants with pay issues and provide one-on-one audits of their pay records. Below is the tentative schedule:

18 Oct 13: Vicenza, Luna Bubble Annex, during the Retiree Appreciation Day (RAD) (0800-1200)

21 Oct 13: Benelux, SHAPE, at a location to be determined (0900-1300)

22 Oct 13: Ramstein, Air Force Officers Club, during the RAD (0800-1200)

23 Oct 13: Stuttgart, Patch Barracks, at the Swabian Special Events Center (0800-1500)

24 Oct 13: Ansbach/Katterbach, at a location to be determined (0900-1400)

25 Oct 13: Grafenwöhr, building 244, during the RAD (0800-1500)

26 Oct 13: Wiesbaden, during the RAD (0800-1500), at a location to be determined.

Always check with your local RSO to ensure military priorities did not cause a change in this schedule.

Scheduled USAG Retiree Appreciation Days in October 2013

The following USAG RADs are tentatively scheduled for October 2013:

USAG Vicenza: Friday, **18 October 2013**, at a location to be determined from 0900 to 1200 (doors open at 0800 for registration and close at 1130). Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy information. Representatives of various agencies will be present to answer questions and provide assistance, including representatives from the Chaplain's Office, customs, Red Cross, Army Community

Service (ACS), the ID-card office, the passport office, the Installation Access Control System, the legal office, local associations, AAFES, and the Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the FBU, Rome (if funds are available). Dental-screening services will be available. The location may change because of military missions.

USAG Benelux: The RAD is scheduled for Monday, **21 October 2013**, in the chapel annex at SHAPE, from 0900 to 1200 (doors open at 0800 for registration and close at 1100). Garrison support agencies and DFAS-Cleveland will be represented.

Kaiserslautern Military Community: The USAG Kaiserslautern will hold a joint RAD with the Air Force on Tuesday, **22 October 2013**, at the Ramstein Officers Club from 0900 to 1200 (doors open at 0800 for registration and close at 1100). DFAS-Cleveland and community support agencies will be represented.

USAG Stuttgart: Wednesday, **23 October 2013**, at Patch Barracks, in the Swabian Special Events Center (subject to change), from 0800 to 1400. Medical services will include flu shots and other vaccinations, diet counseling, eye exams, medical screening, blood-pressure screening, blood-sugar testing, and pharmacy information. Ophthalmology services may be offered (depending on person-nel availability). Dental services will provide retirees only with oral hygiene information and exams. Representatives of the following services will attend: The Chaplain's Office, customs, Red Cross, ACS, the ID-card office, the passport office, the Installation Access Control System, the National Archives and Records Administration, the legal office, local associations, AAFES, and the Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the FBU, Frankfurt (for Social Security and United States Depart-

ment of Veterans Affairs (VA) information)), if funds are available.

USAG Ansbach: Thursday, **24 October 2012**, at a location to be determined. Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy information. Representatives of the following services will attend: The Chaplain's Office, customs, Red Cross, ACS, the ID-card office, the passport office, the Installation Access Control System, the National Archives and Records Administration, the legal office, local associations, AAFES, and the Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the FBU, Frankfurt (for Social Security and VA information), if funds are available.

USAG Grafenwöhr: Friday, **25 October 2013**, in building 244, main post, from 0900 to 1500 (doors open at 0800 for registration). Medical services will include flu shots and other vaccinations, medical screening, diet counseling, eye exams, blood-pressure screening, blood-sugar testing, and pharmacy services. Dental services will provide retirees with oral hygiene information and screening appointments. Representatives of the following services will attend: The Chaplain's Office, customs, Red Cross, ACS, the ID-card office, the passport office, the Installation Access Control System, the National Archives and Records Administration, the legal office, local associations, AAFES, and the Service Credit Union. Representatives of the following outside agencies will attend: DFAS-Cleveland and the FBU, Frankfurt (for Social Security and VA information), if funds are available.

USAG Wiesbaden: Saturday, **26 October 2013**, at a location to be determined, from 0900 to 1400 (doors open at 0800 for registration and close at 1300). Representatives from various agencies will attend to answer questions and provide assistance. The

agencies represented include DFAS-Cleveland; the FBU, Frankfurt (for Social Security and VA information); and various garrison support agencies. The representatives will address the following issues: ID cards, the Defense Enrollment Eligibility Reporting System, the Installation Access Control System, legal support, and medical and dental-screening services.

Mailing Drugs to an APO Address

Mailing medicine and pharmaceuticals, including over-the-counter drugs, nutritional supplements, and vitamins, directly to individuals through an Army post office (APO) is prohibited. This continues to be an issue.

