

Transfer of Education Benefits (TEB)
Beneficiary Guide
milConnect TEB Version 1.09

Description This document describes how career Service members can transfer some or all of their education benefits to immediate family members as allowed by the Post-9/11 GI Bill program.

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Document History

Document Version	Date	Description
1.0	21 July 2018	Initial publishing of a beneficiary guide that includes content from both the TEB FAQs and online Help.
1.1	2 August 2018	Updated DSO fax number in Appendix C.
1.2	30 August 2018	Updated for milConnect TEB version 1.08.000 and corrected Marine Corps Enlisted email contact in Appendix C.
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1.4	15 June 2019	This document validated against milConnect TEB version 1.09.002. Change description: Updated eligibility requirements and Marine Corps Enlisted TEB Representative contact information.
1.5	25 January 2020	Updated eligibility information per FY NDAA Sec 547. This guide was not keystroked for this release so remains valid against milConnect TEB version 1.09.002.

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Note: Please check the TEB FAQs in milConnect for the most up-to-date information about the TEB program.

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1.0 About the Transfer of Education Benefits

A special provision of the Post-9/11 GI Bill program allows career Service members the option of sharing their education benefits with immediate family members. Your education benefits are among the most valuable asset you receive as a Service member. In making the most of these benefits, you must complete processes with different agencies. You may wonder what to do or who to call next. This document will help guide you through the process of transferring your education benefits to eligible dependents.

If you are eligible for the Post-9/11 GI Bill program, you can use the Transfer of Education Benefits (TEB) page in milConnect to request a transfer of your DoD educational benefits.

- You can transfer up to 36 months of unused education benefits to your eligible dependents.
- If you have already used some of your benefits, you can transfer what you have not used.
- You can initiate a transfer of education benefit months to your dependents while you are on Active Duty. After you separate or retire, you can only reallocate those months that you transferred while on Active Duty unless a dependent to whom you allocated benefits passes away and you have other eligible dependents.
- Even after you transfer your benefits, those benefits remain your property. You can use the TEB page in milConnect to review, modify, or revoke a transfer request.
- In cases where a sponsor has passed away on or after 1 August 2009, enhanced eligibility may be available under the Colmery Act.
 - Benefit months that were allocated prior to the sponsor's death can be reallocated among Colmery-eligible dependents.
 - Unallocated benefit months cannot be transferred.
 - Dependents that are not listed on the sponsor's TEB page before the time of death might be eligible for reallocated benefits.
 - Missing dependents must be added in DEERS via RAPIDS. See [Updating and Correcting DEERS Data](#) in the milConnect FAQ.

1.1 Safeguarding Confidential Information

Only authorized users can access the TEB Web page in milConnect. Furthermore, only authorized users may view information or be informed in any way of your personal information that displays on your TEB page. Your Service representatives are working hard to protect your information to comply with the Privacy Act of 1974. Do your part by following these steps:

- Before leaving your PC unattended, be sure to log out of milConnect.
- You can also lock your workstation for added security.

1.2 Privacy Notice

Due to Privacy Act considerations, protected information such as names, social security numbers (SSNs), PCM IDs, birth dates, addresses, and telephone numbers have been fabricated for the examples in this guide.

1.3 Transfer of Benefits Process Workflow

The transfer of education benefits involves a number of steps and several agencies. The following illustration shows the individual or agency responsible at each phase of the transfer process.

