

MILPERSMAN 1770-170

NOTIFICATION OF NEXT OF KIN IN CASE OF DEATH, "DUTY STATUS WHEREABOUTS UNKNOWN" (DUSTWUN), OR MISSING CASUALTIES

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References	(a) DoD Instruction 1300.18 of 8 January 2008 (b) OPNAVINST 1770.1B (c) CNICINST 1770.2A
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1. **Background.** Per references (a) and (b), Navy Personnel Command (NAVPERSCOM) Navy Casualty Office (PERS-00C) prescribes casualty assistance policy on behalf of the Secretary of the Navy (SECNAV). PERS-00C also coordinates travel and certifies benefits and entitlements referred to in this article. Per reference (b), Commander, Navy Installations Command (CNIC), through its Casualty Assistance Calls Program (CACP) region program directors (RPD), is responsible for coordinating notification efforts in the event of a casualty.

2. **Policy.** In the event of casualty, commands should take immediate steps to prohibit or suspend availability to social media outlets prior to next of kin (NOK) notification.

a. Following the submission of the personnel casualty report (PCR) outlined in [MILPERSMAN 1770-030](#), commands will liaise with the appropriate Navy regional CACP/Funeral Honors office for assignment of a notification team. **Commands wishing to assign their own notification team are still required to coordinate through the CACP RPD office.** This critical step will allow timely coordination of notifications to family members that may be outside the command's geographic area.

b. Per references (a) and (b), in all cases of casualties to Navy personnel involving death, duty status whereabouts unknown "DUSTWUN", or missing classifications, the primary NOK (PNOK), followed by the secondary NOK (SNOK), will be promptly notified in person by a responsible uniformed Navy representative within 12 hours of the report of casualty. Notification must occur between the hours of 0500 and 2359, unless one of the following circumstances applies, in which case notification will be made as soon as possible:

- (1) Death occurred in theater during times of war
- (2) High media interest is anticipated
- (3) Otherwise directed by higher authority

c. PERS-00C and Navy regional CACP managers will coordinate efforts to ensure PNOK is notified first, under normal circumstances. If the PNOK is not immediately available, coordinators should consider circumstances and possible notification of the SNOK (e.g., SNOK may know whereabouts of PNOK).

d. If the NOK already has knowledge of the death, notification will still be conducted in person per guidance in subparagraph 2b above. This is made to offer the SECNAV condolences and to offer future assistance.

3. Assignment of the Notification Officer

a. The CACP RPD is responsible for assigning, or approving, the notification officer and coordinating the notification of the PNOK, SNOK, other family members, or other interested parties (OIP) identified by the Service member on [DD 93](#) Record of Emergency Data. Command should obtain the most current Service Group Life Insurance (SGLI) election to identify any additional beneficiaries. The most current election (either through the SGLI Online Enrollment System or most current SGLV 9286 will be determined by PERS-00C as soon as practical. Per subparagraph 2a above, commands wishing to assign notification officers must convey this desire to the regional CACP manager.

b. Per reference (a), the notification team will consist of a designated notification officer and, at a minimum, a second uniformed Service member, preferably a chaplain. Chaplain

assistance may be obtained from another branch of the Military Services, if necessary.

c. The notification officer may also be the casualty assistance calls officer (CACO), per [MILPERSMAN 1770-160](#), but this is not required. Providing a common Navy representative often sets families at ease, however, prompt notification should not be delayed to locate a fully-qualified CACO. In-person notification is required by the notification team described in subparagraph 2b above.

d. Submission of the PCR will prompt the CACP RPD to identify PNOK, SNOK, and OIP, as appropriate, and assign notification officers to complete the in-person notification within 24 hours of receipt. Notification of PNOK, SNOK, or OIP located outside the continental United States (OCONUS) must be coordinated by PERS-00C and regional CACP managers.

e. All NOK and beneficiaries designated on a casualty's [DD 93](#) or the most current SGLI election will receive notification, regardless of whether the NOK or beneficiary is already aware of the casualty. In these cases, the notification is made to deliver SECNAV condolences and to offer future assistance.

4. Telephone Notification

a. Per reference (a), notification of death will be conducted in person. In rare situations, it may be determined that telephonic notification is the only feasible option. If extenuating circumstances exist, contact PERS-00C for approval. **All efforts should be exhausted prior to considering a telephonic notification.** Considerations may include unofficial disclosure of a casualty, NOK resides in an unreachable or unsafe location, OCONUS notification per subparagraph 6b below, or a previous arrangement has been made between the family and an attending physician in the case of a very seriously injured Service member.

b. In the event of an approved telephonic notification of death, an assigned CACO will connect with the family member in person as soon as feasible.

5. **Delay in Notification.** If undue delay in notification is foreseen, the appropriate CACP manager and PERS-00C must be informed by telephone. Undue delay is considered an excess of 12 hours from the receipt of information of the casualty.

6. **Special Circumstances**

a. Casualty on Board Ship at Sea. CACP RPDs and PERS-00C will ensure proper notification procedures are executed following receipt of the PCR. The command's immediate superior in command may be engaged for assistance.

b. OCONUS notifications. CNIC is positioned to use regional assets to affect notification OCONUS. Regional assets will use overseas bases, consulates, or embassies to gather location information and assess security concerns when considering OCONUS notifications.