

Frequently Asked Questions

How do I contact the Retirement Services Office?

You can call 706-545-1805/2715 for general questions and make an appointment.

Where is the Retirement Services Office Located?

RSO is located in Soldier's Plaza, 7210 Kansopsky Ave, Bldg 2624, first floor.

What are the Retirement Services Office hours of operation?

Monday, Wednesday & Thursday

0830-1130 – Appointments Only

1145-1245 – Lunch

1300-1430 – Appointments Only

1445-1645 – Walkins Only - (Please be advised your wait time may be lengthy – Appointments are Highly encouraged**)**

Tuesday & Friday – Closed

Closed all Holidays and Weekends

What is Career Status Bonus (CSB/REDUX)?

CSB/Redux is a mandated retirement plan that the Soldier must make a decision before their 15th year on Active Duty. Your decision will be filed in your official records. Please use the following web site links to assist you with making a decision.

- CSB/REDUX Retirement System: http://www.defenselink.mil/militarypay/retirement/ad/04_redux.html
 - Comparing Options: http://www.defenselink.mil/militarypay/retirement/ad/07_rc_comparingoptions.html
 - Combat Zone Exclusion: http://www.armyg1.army.mil/Rso/docs/csb_redux/CombatZonetaxexclusion.doc or [pdf file](#)
 - DD Form 2839 - Career Status Bonus (CSB) Election: <http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2839.pdf>
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When and where are the Pre-Retirement Briefings conducted?

The FY12 Pre-retirement briefings are conducted every other Tuesday from 1000-1700 in bldg 2635, Soldier's Plaza on the dates listed below:

10 & 24 Jan 12	14 & 28 Feb 12	13 & 27 Mar 12	10 & 24 Apr 12
8 & 22 May 12	12 & 26 Jun 12	10 & 24 Jul 12	14 & 28 Aug 12
11 & 25 Sep 12	9 & 23 Oct 12		

Where can I find information concerning Reserve Component Survivor Benefit Plan (RCSBP)?

Reserve Component Survivor Benefit Plan (RCSBP) Web Site:

<https://www.hrc.army.mil/site/reserve/soldierservices/retirement/rcsbp.htm>

How are Retirement Pay / SBP Cost calculated?

<https://w11.afpc.randolph.af.mil/retsepcalcnet/default.aspx?prods3=268&prods2=263&prods1=44>

What is Army Career Alumni Program (ACAP)?

The Army Career and Alumni Program (ACAP) delivering a world-class transition program for America's Army that ensures all eligible transitioners have the knowledge, skills and self-confidence necessary to be competitive and successful in the global workforce. ACAP helps transitioners to make informed career decisions through benefits counseling and employment assistance. ACAP is responsible for delivering both transition assistance and employment assistance services. While the ACAP Center traditionally has been the principal service provider for these services, now transitioners have the option to use the ACAP On-Line website to receive services from any location with Internet capability 24/7.

ACAP is designed to accomplish several key objectives. ACAP ensures all **Soldiers who leave the Army with more than 180 days of active duty comply with legal and regulatory requirements to receive pre-separation counseling on available transition assistance services and benefits as early as possible**. This congressionally mandated counseling must occur no later than 90 days prior to separation and be documented on DD Form 2648. ACAP also ensures these **Soldiers are offered an opportunity to receive employment assistance**. The opportunity to receive employment assistance also is mandated by Public Law. In addition to complying with Public Law, ACAP fosters and promotes Army retention, both on Active Duty and in the National Guard or Army Reserve, and recruiting. ACAP's caring dedication to Soldiers and their families engenders a positive feeling toward the Army and improves the Army's ability to retain and recruit young men and women.

ACAP provides effective transition and employment assistance services that help transitioners assess their skills and objectives then set goals and achieve them. The ACAP process and individual counseling they receive enable transitioners to overcome barriers. Counseling also engenders individual motivation that encourages transitioners to return for more services. Services provided in a caring manner build trust and result in desired outcomes. Finally, Counselors are willing to stake their professional reputations on their belief clients who complete ACAP are fully equipped to succeed.

ACAP reference materials are available for download at this website: <http://www.acap.army.mil/>.

How can I contact the Fort Benning Army Career Alumni Program (ACAP)?

Location

7214 Kanopsky Ave, Soldier's Plaza Bldg 2634

Hours of Operation

0730 - 1630 Monday through Friday

Closed all Holidays and Weekends

Contact Information

706-545-2308/2309/1758

How can I access the Army Echoes Web Page?

Army Echoes Registration Page: <http://www.armyg1.army.mil/RSO/echoes.asp>

Does Fort Benning have a Retirement Newsletter?

Yes, it can be found at this link: <https://www.benning.army.mil/garrison/dhr/>

How can I make an appointment to get and ID Cards or update my /DEERS Information?

Click on this link: [https://rapids-appointments.dmdc.osd.mil/\(X\(1\)S\(yhrqvzyio2jvsqwir2y2vexv\)\)/default.aspx?AspxAutoDetectCookieSupport=1](https://rapids-appointments.dmdc.osd.mil/(X(1)S(yhrqvzyio2jvsqwir2y2vexv))/default.aspx?AspxAutoDetectCookieSupport=1)

or you can visit the ID Card facility in bldg 2638, Soldier's Plaza.

What is Combat-Related Special Compensation Program (CRSCP)?

Access this link for a full explanation: <https://www.hrc.army.mil/site/crsc/veterans.html>

What is the Uniform Spouses Former Spouses Protection Act?

Click on this link for a full explanation and [USFSPA](#) packet

Where can I find information for Widows / Widowers?

Tragedy Assistance Program for Survivors (TAPS) Web Site: <http://www.taps.org/>

How can I reset my password for MyPay?

Click on this link: <http://www.dfas.mil/retiredmilitary/manage/mypay.html>

How can I get a replacement DD214?

You may request a copy of your DD214 through the National Personnel Records Center (Military Personnel Records) online access at: <http://vetrecs.archives.gov>.

How do I update my address?

All retirees are responsible for updating their pay file at DFAS-CL within one year of the event if they marry, remarry, are widowed or divorced and need to make or update an SBP election. Additionally changes of addresses should be submitted as they occur to ensure receipt of retiree pay, newsletters, 1099R forms, and retiree account statements. If communicating by fax, include your SSN and sign your request. Communication should be made to

If in receipt or entitled to retired PAY

Defense Finance and Accounting Service
Cleveland Center
U.S. Military Retired Pay
PO Box 7130
London, KY 40742-7130

Telephone: (216) 522 - 5955
(800) 321 - 1080
Fax Number: (800) 469 - 6559

If in receipt or entitled to SBP

Defense Finance and Accounting Service
Cleveland Center
U.S. Military Annuity Pay
PO Box 7131
London, KY 40742-7131

Telephone: (216) 522 - 5955
(800) 321 - 1080
Fax Number: (800) 982 - 8459

If a retired reservist not yet 60

U.S. Army Human Resources Center of Excellence – Fort Knox
ATTN: AHRC-PDR-RCR
1600 Spearhead Division Avenue

Dept 420
Fort Knox, KY 40122-5402
1-800-318-5298 or (502) 613-8950
