

E-Mail ALSPO G/18

Subj: SGLI ONLINE ENROLLMENT SYSTEM

Ref: (a) Coast Guard Pay Manual, COMDTINST M7220.29C
(b) Personnel and Pay Procedures Manual, PPCINST M1000.2 (series)

Introduction Beginning 1 October 2018 active duty and reserve members will manage their Servicemembers Group Life Insurance (SGLI) and Family SGLI coverage using the SGLI Online Enrollment System (SOES).

All active duty and reserve members must certify their SOES records as soon as possible, but no later than 31 March 2019.

Background The Department of Veterans Affairs (VA) is responsible for oversight of the (SGLI) and Family SGLI (FSGLI) programs. The VA has informed the Department of Defense of the intent to transition to SOES as the system of record for the SGLI and FSGLI coverage. SOES will provide a solution that will be adopted for use by the uniformed services. SOES will allow all service members to access the online application and once they certify their record, will provide access to the SOES self-service application. SOES will allow service members to submit updates and request changes to SGLI and FSGLI online. This online solution incorporates the functionality of form SGLV 8286 and 8286A (SGLI election and certificate).

Discussion Paper versions of the SGLI/FSGLI forms will continue to be the authoritative record for each member until they have completed the required initial SOES certification.

Beginning 1 October 2018, members are to be directed to certify and manage their SGLI/FSGLI coverage using SOES.

In the event that a member cannot certify their record or access SOES, follow the "Emergent Situations" procedures.

SOES will generate the required spousal notification letters on behalf of the Coast Guard as required by law and mail them to the address maintained in the Defense Enrollment Eligibility Reporting System (DEERS).

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Emergent Situations

There may be instances where a member may not have access to SOES or is unable to logon, e.g. no internet connectivity, hospitalization, or other situation deemed emergent by the member's Commanding Officer or Officer in Charge. In these instances the following procedures must be followed. Member will be instructed to fill out the paper-based SGLI and/or FSGLI form(s) and submit to their P&A Office. The P&A Office will validate all the information is correct. If the form only has beneficiary changes, send the form to the SPO for inclusion into the SPO PDR. If the form has any coverage election amount changes, the P&A Office must send a copy of the form to PPC via trouble ticket and send the original to the SPO for inclusion into the SPO PDR. PPC will ensure the correct deductions are started, changed or stopped.

P&A Office will instruct the member to log onto SOES as soon as possible but no later than 30 days after gaining access to the internet and/or the ability to log onto SOES.

In accordance with reference (a), P&A Offices must notify the member's spouse, by memorandum, when the member elects no or reduced coverage or names someone other than the spouse, or child of the member, as the beneficiary. P&A Office will send a copy of the memo to the SPO for inclusion into the SPO PDR.

Designation of a Trust

Members who wish to designate a trust as their SGLI beneficiary should enter the name of the trust in the SOES beneficiary data fields.

New Accessions

All new accessions will continue to use the paper versions of the SGLI/FSGLI forms until they obtain a Common Access Card and gain access to the SOES application. New accessions must certify and validate their elections in SOES as soon as possible, but no later than after arriving to their first permanent duty station. The accession point of any new accession wishing to deviate from the default SGLI/FSGLI coverage amounts must follow the "Emergent Situations" instructions.

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**Drilling
Reservists in a
Non-Pay Status**

Reservists in a non-pay status and scheduled to perform at least 12 periods of inactive duty training per year for points only remain eligible for SGLI/FSGLI coverage. The “Emergent Situations” process will be followed for these members.

**Medical
Questionnaire**

When validating SGLI coverage in SOES, users need to complete the medical questionnaire **only** when initially requesting restoration of SGLI coverage that was previously declined by the member or increasing existing coverage levels. If a member is not increasing coverage, the medical questionnaire does not need to be completed.

**Combat SGLI
Offset**

In accordance with reference (a), members serving in the theater of operations for Operation NEW DAWN are entitled to an allowance based on the SGLI premium of the maximum SGLI coverage. SPOs (currently only PATFORSWA) with eligible members are required to start and stop Combat SGLI Offset in DA. Procedural guides are available at <http://www.dcms.uscg.mil/ppc/pd/da>.

**Commanding
Officers /
Officer in
Charge / P&A
Office Action**

All units and their respective P&A Offices are responsible to ensure their subordinate members complete their initial SOES record validation as soon as practicable during the implementation period. P&A offices shall stop using the paper forms on 1 October 2018 except as noted above and direct members to the SOES application, a key component to ensure a successful rollout during implementation. Members should reevaluate life insurance coverage following significant life changes such as the birth or adoption of a child, marriage, or divorce.

SPO Action

SPOs ended submission of SGLI/FSGLI transactions in DA at COB (CST) 27 September 2018.

SPOs will designate an individual to serve as a SOES human resource administrator, and provide P&A Offices with status reports concerning members’ validations in SOES during the implementation period. The designated individual will submit a Form DD-2875, System Authorization Access Request to PPC via a Help Ticket.

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Effective Date These changes are effective 1 October 2018.

Training The Veterans Benefits Administration developed training modules to assist users in navigating the application. Designed for all members, the SOES self-service application training is available to members at: <http://www.benefits.va.gov/insurance/training/SOES/SOES.htm> and provides specific instructions on changing beneficiaries and coverage amounts.

Directives Affected The contents of this E-Mail ALSPO message will be incorporated into the applicable sections of reference (b). This E-Mail ALSPO message provides interim guidance which expires one year from the date of issuance unless it is incorporated into an appropriate PPC publication, reissued, or cancelled.

Questions Direct questions regarding the content of this E-Mail ALSPO message to PPC Customer Care at:

 (866) 772-8724/(785) 339-2200
 <https://www.dcms.uscg.mil/ppc/ccb/> (Trouble Ticket/Inquiry Form)
 PPC-DG-CustomerCare@uscg.mil (E-Mail)

Released By Internet release authorized.

/s/
J. D. Burns, CAPT, USCG
Commanding Officer