

MILPER Message Number**17-289****Proponent****AHRC-PDC****Title****U.S. Army Implementation of Servicemembers' Group Life Insurance Online Enrollment System (SOES)****...Issued:[9/18/2017 8:45:26 AM]...**

-
- A. United States Code, Section 1967 (persons insured; amount).
 - B. Office of Secretary of Defense Servicemembers' Group Life Insurance (SGLI) Implementation Plan, version 1.0, 28 January 2016.
 - C. Department of Defense (DOD) Directive 5400.11 (DOD Privacy Program, 29 October 2014).
 - D. Department of Defense (DOD) Directive 5015.02 (DOD Records Management Program, 24 February 2015).
 - E. Department of Defense (DOD) Instruction 1341.14 (Servicemembers' Group Life Insurance (SGLI) On-Line Enrollment System (SOES)), 19 January 2017.
 - F. Army Regulation (AR) 600-8-101 (Personnel Processing (In-, Out, Soldier Readiness, and Deployment Cycle)), 19 February 2015.
 - G. AR 600-8-104 (Army Military Human Resource Records Management), 7 April 2014.
 - H. Department of the Army Pamphlet 600-8-104 (Army Military Human Resource Record Management), 12 February 2015.
 - I. HQDA EXORD 281-17, U.S. Army Implementation of Servicemembers' Group Life Insurance Online Enrollment System (SOES), 23 August 2017.

1. This message will expire on 1 September 2018.
2. This MILPER message supports the implementation of Servicemembers' Group Life Insurance Online Enrollment System (SOES) to all United States Army components no later than (NLT) 1 October 2017 to 30 September 2018.
3. SOES is an online self-service application available to those with full-time SGLI coverage which includes: Active Duty members, Army National Guard and United States Army Reserve members assigned to a unit and scheduled to drill 12 times or more per year. All new accession soldiers will enroll into SOES upon their arrival at their first duty assignment. The Individual Ready Reserve (IRR) and other service members with part-time coverage will continue to use the paper SGLV 8286 form to make coverage and beneficiary changes.
4. Effective 1 October 2017, SOES will be available 24 hours/7 days/365 days for Soldiers to enroll in SGLI, change their coverage or beneficiary elections, and certify current SGLI coverage.
5. All Active Duty Soldiers, Army National Guard Soldiers (NG) and United States Army Reserve Soldiers (USAR) will update their SGLI using SOES during their annual records review, in-processing, out-processing, soldier readiness processing, a significant life changing event, separation, retirement, and deployment processing prior to 30 September 2018. Current coverage and beneficiary elections remain in effect until certified or updated within SOES.
6. Effective 1 October 2017, United States Army Human Resources Command (HRC) will disable the Servicemembers' Group Life Insurance (SGLI) function for all Electronic Military Personnel Office (eMILPO) users. SOES will be the system of record for all SGLI updates. eMILPO will continue to be the system of record for all DD Form 93 updates and reviews.
7. SOES has two distinct applications: the Self-Service Application for all servicemembers, and the Administrator Application for Commanders, Human Resources (HR) and casualty personnel.
8. All authorized Soldiers will access SOES through MILCONNECT using their Common Access Card (CAC) or DS LOGON at <https://www.dmdc.osd.mil/milconnect>.
9. The SOES administrator application has three distinct roles that must be clearly

identified on the DD Form 2875 when requesting access to SOES.

a. Administrator Role: Commanders and personnel performing in Human Resources roles. Accesses SOES administrator application to run SGLI/FSGLI reports and/or view information on a specific servicemember; cannot make changes to SGLI/FSGLI coverage or beneficiaries.

b. Casualty Officer (CO) Role: Casualty Assistance Center personnel and/or personnel performing Human Resources role that need access to servicemember's Certificate of Coverage PDF only. Accesses SOES Administrator Application to view a servicemember's Certificate of Coverage PDF only.

c. Authorized User acting due to External event (AUE): Any personnel designated by the commander to perform this role. Accesses SOES Administrator Application to either increase a servicemember's coverage to the maximum amount due to mobilization or to cancel coverage due to ineligibility (such as AWOL more than 30 days).

10. Army SOES Site Security Managers (SSM) structure. Defense Manpower Data Center (DMDC) will be establishing a SOES SSM site for each installation and/or major commands as appropriate.

a. HRC Army Site Security Managers (SSM) will request access to SOES NLT 1 September 2017. HRC Army SSM will grant Installation and/or major command's SSM access to SOES NLT 1 October 2017.

b. Regular Army Installation/Major Commands SSM submit their DD Form 2875 NLT 15 September 2017 to the HRC Army SSM. The HRC Army SSM email address is: usarmy.knox.hrc.mbx.army-soes@mail.mil. The DD Form 2875 SSM template (Part I thru Part III) attached in Annex A.

c. NG and USAR Site Security Managers (SSM) submit their DD Form 2875 NLT 15 September 2017 to the HRC Army SSM. The HRC Army SSM email address is: usarmy.knox.hrc.mbx.army-soes@mail.mil. The DD Form 2875 SSM template (Part I thru Part III) attached in Annex A.

11. Administrator Application access for Commanders, Human Resources (HR) and Casualty personnel will be completed using the DD Form 2875 SOES Administrator template (Part I thru Part III) attached in Annex B starting on 15 September 2017. The request for SOES access will be processed by the appropriate SSM contacts below:

a. Active Duty Commanders, Human Resources, and Casualty personnel will submit their DD Form 2875 to the Installation/Major Command SSMs on their respective military installations. HRC will post a current Installation/Major Command SSM listing on MILSUITE at this link: <https://www.milsuite.mil/book/docs/DOC-400945>. The listing will continue to be updated and posted at the MILSUITE link above.

b. NG Commanders, Human Resources, and Casualty personnel will submit their DD Form 2875 to their respective state Joint Task Force Headquarters J1 SSMs. HRC will post a current Joint Task Force Headquarters J1 SSM listing on MILSUITE at this link: <https://www.milsuite.mil/book/docs/DOC-400945>. The listing will continue to be updated and posted at the MILSUITE link above.

c. USAR Commanders, Human Resources, and Casualty personnel will submit their DD Form 2875 to the Regional Support Command SSMs. HRC will post a current Regional Support Command SSM listing on MILSUITE at this link: <https://www.milsuite.mil/book/docs/DOC-400945>. The listing will continue to be updated and posted at the MILSUITE link above.

12. Veterans Benefits Administration has developed two training modules: SOES self-service and administrator application. SOES self-service application training is available for Soldiers at <http://www.benefits.va.gov/insurance/training/SOES/SOES.htm>. SOES administrator application training for Commanders, Human Resources personnel, and Casualty personnel is available at http://www.benefits.va.gov/insurance/training/SOES/SOES_HR.htm.

13. HRC has produced two infographics on SOES: on MILSUITE at this link: <https://www.milsuite.mil/book/docs/DOC-400945>.

14. For any additional information regarding this message, contact Casualty and Mortuary Affairs Operations Division, Casualty and Mortuary Affairs Branch, AHRC-PDC, at toll free 866-272-5841, 502-613-9503 (commercial), 983-9503 (DSN), or by e-mail at usarmy.knox.hrc.mbx.army-soes@mail.mil.