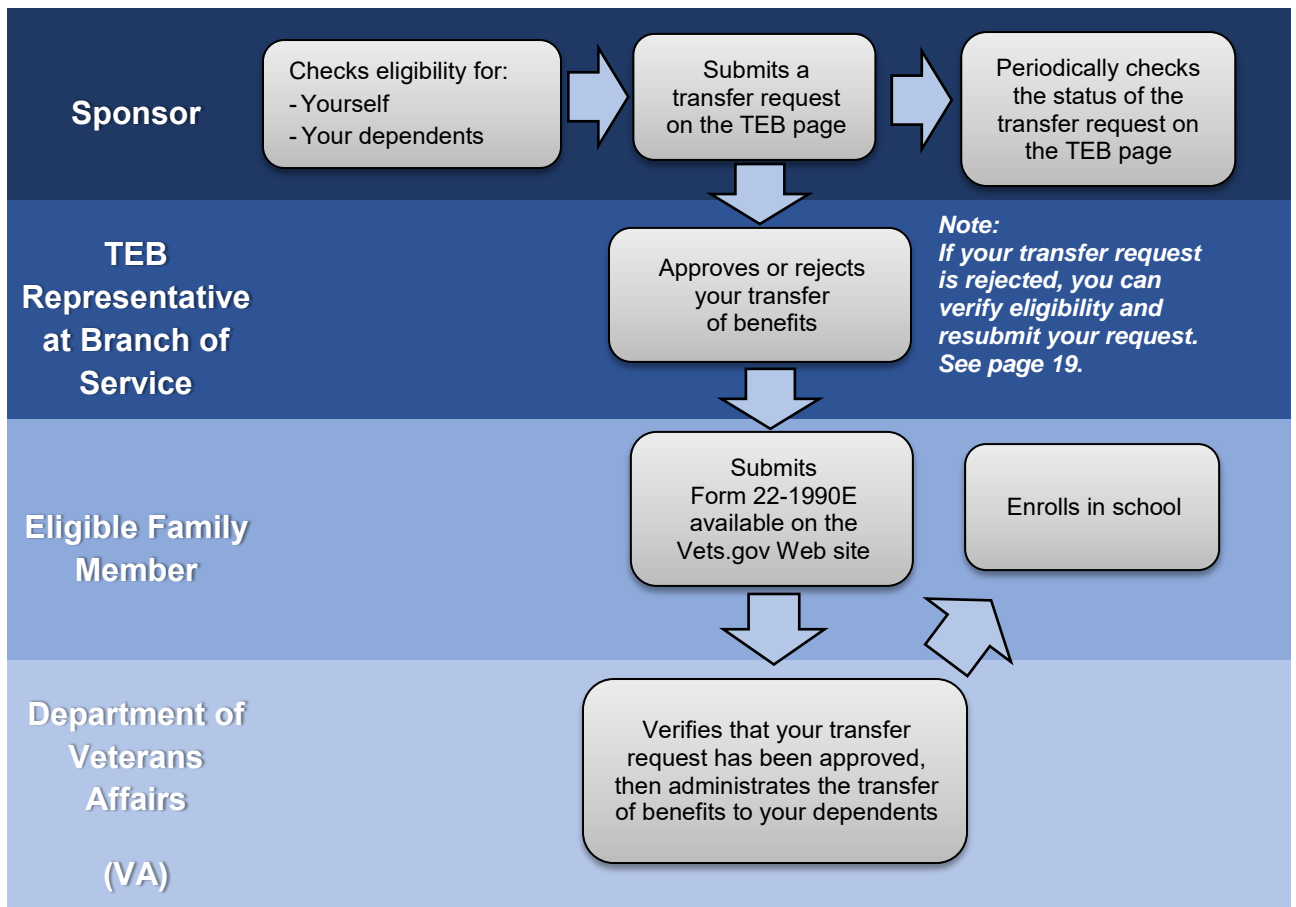


Figure 1-1: Transfer of Education Benefits Process Workflow

See 1.4, “[Education Benefit Transfer Overview](#)” on page 7 for high-level steps to follow when transferring education benefits. Cross references to detailed information contained in this guide are included at each step for your convenience.

1.4 Education Benefit Transfer Overview

Follow this process to complete your transfer of education benefits:

1. Verify eligibility. Before you submit a transfer request, verify your eligibility to transfer education benefits and your dependents' eligibility to receive education benefits.

See 2.0, "[Determine Eligibility for the Transfer of Education Benefits](#)" on page 8.

2. Submit a transfer request. On your TEB page in milConnect, allocate benefit months to eligible dependents and submit your request.

See 3.0, "[Request a Transfer of Education Benefits](#)" on page 12.

3. Monitor and maintain your request. Sign in to milConnect periodically to check the status of your request on your TEB page.

See 4.0, "[Monitor Your Transfer Request During Review](#)" on page 17.

If your request is rejected:

See 5.0, "[Respond to a Rejected Request](#)" on page 19.

When your request is approved:

- The **Status** displays as **Request Approved** on the TEB page.
- The **Status Date** shows the date the Service Representative approved your request.
- You will see a link to your TEB Approval Confirmation letter.

See Appendix B: "[Review Transfer Approval Confirmation](#)" on page 32.

At this time, the details from your transfer request are sent to the Department of Veterans Affairs (VA).

