



The Marine Corps Casualty section (MRC) will ensure all Marine Corps families are properly assisted in the event of death or injury of a Marine (including Civilian Marines and Contract Personnel). Assistance will be provided to all Marine Corps families with compassion, dignity, and honor. The Casualty section is staffed by a corps of qualified and knowledgeable professionals in a variety of areas. These professionals are committed to serving the needs of Marines and their families.

The Casualty Assistance Calls Officer (CACO) is the Marine Corps representative that works directly with a Marine's family in the event of a casualty incident. It is the Marine's unit that is responsible for effecting casualty assistance and notification. In the event that the next of kin (NOK) live outside of the unit's geographical area, the HQMC Casualty Section will direct the nearest Marine activity with sufficient assets to effect casualty assistance and notification. A uniformed officer or staff non-commissioned officer will always make personal notification in all death and missing circumstances. Beginning with the official notification, the CACO provides information and assists the family with many actions during this most difficult time. Death and missing notifications are made expeditiously to all persons listed in the Marine's Record of Emergency Data. Attempts are made to ensure a chaplain or another command representative accompanies the CACO. Notifications will normally not be made between the hours of midnight and 5:00 a.m., unless the situation dictates. The CACO will provide assistance to the family in making funeral arrangements and with applying for benefits and entitlements to include: Death Gratuity, Service Member Group Life Insurance (SGLI), Survivor Benefit Plan (SBP) and Dependency and Indemnity Compensation (DIC) and Pay Arrears. The CACO will address and resolve any problems or concerns the NOK may have with respect to decedent affairs.

In situations involving a serious injury or very serious injury (SI/VSI) or illness, an officer in the Marine's chain of command or hospital representative may notify the NOK by telephone in order to expedite notification. A CACO will be assigned to assist the NOK, which may include assisting the Marine's family to bedside if requested by the attending physician.

Personnel interested in learning more about the casualty notification and assistance process can go to the Manpower and Reserve Affairs web page at: [www.manpower.usmc.mil](http://www.manpower.usmc.mil) or the Lifelines web page at: <http://www.lifelines2000.org/home.htm>.