DFAS-Cleveland Mailing Address and Telephone Numbers

The DFAS-Cleveland centralized mail-handling operation addresses and telephone numbers are as follows:

Defense Finance and Accounting Service
U.S. Military Retirement Pay
P.O. Box 7130
London, KY 40742-7130

Telephone: 001-800-321-1080
Telephone: 001-216-522-5955
Fax: 001-800-469-6559

Defense Finance and Accounting Service
U.S. Military Annuitant Pay
P.O. Box 7131
London, KY 40742-7131

Telephone: 001-800-321-1080
Telephone: 001-216-522-5955
Fax: 001-800-982-8459

For Germany only (toll-free): 0800-5891634 (dial as shown). This number cannot be reached from a DSN telephone. Currently there is low usage of this line.

This service may be discontinued if not being used by more customers.

Ensure the last four digits of your social security number and your signature are on all pages sent by fax. You can change your address online through the MyPay website at <http://www.dfas.mil>.

TRICARE Does Not Cover Long-Term Healthcare

TRICARE does not provide a long-term healthcare benefit. You may need to look at purchasing long-term healthcare insurance coverage for assistance with long-term care costs. TRICARE, like Medicare, is designed to cover medical care for illnesses and injuries, such as cancer, a broken arm, or a stroke. It will not pay for long-term assistance with activities of daily living, such as dressing, eating, or using the bathroom. For information on long-term healthcare coverage, contact commercial companies that provide long-term care benefits. The Office of Personnel Management provides long-term care coverage through the Federal Long Term Care Insurance Program (FLTCIP). Many TRICARE beneficiaries may be eligible to participate in the FLTCIP. For more information, call 001-800-582-3337.

Not Filing TRICARE Claims Within 1 Year May Cause Problems

The TRICARE claims center requests all bills and claims be submitted no later than 12 months after the first day you receive care on an outpatient basis. TRICARE needs to receive claims for inpatient services no later than 12 months after the day you leave the hospital. File claims by submitting a completed DD Form 2642 (TRICARE DOD/Champus Claim, Patient's Request for Medical Payment). Ensure you include proof of payment with the claim. Claims received later than 1 year after the date that service was provided may not be honored. If, however,

the bill is dated later than 1 year after the date the service was provided, TRICARE will honor the claim.

Remember, TRICARE may not cover all host-nation services offered. You should always check with your local TRICARE office for guidance on services offered versus services covered before accepting them.

Drugs are a big issue. Ensure a prescription indicates the **American name of the drug**.

Customs Tips for U.S. Retirees, Gray-Area Retirees, 100-Percent Disabled Veterans, and Widows or Widowers of Retired Military Personnel in Germany

Exchange and Commissary Shopping in Germany After Retirement

Retired military personnel, widows or widowers of retired military personnel and their dependents, retired reservists (reservists who are otherwise eligible for retirement, but are under 60 years of age), and 100-percent disabled veterans are authorized to purchase nonrationed goods at U.S. Forces sales facilities in Germany in accordance with the Revised Forces Customs Law (*Truppenzollrechtsänderungsgesetz*) and the Forces Customs Ordinance (*Truppenzollverordnung*). The same rule applies to children of military personnel. It does not apply to retired civilian employees who reside in Germany or visit Germany.

Before you and your dependents shop in U.S. Forces sales facilities, you must obtain a U.S. Forces Status Verification (AE Form 550-175K) from a U.S. Forces Customs-Europe office in Germany. Dependents visiting Germany without their retiree sponsor and widows or widowers of military personnel or military retirees visiting Germany are not authorized to obtain an AE Form 550-175K.

Which Documents Does the U.S. Forces Customs Office Require?

Military Retirees:

- Military Retiree ID-card
- Passport (with valid residence permit, if ordinary resident in Germany)

Dependents and Unaccompanied Dependents (UDs)

- Dependent Retiree ID-card
- *Personalausweis* or passport (with a valid residence permit, if ordinary resident in Germany)

Widows and Widowers:

- Widow or Widower ID-card
- *Personalausweis* or passport (with a valid residence permit, if ordinary resident in Germany)

Self-Registration for Spouses of Military Retirees:

- Written request for self-registration dated and signed by the retiree, or a certificate proving that the retiree is medically incapacitated and not able to write and sign a request for self-registration
- Original documents for the military retiree and dependent as listed above

Shopping Assistants:

- Written request for shopping-assistant authorization, dated and signed by the retiree, widow or widower, or UD
- A certificate proving that the retiree, the widow or widower, or the UD is medically incapacitated or under custodianship
- Original documents for the military retiree, the widow or widower, or the dependent as listed above

NOTE: The designated shopping assistant needs to bring his or her *Personalausweis* or passport (with valid residence permit, if ordinary resident in Germany).

