



DoD INSTRUCTION 1341.14

SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI) ON-LINE ENROLLMENT SYSTEM (SOES)

Originating Component: Office of the Under Secretary of Defense for Personnel and Readiness

Effective: January 19, 2017

Releasability: Cleared for public release. Available on the DoD Issuances Website at <http://www.dtic.mil/whs/directives>.

Approved by: Peter Levine, Performing the Duties of the Under Secretary of Defense for Personnel and Readiness

Purpose: In accordance with the authority in DoD Directive 5124.02, this issuance establishes policy, assigns responsibilities, and provides direction for the use and oversight of the SGLI SOES.

TABLE OF CONTENTS

SECTION 1: GENERAL ISSUANCE INFORMATION	3
1.1. Applicability.	3
1.2. Policy.	3
SECTION 2: RESPONSIBILITIES	4
2.1. Assistant Secretary of Defense for Manpower and Reserve Affairs.	4
2.2. Director, Department of Defense Human Resources Activity.....	4
2.3. Under Secretary of Defense (Comptroller)/Chief Financial Officer, Department of Defense.	5
2.4. Secretaries of the Military Departments and Commandant of the United States Coast Guard.....	5
2.5. Secretary of Commerce and Secretary of Homeland Security.	6
2.6. Secretary of Veterans Affairs.....	6
SECTION 3: PROCEDURES	7
3.1. Limited Use of Forms.	7
3.2. Use and Operation of SOES.	7
GLOSSARY	9
G.1. Acronyms	9
G.2. Definitions.....	9
REFERENCES	10

SECTION 1: GENERAL ISSUANCE INFORMATION

1.1. APPLICABILITY. This issuance applies to:

- a. OSD and the Military Departments (including the Coast Guard at all times, including when it is a Service in the Department of Homeland Security by agreement with that Department).
- b. The Commissioned Officers Corps of the National Oceanic and Atmospheric Administration (NOAA), by agreement with the Department of Commerce.
- c. The Department of Veterans Affairs, by agreement with that Department.

1.2. POLICY. It is DoD policy that the SOES provides the authoritative system of record for members with full time SGLI coverage and is the primary means for making changes to SGLI coverage and beneficiary designations. The term “member” will apply to any member of the specified uniformed services throughout this issuance.

SECTION 2: RESPONSIBILITIES

2.1. ASSISTANT SECRETARY OF DEFENSE FOR MANPOWER AND RESERVE

AFFAIRS. Under the authority, direction, and control of the Under Secretary of Defense for Personnel and Readiness, the Assistant Secretary of Defense for Manpower and Reserve Affairs:

a. Maintains a chartered Servicemembers' Group Life Insurance On-line Enrollment System Working Group (SWG) chaired by an official appointed by the Assistant Secretary of Defense for Manpower and Reserve Affairs, with standing membership appointed by the Under Secretary of Defense (Comptroller)/Chief Financial Officer, Department of Defense Human Resources Activity, and commensurate representation from the Department of Veterans' Affairs, the Coast Guard, and NOAA. The SWG will monitor the implementation of the SOES and will evolve into a Configuration Control Board under the oversight of the Director, DHRA, at the direction of the chairman upon full implementation of the system.

b. Develops policies and procedures for the oversight, funding, and operational and functional management of the SOES.

c. Ensures Service adherence to the DoD Privacy Program and DoD Records Management Program practices and procedures, in accordance with DoD Directive 5400.11 and DoD Instruction 5015.02.

2.2. DIRECTOR, DEPARTMENT OF DEFENSE HUMAN RESOURCES ACTIVITY.

Under the authority, direction, and control of the Under Secretary of Defense for Personnel and Readiness, the Director, Department of Defense Human Resources Activity:

a. Supports and maintains the SOES as the authoritative enterprise system for SGLI and Family Servicemembers' Group Life Insurance (FSGLI) elections.

b. Fulfills requirements for issuance and distribution of spousal notification letters pursuant to Section 1967 of Title 38, United States Code.

c. Implements appropriate system changes recommended by the SWG and subsequent Configuration Change Board.

d. Budgets for and executes funding for the SOES development and system sustainment requirements.

e. Appoints a voting representative to serve on the SWG. The representative must be at a level of seniority appropriate to represent the policy positions of the Defense Manpower Data Center for hosting the SOES applications and making them available to the uniformed services.

f. Appoints a chair to lead the Configuration Control Board when the SWG evolves to the new Configuration Control Board.

