



Reserve FTS Information Bulletin

SGLI Online Enrollment System (SOES)

As announced in the attached ALCOAST, all Coast Guard active duty and Selected Reserve (SELRES) members must validate their life insurance elections in the Servicemembers' Group Life Insurance (SGLI) Online Enrollment System (SOES) prior to 31 March 2019. Individual records can be accessed via the DoD milConnect Portal (<https://milconnect.dmdc.osd.mil/milconnect/>) which is available 24/7.

NOTE: Reservists in the Individual Ready Reserve (IRR) with an approved a drill for points only (DFPO) agreement who are scheduled to perform at least 12 periods of inactive duty training per year remain eligible for SGLI but cannot use SOES.

Reservists in this situation must capture their SGLI elections using a paper form processed by the local Personnel & Administration (P&A) shop. See Coast Guard Pay and Personnel Center (CG PPC) E-Mail ALSPO G/18 for more information.

(<https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/ALSPO/2018/SGLIonlineEnrollmentSystemG18.pdf>).

General questions on SGLI and FSGLI coverage and beneficiary questions should be directed to the local P&A shop. Questions on SGLI policy should be directed to the Office of Military Personnel (CG-133) at Compensation@uscg.mil. Additional information can be found at CG PPC's website: <https://www.dcms.uscg.mil/ppc/pd/soes/>.

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R 280959 SEP 18

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SUBJ: IMPLEMENTATION OF SERVICEMEMBERS' GROUP LIFE INSURANCE (SGLI) ONLINE ENROLLMENT SYSTEM (SOES)

1. This ALCOAST announces the Coast Guard's upcoming implementation of the Servicemembers' Group Life Insurance (SGLI) Online Enrollment System (SOES) as directed by the Department of Veterans Affairs. SOES is a web-based system allowing Coast Guard active duty and reserve members to quickly and easily validate or change SGLI or Family SGLI (FSGLI) coverage amounts and beneficiaries. Reducing the workload for administrative personnel, SOES eliminates the use of SGLI/FSGLI paper forms for most servicemembers eligible for this valuable life insurance benefit. All SGLI-eligible members must validate their current SGLI and FSGLI coverage amounts and beneficiaries as soon as practicable through SOES during the implementation period, from 01 October 2018 through 31 March 2019. The Coast Guard will upload current SGLI and FSGLI elections into SOES prior to 01 October 2018.

2. Effective 01 October 2018, Coast Guard members can access SOES 24/7 via the DoD milConnect portal, <https://www.dmdc.osd.mil/milconnect/> using their Common Access Card (CAC). After a member logs into the SOES application and validates beneficiary name(s) and benefit share amounts using an electronic signature, the SOES record becomes the authoritative record for SGLI/FSGLI elections.

3. Upon logging into milConnect, members access the SOES application by selecting it from the drop-down menu under the "Benefits" tab. Once in SOES, members must complete three tasks to certify the SOES record including entering beneficiary name(s), share(s) of proceeds, validating their coverage amount and using an electronic signature to finalize the elections. Only spouse information will pre-populate in SOES based on data from the Defense Enrollment and Eligibility Reporting System (DEERS). Members who previously declined coverage prior to the SOES implementation will not need to certify their record, but should ensure their coverage in SOES reflects their declination. Members who receive a 'User Ineligibility Notice' from SOES after accessing the application will not be able to certify their record. Individuals receiving this notice will need to continue making any necessary SGLI and FSGLI changes through the paper process until such time they can access SOES. Any member who receives this notice and subsequently wants to make a change to their SGLI and FSGLI coverage should first attempt to login to the application to make the change in SOES.

4. All Servicing Personnel Offices and Personnel and Administration (P&A) Offices will receive specific guidance from the Pay and Personnel Center regarding the SOES implementation and future maintenance of SGLI and FSGLI coverage for those members unable to immediately certify their SOES record.

5. The DMDC Support Center (DSC) will provide support for milConnect and technical issues, by calling 1-800-477-8227. For general SGLI and FSGLI coverage and beneficiary questions, members should contact their P&A Office. Direct SGLI policy questions to COMDT (CG-1332) at Compensation@uscg.mil.

6. RDML M. W. Sibley, Acting Director of Reserve and Military Personnel, sends.

7. Internet release authorized.