



AAFMAA[®]

COMPASSION • TRUST • PROTECTION

**TIPS FOR LIFE INSURANCE
BENEFICIARIES -
UNDERSTANDING THE CLAIMS
PROCESS**





AAFMAA

Our Mission: to be the premier provider of Financial Solutions to the American Armed Forces community.





AAFMAA

Focusing exclusively on the needs of the military family, we work to provide innovative, personalized, and lifestyle appropriate financial solutions.





American Armed Forces Mutual Aid Association

- Proudly serving America's Armed Forces since 1879!
- Non-profit, Member Owned Mutual Aid Association
- Open to all branches of the U.S. Armed Forces
- Life Insurance, Financial Planning, Investment Management and Trust Services
- **Over 90,000 members**





Today's Agenda

- Naming Your Beneficiary
- Common Mistakes
- Life Insurance Claims Process
- Essential Documents
- Critical Communication





Naming Your Beneficiary

- Who depends on you for income?
- Consider the beneficiary's circumstances
- Know your options
- Consider a contingent beneficiary
- What happens if you don't designate a beneficiary





Common Mistakes

- Naming a Minor Child
- Making a dependent ineligible for government benefits
- Forgetting to update after major life change
- Naming only a primary beneficiary or no beneficiary
- Assuming your will trumps the policy
- Not informing someone that they are your beneficiary





What the beneficiary does

- Contact the insurance company
- Provide identification
- Obtain original death certificate
- Complete and sign life insurance claim form

The image shows a close-up of an insurance claim form. A prominent red stamp in the center reads "INSURANCE CLAIM FORM". The form is filled with various fields and checkboxes. Visible text includes "INSURANCE" at the top, "Personal Information for the proposed insured" with a note to provide additional details, and "General Eligibility" with a note to provide details for any questions. Other visible text includes "Primary Name", "Marital status", "Address (City, State, Zip)", "Spouse Name", "Carrier Name", "Policy Info", "Eggnation", "Other", "Premium", "Class", "Age", "Years (past 5 years)", "TH INSURANCE", and "THE FOLLOWING".



What the Insurance Company Does

- Perform a few basics checks
 - Policy is active
 - Policy is beyond the contestable period
 - Verify the identity of the beneficiary
 - If primary beneficiary is deceased, obtain death certificate
- Ensure that claim form is properly completed
- Delays
 - Cannot locate the beneficiary
 - Homicide
 - Accident Report
 - Unable to obtain original Death Certificate





Receiving the Death Benefit

- Lump Sum
- Annuity (Installment) Payout
- Interest Only
- Talk with your family about options now!





AAFMAA Survivor Assistance

- Notify DFAS; Stop Retired Pay (if applicable)
- Notify VA; stop disability compensation
- Prepare Survivor Benefit Plan (SBP) forms and help claim
- Prepare VA claims forms and submit
 - VA Burial Allowance
 - VA DIC
- Assist in completing your claim form and pay the claim
- Assist in notifying other insurance companies





Important Documents

- DD214/Statement of Service
- Marriage/Divorce Documents
- Trust documents
- Wills/Powers of Attorney
- Latest Retired Pay Statement
- VA Disability Award Letters
- Insurance Policies
- Survivor Checklist





Critical Communication

- Does your family know what to do?
 - Location of your important documents
 - Who to call for assistance
 - Funeral arrangements & funding
 - Military Honors & Benefits
 - Organ Donor Program
 - Letter of Instructions





Summary

- Designate beneficiary
- Understand claims process
- Discuss with your beneficiary
- Identify and safeguard important documents
- Discuss your plan
- AAFMAA is here to help you and your family



Today's Expert Panel

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Thank you!



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