2.3. UNDER SECRETARY OF DEFENSE (COMPTROLLER)/CHIEF FINANCIAL OFFICER, DEPARTMENT OF DEFENSE. The Under Secretary of Defense (Comptroller)/Chief Financial Officer:

- a. Appoints a voting representative to serve on the SOES Working Group at a level of seniority appropriate to represent DFAS policy and maintenance requirements concerning SGLI and FSGLI premium payments for members of the Military Services.
- b. Incorporates policy concerning the SOES into financial regulatory guidance, as appropriate.
- c. Processes pay file adjustments from the SOES SGLI and FSGLI elections and subsequent premium deductions.
- d. Supports other requirements as defined by the SWG.

2.4. SECRETARIES OF THE MILITARY DEPARTMENTS AND COMMANDANT OF THE UNITED STATES COAST GUARD. The Secretaries of the Military Departments and the Commandant of the United States Coast Guard will:

- a. Implement SOES as the primary means to establish and maintain member SGLI and FSGLI benefit elections within 18 months of the publication of this issuance.
- b. Appoint a voting representative from their organization's Manpower and Reserve Affairs office, or similar organization, to serve on the SWG and the subsequent Configuration Control Board. Representatives must be at a level of seniority appropriate to address the policy positions and requirements of the Active and Reserve Components of their Departments concerning personnel and casualty policy.
- c. Develop associated regulatory guidance to ensure all members, Active and Reserve, certify their SGLI and FSGLI elections in the SOES, and that the SOES is incorporated and maintained in personnel management business processes.
- d. Require members use the SOES as the primary means to make changes to their SGLI and FSGLI coverage.
- e. Maintain appropriate SOES interfaces to ensure members' SGLI and FSGLI certificates are available to Departmental human resources (HR) personnel.
- f. Ensure Service adherence to the Privacy Act Program and records management practices and procedures, in accordance with DoD Directive 5400.11 and DoD Instruction 5015.02.
- g. Provide a Service process for handling and final disposition of returned spousal notification letters.

2.5. SECRETARY OF COMMERCE AND SECRETARY OF HOMELAND SECURITY.

The Secretaries concerned will:

- a. Ensure their respective uniformed services (NOAA and Coast Guard) implement the use of the SOES as the primary means to establish and maintain member SGLI and FSGLI benefit elections within 18 months of this issuance's publication, or at such time that their personnel and pay service provider is integrated with SOES.
- b. Appoint a voting representative from each Department to serve on the SWG and the subsequent Configuration Control Board. Representatives must be at a level of seniority appropriate to address the policy positions of their respective Department concerning personnel and casualty policy.
- c. Develop associated regulatory guidance to ensure all members certify their SGLI and FSGLI elections in the SOES, and that the SOES is incorporated and maintained in personnel management business processes.
- d. Require members use the SOES as the primary means to make changes to their SGLI and FSGLI coverage.
- e. As applicable, maintain appropriate SOES interfaces to ensure members' SGLI and FSGLI certificates are available to their department's HR personnel.
- f. Ensure Service adherence to the Privacy Act Program and records management practices and procedures, in accordance with their department's policies and regulations.
- g. Provide a Service process for handling and final disposition of returned spousal notification letters.

2.6. SECRETARY OF VETERANS AFFAIRS. The Secretary of Veterans Affairs:

- a. Informs the DoD of pending and approved policy changes to the SGLI and FSGLI programs in order to identify any required changes to SOES.
- b. Updates the SGLI Handbook to include SOES functionality and requirements.
- c. Appoints a voting representative to serve on the SWG and the subsequent Configuration Control Board. Representatives must be able to address the position of their respective Department for SGLI and FSGLI programs.