All questions about customs issues should be addressed to your local U.S. customs office in your garrison.

AE Form 550-175K must be presented to the German customs office servicing your area of residence for further processing and issuing of the actual authorization forms, Form 0216 and Form 0217, also called "Pink Card." AE Form 550-175K will specify the validity date of the "Pink Card." Your retiree ID card and the "Pink Card" will allow you access to U.S. Forces sales facilities in Germany. The purchase of rationed items is not authorized. All purchases must be for personal use only and, as such, may not be transferred or resold.

No later than the 5th day of a month, the "Pink Card" must be presented to the issuing customs office together with all original cash-register sales receipts for the previous month's purchases. German customs will levy duties in the amount of 17.5 percent for items with a single-item sales price of **less** than the U.S. dollar equivalent of 50 euros; for items with a single-item sales price of the U.S. dollar equivalent of 50 euros or **more**, German customs will charge the regular tariff rate plus 19 percent value-added tax (*Mehrwertsteuer*). Websites are available to help retirees determine their duty rates. A list of the tariff rates (in English) used to determine duty rates for specific items can be found at <http://www.zolltarifnummern.de>. The website <http://www.ezt-online.de> also provides information on tariff rates, but is available in German only. The euro rate that German customs will use to calculate the value of items is available at <http://www.zoll.de>. Duties will be levied based on the euro rate applicable for the month during which the purchases were made.

If a "Pink Card" was not used for its entire validity period, German customs officials will request a written statement from the "Pink Card" holder verifying that purchases were

not made during the remainder of the time that the card was valid. German customs officials are authorized to forward the "Pink Card" holder's information to the U.S. Forces for verification. **Be aware that German customs officials also have the authority to withdraw your "Pink Card" if you fail to meet your obligations.**

Post exchanges and commissaries will annotate large sales (for example, TVs, furniture, computers) on the "Pink Card."

Using the APO in Germany

Retired military personnel, widows and widowers, retired reservists, 100-percent disabled veterans, and unaccompanied dependents whose sponsors are serving in restricted tour areas may apply to use the U.S. Forces Postal System. To obtain APO privileges, you must make arrangements with the local APO to receive your mail through "Box R" (general-delivery mail section). Your mail must be addressed to "Box R" and must include the word "Retired." You must pick up your mail at the APO. The postal officer will advise you of any restrictions on package sizes. The personnel categories mentioned above are authorized to receive parcels through the APO. The value of the goods or items, however, may not exceed 45 euros if received from a private person or 22 euros if received from a company. All Box-R mail that exceeds the 16-ounce weight limit or the 22- or 45-euro monetary limit will be immediately returned to the sender. The intended recipient will be notified in writing of the delivery rejection and the return of the parcel. For questions regarding any category of personnel not listed here, please contact your local U.S. Forces customs office. (Source: AE Regulation 550-175)

New European Union (EU) Electronic Residence Permit (eAT)

In September 2011, EU countries started issuing the new eAT. Before then, individuals

received an adhesive “Residence Permit” label in their passport, but now they receive an eAT as a separate document in credit-card format. **The card is valid for identification only in the country you live in.** It does not replace a passport for travel to other EU countries. The card has a built-in chip that will store fingerprints of all persons age 6 and older and support electronic signatures for the legally binding signing of digital documents. These are just two of the functions the card can have. Normally, the card is issued for the validity period of your passport (up to 10 years). The cost in Germany is up to 80 euros. Existing residence permits in passports will be changed out as they expire but no later than 1 May 2021. For more information about the new card, check with your host-nation immigration authorities.

Who is Your Arrears Beneficiary?

Who did you designate as your arrears beneficiary for your last month of retirement pay? Since we have no way of knowing how long we will live, we need to ensure that the information DFAS has about our arrears beneficiary remains current.

Once a retiree dies, DFAS-Cleveland will recoup the last check either from the bank or the spouse. DFAS will audit and then close the retiree’s retired-pay account. If the retiree did not identify a beneficiary for the last retirement pay, DFAS will use the last election on file. Furthermore, DFAS-Cleveland cannot start the annuitant payments of the Survivor Benefit Plan until the retiree’s retired-pay account is closed. Therefore, contact your local RSO about completing DD Form 2894 (Designation of Beneficiary Information).