4. Use the transferred benefits. Each dependent receiving transferred benefits must complete VA Form 22-1990E—either through the vets.gov Web site or by mail—before enrolling in school. Here are the high-level steps describing how the VA processes transferred benefits:

- a. The VA sends an education certificate of eligibility to each dependent.
- b. Your dependents must provide the certificate to the school they plan to attend.
- c. The VA sends tuition payments directly to the school.

See 6.0, "[Next Steps After Your Request is Approved](#)" on page 20.

5. Manage transferred benefits. Before or after approval, you can make changes to education benefit allocations as long as the status of your current request is not **Pending Review**.

See 7.0, "[Manage Transferred Education Benefits](#)" on page 22.

Important: If you need help with any step in this process, see "Appendix C: [Who to Contact for TEB Assistance](#)" on page 33.

2.0 Determine Eligibility for the Transfer of Education Benefits

Before you start a request to transfer benefits under the Post-9/11 GI Bill, verify your eligibility as well as the eligibility of your dependents.

2.1 Are You Eligible to Transfer Benefits?

Your eligibility to transfer education benefits under the Post-9/11 GI Bill depends on:

- Your duty status, the date you joined the military, and your years of service (see 2.1.1, “[Duty Status, Enlistment Date, and Years of Service Requirements](#)” below)
- Whether you have satisfied benefit transfer approval requirements at your Branch of Service (see 2.1.2, “[Branch of Service Approval Requirements](#)” on page 9)

Important:

- Your decision to transfer benefits under the Post-9/11 GI Bill cannot be reversed. When you initiate a benefits transfer request on your TEB page in milConnect, you are making an irrevocable decision to convert your education benefits to the Post-9/11 GI Bill and relinquish eligibility under all other programs, including the following:
 - The Montgomery GI Bill (CH1606)
 - The Montgomery GI Bill (CH30)
 - The Reserve Education Assistance Program (REAP)
 - The Post-9/11 GI Bill verification—as well as Transferability of Post 9/11.
- There are benefit recoupment circumstances that you should be aware of before you initiate a transfer of education benefits. See 3.3, “[Understanding Your Obligation End Date](#)” on page 16 for more information.

2.1.1 Duty Status, Enlistment Date, and Years of Service Requirements

You are eligible to transfer benefits under the Post-9/11 GI Bill if you meet one or more of the following program start date requirements:

- You are a member of the Armed Forces (active duty or Selected Reserve, officer, warrant officer, or enlisted) and were in service on or after August 1, 2009.
- You are a Uniformed Service member of the Public Health Service (PHS) and were in service on or after August 1, 2011.
- You are a Uniformed Service member of the National Oceanic and Atmospheric Administration (NOAA) and were in service on or after September 1, 2011.

If you meet one of the above requirements, you must also meet the following requirements:

- You have served at least 6 cumulative years in the Uniformed Services (active duty, Selected Reserve, or a combination of both) on the date of election, and you agree to serve an additional four years in the Uniformed Services from that date.
- You must be eligible to be retained for four years from the date of your election to transfer benefits, and not be precluded from serving for four more years prior to approval of your election by policy or statute.

Recipients of the Purple Heart who were in the Uniformed Services (active duty, Selected Reserve, or a combination of both) on or after August 31, 2018:

- Can transfer their Post-9/11 GI Bill education benefits regardless of their years of total service or ability to complete the service obligation.
- Retain their ability to transfer educational benefits irrespective of whether the transfer occurred before or after August 31, 2018 or whether their service obligation was completed.

Important:

Once the Defense Enrollment Eligibility Reporting System (DEERS) reflects that you have separated or retired from the Service or transferred to the Individual Ready Reserve, you will no longer be able to initiate the transfer of benefits to your dependents unless those dependents pass away with unused allocated benefits remaining. For more information, see 7.4, “[Changing Benefit Allocations When a Dependent Passes Away](#)” on page 25. If you gained approval for a request to transfer your benefits before you separated or retired, you can continue to view and modify your benefits transfer request.

2.1.2 Branch of Service Approval Requirements

Each Branch of Service requires specific approvals before benefits can be transferred. Your GI Bill career counselor at your Branch of Service can help you find out if there are any Service-specific requirements you need to satisfy, such as signing and filing a Statement of Understanding. Please contact your GI Bill career counselor at your Branch of Service for full details. See C.1, “[Contacting Your Branch of Service](#)” on page 34.

