

Websites of Interest

IMCOM-E Semhach Casually Assistance Center

usarmy.scmhach.id-curopc.mhx.casualty-assistancc@mail.mil

Army Emergency Relief (AER)

www.aerhq.org

Comfort Zone Camp

<https://comfortzonecamp.org/>

Dept. of Veterans Affairs

Tel: 001-800-827-1000 or www.va.gov

Gold Star Mothers

www.goldstarmoms.com

Gold Star Wives of America

www.goldstarwives.org

Military One Source

www.militaryonesource.com

Social Security Administration

www.ssa.gov

Society of Military Widows

www.militarywidows.org

Tragedy Assistance Program for Survivors

www.taps.org

Tricare

<https://www.tricare-overseas.com/>

Forgien Medical Program

Toll-free phone: 877-345-8179 Fax: 303-331-7803 email: hac.fmp@va.gov

Army's Survivor Outreach Services

Tel: 833-313-1960 or <https://dcsg9.army.mil/safr/sos/sos.html>

Navy Gold Star Program

Tel: 888-509-8759 or <https://www.navygoldstar.com/>

Marine Corps' Long Term Assistance Program

Tel: 866-210-3421 or

<https://www.manpower.usmc.mil/webcenter/portal/MRAHome>

Air Force Families Forever

Tel: 866-299-0596 or

<https://www.afpc.af.mil/Airman-and-Family/Air-Force-Families-Forever/>

Coast Guard Gold Star Program

<https://www.dcms.uscg.mil/PSD/fs/Gold-Star-Program/>



Never Forget Our Fallen Comrads



Bldg. 1023E, Room 163

Tel: (0) 611-143-548-1614

usarmy.rsowiesbaden@mail.mil



USAG WIESBADEN CASUALTY ASSISTANCE OFFICE

Mission

The mission of the USAG Wiesbaden Casualty Assistance Office is to provide compassionate, unwavering commitment to the Families of our fallen Soldiers, Retirees and Veterans. Our office provides assistance to next-of-kin with Benefits Counseling; Military Funeral Honors; and Casualty Assistance / Notification Officer training (CAO/CNO).

Benefits and Entitlements

Surviving spouses of retired and Active Soldiers may receive casualty assistance through these methods:

Live assistance: My office serves as a survivor's advocate who processes Active- Duty benefit claims, coordinates services from support organizations, and answers questions related to entitlements.

Guided assistance: The Casualty Office can also arrange for a Casualty Assistance Officer (CAO) to visit the survivor at a location of choice on a case- by-case basis. The CAO will assist with completion of the forms and serve as a liaison between the survivor and the Casualty Office.

What documents will the Casualty Office require prior to filing benefits:

- 1) The American Death Certificate with the cause and manner of death on it.
- 2) Optional Form 1199-i (International Banks)
- 3) FMS 2231 FASTSTART Direct Deposit (American Banks)
- 4) Marriage Certificate

What documents are required to request consular report of death from the Frankfurt Consulates Office:

- 1) A Consular Report of Death Abroad (CRDA)
- 2) The original German Death Certificate
- 3) The Leichenschauchein which states the Cause and manner of death
- 4) The original passport

What is a Consular Report of Death of a U.S. Citizen Abroad?

A Consular Report of Death of a U.S. Citizen Abroad is: Issued by the U.S. embassy or consulate upon its receipt of the foreign death certificate or finding of death by a local competent authority. More information can be found on the following link below:
<https://travel.state.gov/>



Contacting Veterans Benefits Administration in Germany

VA Overseas Military Coordinators (OMSCs) are available to assist transitioning Service members, U.S. Veterans living or working overseas, and their families and dependents with VA Benefits.

- OMSCGER1.VBAVACO@va.gov
- OMSCGER2.VBAVACO@va.gov



All Social Security Administration beneficiaries and applicants living in Germany must direct all questions regarding Social Security to the SSA Federal Benefits Unit (FBU) at the U.S. Consulate General in Frankfurt. The most efficient method of reaching the FBU Frankfurt is by using our [Frankfurt FBU Navigator](#).

All Frankfurt Federal Benefits Unit services require appointments. No services will be given to those without an appointment.

If you use a wheelchair or motorized chair and need assistance, please have someone accompany you to your appointment. Appointments can be made at the following link below:

<https://www.picktime.com/FederalBenefitsFrankfurt>

U.S. Consulate General Frankfurt

Gießener Str. 30 •60435 Frankfurt am Main •Germany

T: +49-69-7535-2102 •Fax +49-7535-2252 •GermanyACS@state.gov



U.S. ARMY REGIONAL MORTUARY EUROPE AND AFRICA, LANDSTUHL

Provides information on Mortuary entitlements and/or assistance for Active- Duty Services Members, Retirees, Dependents, and DOD/DACs for Mortuary Services to final disposition.

Phone: +49 162 2341532

Geb 3732, 66849 Landstuhl, Germany

Hours: 24 Hrs



CASUALTY SUPPORT SERVICES

USAG Wiesbaden

Emergency After Hours: +49 (0)611-143-548-1614 Normal Hours of Operations: 07:30-16:30

Army Casualty and Mortuary Affairs Operations Division (CMAOD)

Tel: 001-800-626-3317

Europe and Africa Casualty Assistance Center (Sembach, Germany)

(available 24 hours)
+49 (0)611-143-544-1340
DSN: 314-544-1340

U.S. Air Force Casualty Assistance (Ramstein)

Tel: +49 (0)6371-47-5759
DSN: 314-480-5759

After hours: +49-(0)162-405-2838

Website:

<https://www.afpc.af.mil/Benefits-and-Entitlements/Casualty-Operations/>

Navy and Marine Corps

Tel: 1-800-368-3202 (Navy)
Tel: 1-800-847-1597 (Marine Corps)

Navy Casualty Operations

Toll Free: 001-800-368-3202
Tel: 901-874-2501

DSN: 882-2501

After hours: (901) 634-9279

Website:

<https://www.public.navy.mil/bupers-npc/support/casualty/Pages/RegionalContacts.aspx>

United States Coast Guard U.S. Department of Homeland Security

Toll Free: 001-866 772-8724

Website:

<https://www.dcms.uscg.mil/portals/10/cg-1/ppc/ras/survivorguide.pdf>