MyPay Correspondence Mailing Address

If you are a retiree, work for the Government as a civilian, and use MyPay, remember that changing your address on the civilian side of the MyPay screen will not automatically change your retiree mailing address. You must also change the information on the retiree side. In addition, when changing an address in MyPay, remember that APO and FPO addresses are not foreign addresses. Enter APO or FPO addresses in the CONUS field. Many APO and FPO addresses entered at DFAS include information that causes postal problems. Include in your APO or FPO address only the information provided by postal personnel. **Your MyPay mailing address is your official Army mailing address.**

Looking for an RSO?

If you live outside Belgium, Germany, Italy, or the Netherlands, contact the IMCOM-Europe RSO at DSN (314) 496-5806 or civilian 0049-(0)6302-67-5806. Otherwise, see the list on page 8.

Receiving the Retiree Bulletin by E-Mail

If you wish to receive the Retiree Bulletin by e-mail, you can ask to be included in the electronic distribution list by logging onto <https://aepubs.army.mil/>. Click on *Retiree*, enter the information requested in the pop-up window, and click on *Submit*. This is a one-time registration. Once you subscribe, you will send all future Retiree Bulletins by e-mail. If you change your e-mail address, you must register again.

**IMCOM-Europe
Retirement Services Offices**

GERMANY

Ansbach

USAG Ansbach
Unit 28614
APO AE 09177-8614
Tel. 0049-(0)981-183-3301
usarmy.ansbach.imcom-
europe.list.rso@mail.mil

Grafenwöhr

USAG Grafenwöhr
Unit 28130
APO AE 09114-8130
Tel. 0049-(0)9641-83-2101
usarmy.grafenwoehr.imcom.list.
rsografenwoehr@mail.mil

Schweinfurt

USAG Schweinfurt
CMR 457
APO AE 09033
Tel. 0049-(0)9721-96-8919
usarmy.schweinfurt.imcom-
europe.mbx.rso@mail.mil

Bamberg

USAG Bamberg
Unit 27535
APO AE 09139-7535
Tel. 0049-(0)951-300-7514
usarmy.bamberg.usareur.list.
rso-bamberg@mail.mil

Heidelberg

USAG Baden-Württemberg
Unit 29245
APO AE 09102-9245
Tel. 0049-(0)6221-57-8399
usarmy.badenwur.usag.mbx.
retirement@mail.mil

Stuttgart

USAG Stuttgart
Unit 30401
APO AE 09107-0401
Tel. 0049-(0)7031-15-2010
usarmy.stuttgart.imcom-europe.
list.retired-services@mail.mil

Baumholder

USAG Baumholder
Unit 23746
APO AE 09034-3746
Tel. 0049-(0)6783-6-6080
usarmy.baumholder.imcom-
europe.list.retirement-service-
@mail.mil

Kaiserslautern

USAG Kaiserslautern
Unit 23152
APO AE 09227-3152
Tel. 0049-(0)631-411-8838
usarmy.kaiserslautern.imcom-
europe.list.usag-k-ret-serv@mail.mil

Wiesbaden

USAG Wiesbaden
Unit 29623
APO AE 09096-9623
Tel. 0049-(0)611-705-7668
usarmy.wiesbaden.imcom-
europe.mbx.retirement-services-
office@mail.mil

BELGIUM

USAG Benelux
US NATO/SHAPE SUPT GP
CMR 451
APO AE 09708
Tel. 0032-65-44-6238
usarmy.benelux.imcom-
europe.mbx.rso@mail.mil

NETHERLANDS

USAG Schinnen
Unit 21602
APO AE 09703-1602
Tel. 0031-46-443-7267
usarmy.benelux.imcom-europe.
mbx.rso@mail.mil

ITALY/AFRICA/MIDDLE EAST

USAG Vicenza
Unit 31401
APO AE 09630-1401
Tel. 0039-0444-71-7262
usarmy.vicenza.imcom-europe.
mbx.retirement-services@mail.mil

**IMCOM-EUROPE (Sembach,
Germany)**

IMCOM-Europe RSO
(IMEU-GB-RSO)
Unit 23103
APO AE 09136-3103
Tel. 0049-(0)6302-67-5806
usarmy.sembach.imcom-
europe.mbx.usarmy-sembach-
imcom-europe-rso@mail.mil

If you are calling from outside of Germany, the country code is 0049. Do not dial the (0) prefix. (For example, if dialing a number in Frankfurt, dial 0049-69-...).

NOTE: Offices are open during normal duty hours only.

To report a retiree's death, call the USAREUR Casualty Operations Branch at 0049-(0)6221-57-4370 or -4369 (open 24 hours a day).

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