2.1.3 Who Can Receive Your Education Benefits?

You can transfer some or all of your 36 months of education benefits that you do not use yourself. You may transfer education benefits to your spouse, children, or any combination of eligible dependents.

The number of months you have already used and the number of months that are still available to allocate appear in the Sponsor information section on your TEB page in milConnect.

Transfer Education Benefits	
Sponsor	
Name	Paul F Blue
Rank	MSG
Status	Request Approved
Status Date	2018-05-10
Obligation End Date	2018-01-25
Months Used	0
Transfer months avail...	3
Approval Form	

Figure 2-1: Sponsor's Months Used and Transfer Months Available

2.2 Is Your Spouse Eligible to Receive Benefits?

Once approved, your spouse can start to use transferred benefits immediately, provided that you have met the 6 years of Service requirement. In addition, if you are currently serving on Active Duty, your spouse is eligible for a books and supplies stipend, but not a monthly living expense stipend. This is because you and your spouse are already receiving Basic Allowance for Housing (BAH). If you are not currently serving on Active Duty, then your spouse is eligible for a monthly living stipend and a books and supplies stipend.

2.3 Are Your Children Eligible to Receive Benefits?

Your children must be enrolled in DEERS to receive transferred benefits, and the following age restrictions apply:

- Children age 18 through 20 are eligible with no restrictions.
- Children age 21 or 22 are primarily eligible if they are full-time students (see 2.3.1, "[About Children Marked Ineligible on the TEB](#)" on page 11).
- The majority of children over the age of 22 are not eligible for transferred education benefits.
- Children age 26 or older are not eligible for transferred benefits. These children appear as ineligible on the TEB page.

In addition, children must also have earned a secondary school diploma or equivalency certificate before they can begin using their transferred benefits.

Once approved, your children can start to use their education benefits after the transfer begin date as long as you have met, are on track to meet, or been excused from the requirement to serve a minimum of 10 years. Your children can continue to use their benefits after you leave the Service if they meet the age eligibility requirements.

2.3.1 About Children Marked Ineligible on the TEB page

You can transfer education benefits to children ages 21 and 22 only if they are dependent students. The student status determination must be made at a military ID card issuing facility—you can use the RAPIDS Site Locator service to help find an ID facility near you. See C.3, “[Updating Family Information in DEERS](#)” on page 35.

Note: Wards and foster children are not considered dependents by the Department of Veterans Affairs.

Dependent students are full-time students who are dependent on you for more than 50% of their support. Full-time student status cannot be determined more than 90 days prior to your child's twenty-first birthday. If student status is not determined in time, all DoD benefits will be terminated in DEERS. Therefore, you will not be able to request a transfer of education benefits on the TEB page. However, student status determination can be added after benefits are terminated in DEERS, which triggers eligibility on the TEB page.

Note: If your 21- or 22-year-old children are attending school less than full time or are enrolled in on-the-job training, apprenticeships, or non-college degree programs, they may still be qualified to receive transferred benefits even though they might be flagged ineligible on your TEB page. Check with your TEB Service Representative at your Branch of Service for more information. See “C.1. [Contacting Your Branch of Service](#)” on page 34.

The exception are children who were permanently incapacitated before their eighteenth birthday. For incapacitated children, the military sponsor's Branch of Service must process the initial eligibility determination and renewal dependency applications. To find out how to report a child as permanently incapacitated, download and read the [Adult Child Benefits Brochure](#).

Children who are dependent students past the age of 22 with transfer months assigned are still displayed as eligible, because they can continue to use their already transferred benefit up until 26 years of age. However, students over the age of 22 are no longer eligible to receive additional transferred benefits.

Note: The TRICARE Young Adult (TYA) program, which extended healthcare benefits to age 26, does not alter the age or eligibility criteria for the TEB program. Children over age 22 are not eligible to receive transferred education benefits regardless of their enrollment in TYA.

In addition to benefit months, your children are eligible for a monthly living stipend and a books and supplies stipend whether you are serving on Active Duty or not.

2.3.2 About Minor Children

If your children are not 18, but have attained a secondary school diploma (or equivalency certificate), they can use the transferred benefits. This includes some vocational or technical training programs, graduate and undergraduate training, as well as on-the-job training, apprenticeships, or non-college degree programs.

3.0 Request a Transfer of Education Benefits

The transfer of benefits to dependents is measured in whole-month increments.

