

## Attachment 5 SOES Infographic At a Glance

### At a Glance



#### SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI) Online Enrollment System (SOES)

Veteran Affairs and OSD announced SGLI Online Enrollment System (SOES) as the official system of record for **SGLI** and **FAMILY SGLI** coverage.

As the definitive record, SOES will provide consistent information and critical counseling to assist Servicemembers in making informed decisions about SGLI coverage amount and beneficiary election. SOES will be accessible through the MilConnect portal, <https://www.dmdc.osd.mil/milConnect>.

#### AIR FORCE IMPLEMENTATION PLAN:

- » On 1 July 2017, the Air Force begins SOES implementation over the next 12 months.
- » All Air Force personnel will certify their SGLI/FSGLI with SOES during their birth month or more frequent as life changes occur (e.g., deployment, separation, retirement, marriage, divorce, etc.)



#### SERVICEMEMBERS CAN:



- » Authenticate identity through DS Logon or Common Access Card (CAC)
- » Manage and Update SGLI and FSGLI online 24 hours/7 days/365 days through the MilConnect portal
- » Access FAQs through the SOES application on the MilConnect portal
- » Get current Certificate of Coverage online 24/7/365
- » Approved SGLI/FSGLI premium changes will be effective the next pay period

#### HUMAN RESOURCE SPECIALISTS/ CASUALTY PERSONNEL/ COMMANDERS CAN:

- » Retrieve and Review current SGLI Coverage on Servicemembers' SGLI/FSGLI 24/7/365 through the MilConnect portal
- » Retrieve critical information regarding unit's Servicemembers' SGLI/FSGLI elections through eight separate reports
- » Unit SOES Administrator can submit their DD Form 2875 for SOES access to the Force Support Squadron (FSS) Site Security Managers on or about 1 June 2017 (SSM) All Air Force personnel will certify their SGLI/FSGLI with SOES during their birth month or more frequent as life changes occur (e.g., deployment, separation, retirement, marriage, divorce, etc.)



#### SOES TRAINING MODULES:

Self Service Application: <http://www.benefits.va.gov/insurance/training/SOES/SOES.htm>  
Administrator Application: [http://www.benefits.va.gov/insurance/training/SOES/SOES\\_HR.htm](http://www.benefits.va.gov/insurance/training/SOES/SOES_HR.htm)

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## Attachment 6

### SOES Infographic

### SGLI Election Process

#### SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI)

#### Online Enrollment System (SOES)



#### SGLI ELECTION

#### Process As Is

**1** Member goes to Personnel Office during business hours to change SGLI elections using SGLV 8286 or 8286A.

**2** Personnel clerk reviews member elections and coverage information.

**3** Personnel clerk counsels member on any unusual beneficiary elections.

**4** Member signs elections with wet signature.

**5** Military Personnel Section Customer Service updates SGLI premium changes in MilPDS and FSGLI premium changes are updated on the FSGLI DMDC

**6** SGLI/FSGLI premium changes are effective the month following coverage approval

**7** If election change requires spouse notification, branch of service generates letter and mails to spouse at current address on record.

#### SOES

#### New Process

**1** Member accesses SOES to change SGLI elections via the milConnect portal using DS Logon or CAC, 24 hours, 7 days a week where internet access is available.

**2** SOES guides member through the election process providing consistent guidance through customized counseling messages

**3** Member signs elections in SOES with a CAC or DS Logon and receives an immediate email confirmation of elections.

**4** SOES transfers changes in coverage to the military pay system for premium deductions to begin.

**5** If election change requires spouse notification, SOES produces letters that are mailed by DMDC within 3 to 4 days.