



**IMPORTANT NEWS/INFORMATION
FOR ALL USAG RHINELAND PFALZ
RETIREES AND SPOUSES FROM YOUR
USAG RHEINLAND PFALZ
RETIREMENT SERVICES OFFICER**



*******EXTREMELY IMPORTANT NEWS*******

Due to public health measures to limit the spread of COVID-19, the USAG Rheinland-Pfalz ID Card/DEERS Offices has discontinued providing walk-in customer service until further notice. Customers can schedule an appointment online at ID Card Office Online <https://idco.dmdc.osd.mil/idco/>

Customers who require emergency ID Card/DEERS service can call for a same-day or later appointment. Emergency services are for CAC/ID cards that are lost/stolen, damaged or blocked; CAC PIN resets; ID cards that will expire within 30 days; new enrollments; new employees. Please call if you are unsure if you qualify as an emergency.

**ANOTHER NEW SERVICE FROM YOUR RETIREMENT SERVICES OFFICER:
Please contact my office for an appointment and do not just walk in to the ID Card section. If you are in the area, stop by my office first so we can determine your exact need and we can get you set.**

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