

## **CUSTOMER SERVICE/DEERS FACT SHEET**

### **Accepted Documentation**

DoD Policy: All documents orig/cert true from the issuing agency; 2 Valid Forms of ID must be presented for anyone 18 and over.

### **DEERS ID Requirements**

All personnel must have two valid Fed/Gov't/State(unexpired) forms of ID, one must contain a photo. This applies to AD/Res/Dep 18/Contractors/Civil Service.

### **Cancel/Reschedule Appointment**

Customers will need to know their confirmation number to cancel/reschedule an appointment. Please keep a copy of your appointment confirmation page. If you are more than ten minutes late for your appointment you will be considered a walk-in.

### **Adding A Child (Parents Married)**

Child's Certificate of Live birth (expires 60 days after birth) or Birth Certificate and Social Security card. Must present original SSN card within 90 days of birth.

### **Adding a Child (For Unmarried Male)**

Either Court Order verifying the Sponsor is the Father of the Child or a Voluntary Acknowledgment of Paternity (VAP)(Picked up at any hospital), Cert of Live Birth (up to 60 days) or Birth Cert and SSN card. See VAP.

### **Voluntary Acknowledgment of Paternity (VAP)**

Only Sponsor can enroll the child. Medical starts the day the VAP is presented. VAP must be signed by mother. Sponsor must sign in front of Notary (DoD Policy). No exceptions.

### **Adding a Step-Child**

Present: Marriage Certificate (even if presented before), Child's Birth Certificate and SSN card.

### **Full Time College Students (Age 21-23)**

Present: Letter from Registrar or web enrollment form ([www.studentclearinghouse.org](http://www.studentclearinghouse.org)) certifying full-time status at an accredited school, in pursuit of an Associate Degree or higher. Must be dependent on the Member for 50% or more support.

### **Retiring/Retirees**

If you're about to Retire, present your Retirement order and 2 Valid unexpired forms of ID. If you are retired and your medical on the back of the ID card is about to expire, bring your recently issued Medicare card in order to update.

### **Res Retirees Turning 60 Years of Age (Gray Area)**

Present: 20 Year Letter dated recent of your 60th Birthday. The letter must state you are Approved for Retired Pay.

### **Tricare Young Adult**

Sign up with your local Tricare Contractor, once your medical card has been received in the mail you can bring your dependent in for their ID card with 2 forms of identification.

### **Lost/Stolen ID Card**

*Military/Civilian/Contractor Member*

Customers whose CAC is lost/stolen will need a letter from their Command Sponsoring Agency (First Shirt, Base Security, Military Police) which states the CAC has been reported lost/stolen prior to receiving a new CAC and two forms of ID.

*Family Member/Dependents*

MP/Police Report/Statement describing the date, place and circumstances of the loss or

theft. Sponsor must be present or Family member must have an original unexpired Power of Attorney.

### **100% Rated Disabled Veterans**

Present: DD Form 214(a honorable discharge is required in order for a veteran to receive an id card, general and under honorable conditions is not considered an honorable discharge), Letter stating member is rated 100% disabled and eligible for Commissary/Exchange/MWR & (2) forms of valid UNEXPIRED ID. Adding spouse, see section below and bring all appropriate documents.

### **Dependent ID Cards**

A DD FORM 1172 is required for all dependent ID cards. The sponsor may sign one in the DEERS Office or go to [https://www.dmdc.osd.mil/self\\_service/](https://www.dmdc.osd.mil/self_service/) to digitally sign the DD Form 1172. In lieu of the above, a Power of Attorney is acceptable.

### **Adding a Spouse**

Documents required: ALL ORIGINAL: Marriage Certificate, Birth Certificate of spouse, social security card, driver's license or state ID. If previously married, original divorce document is required. For foreign spouses, please call for information.