SECTION 3: PROCEDURES

3.1. LIMITED USE OF FORMS.

a. Use of the Servicemembers' Group Life Insurance Election and Certificate (SGLV) Form 8286, "Servicemembers' Group Life Insurance Election and Certificate" is permissible in emergent situations, as determined by the Secretary concerned, where a member is unable to access the SOES within a reasonable time frame. Members with part-time SGLI coverage will continue to use SGLV Form 8286.

b. Subsequent to the use of SGLV Form 8286 in emergent situations, the member will update the SOES promptly, but no later than a time specified by the Secretary concerned.

c. All newly-accessed personnel will update the SOES no later than arrival at the first assigned permanent duty station. Any credentialed accession may update the SOES sooner, at the discretion of the Secretary concerned.

3.2. USE AND OPERATION OF SOES. Members' use and operation of the SOES, located on the DoD milConnect portal at <https://www.dmdc.osd.mil/milconnect/>:

a. Provides members with the capability to manage insurance coverage information. The SOES is designed to provide detailed guidance to members, enabling them to make changes to their SGLI and FSGLI elections, at any time and on any computer, using either a common access card or DoD self-service logon.

b. Provides commanders, HR personnel, and casualty offices personnel with an administrator application that gives them the ability to generate on-demand reports and view member SGLI information. The system:

(1) Enables commanders and HR personnel to generate data reports for individuals or entire units and view individual coverage information or certificates of coverage.

(2) Provides casualty offices with the ability to obtain current beneficiary and coverage information in the event of a casualty.

c. Provides an authoritative source to the Military Services for obtaining information on member SGLI and FSGLI, to include guidance and procedures for use of the system.

d. Produces spousal notification letters on behalf of all the Military Services, as required by Section 1967(f)(3) and (4) of Title 38, United States Code, and returns all undeliverable letters to the Military Services for further action, as appropriate.

e. Sends premium transactions to the appropriate pay system.

f. Resides on DoD servers, while the Defense Enrollment Eligibility Reporting System database provides eligibility and coverage information for the enrollment system. Once a

member completes his or her actions, the Defense Enrollment Eligibility Reporting System database stores SGLI beneficiary information and elections as the official record of SGLI enrollment for official government business use.

GLOSSARY

G.1. ACRONYMS.

FSGLI	Family Servicemembers' Group Life Insurance
HR	human resources
NOAA	National Oceanic and Atmospheric Administration
SWG	Servicemembers' Group Life Insurance On-line Enrollment System Working Group
SGLI	Servicemembers' Group Life Insurance
SGLV	Servicemembers' Group Life Insurance Election and Certificate
SOES	Servicemembers' Group Life Insurance On-line Enrollment System

G.2. DEFINITIONS. Unless otherwise noted, these terms and their definitions are for the purpose of this issuance.

credentialed accession. A Service member who has been issued a CAC and a DoD self-service logon.

Reserve Component. The Armed Forces of the United States Reserve Component consists of the Army National Guard of the United States, the Army Reserve, the Navy Reserve, the Marine Corps Reserve, the Air National Guard of the United States, the Air Force Reserve, and the Coast Guard Reserve. Defined in Joint Publication 1-02.

uniformed services. Defined in Joint Publication 1-02.

REFERENCES

- DoD Directive 5124.02, “Under Secretary of Defense for Personnel and Readiness (USD(P&R)),” June 23, 2008
- DoD Directive 5400.11, “DoD Privacy Program,” October 29, 2014
- DoD Instruction 5015.02, “DoD Records Management Program,” February 24, 2015
- Joint Publication 1-02, “Department of Defense Dictionary of Military and Associated Terms,” current edition
- Servicemembers’ and Veterans’ Group Life Insurance Handbook, Version 1.7, May 5, 2014¹
- SGLI On-Line Enrollment System Work Group Charter, August 17, 2015
- United States Code, Title 38, Section 1967²

¹ Available at: http://www.benefits.va.gov/INSURANCE/resources_handbook_ins.asp

² Available at: <https://www.gpo.gov/fdsys/pkg/USCODE-2011-title38/html/USCODE-2011-title38-partII-chap19-subchapIII-sec1967.htm>