3.1 Submitting a Transfer Request

To transfer benefit months to dependents:

1. Verify that you are eligible to transfer benefits and your dependents are eligible to receive benefits. See, 2.0, “[Determine Eligibility for the Transfer of Education Benefits](#)” on page 8.
2. Check with your GI Bill career counselor at your Branch of Service about the review policies in your branch. You may be able to submit your benefits transfer request now and then make sure your qualifying criteria are in order before your request is reviewed.

Important: Do not initiate a transfer of benefits unless you are willing to complete any additional service commitment required by your Service. See 3.3, “[Understanding Your Obligation End Date](#)” on page 16.

3. Sign in to milConnect using your Common Access Card (CAC), DoD Self-Service Logon (DS Logon), or DFAS Account (myPay) credentials.
 - a. When the **Benefits** menu appears, choose **Transfer of Education Benefits (TEB)**.
 - b. When the Transfer Education Benefits page appears, you see your name, rank, transfer application status and date, your Service obligation end date, months of benefits used and months available for transfer, and a message from your Service component. Your transfer request **Status**, **Status Date**, and **Obligation End Date**

fields are blank, and the **Sponsor Months Used** field is zero because you have not yet submitted the request.

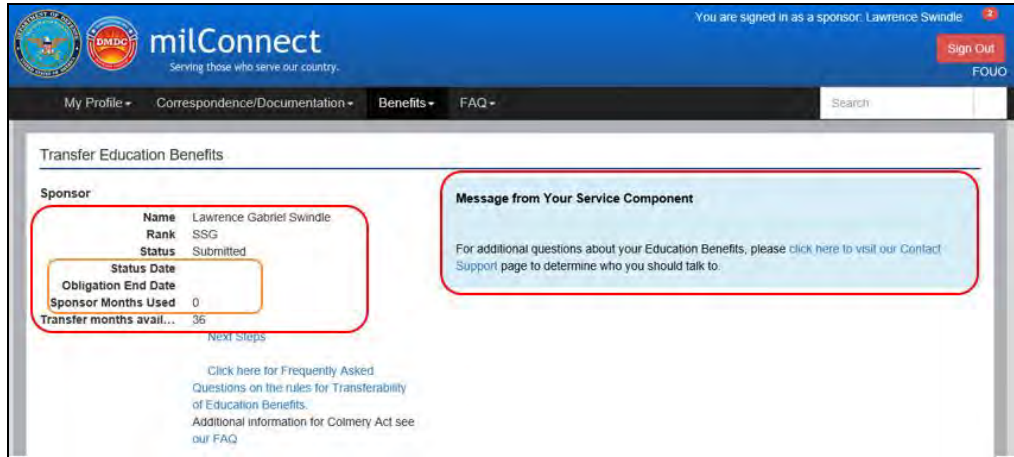


Figure 3-1: Sponsor and Service Component Information

- Under “Select the educational program from which to transfer benefits,” select **Post-9/11 GI Bill Chapter 33**.



Figure 3-2: Post-9/11 GI Bill Chapter 33 Designation

- Read the message stating that you are converting any existing education benefits to the **Post-9/11 GI Bill Chapter 33** benefits, and select **OK**.

Important: You cannot revoke this decision after you submit your request.

- To specify the benefit months to transfer to a dependent:
 - Locate the dependent in the family member table.

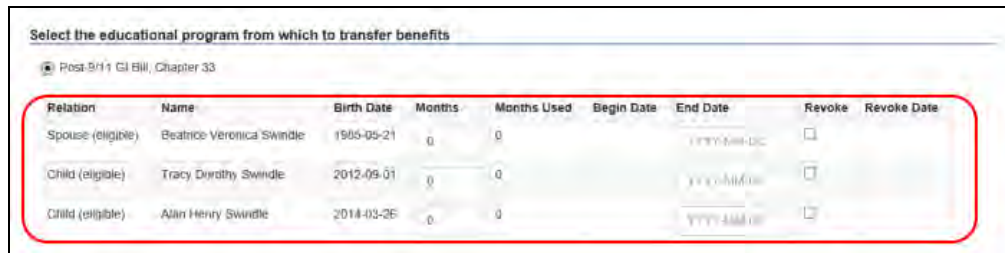


Figure 3-3: Family Member Table

Note: Only eligible dependents who are recorded in DEERS are displayed on your TEB page. Ineligible dependents also appear if they were previously eligible for the transfer of education benefits, but have since become ineligible due to a disqualifying event such as age, divorce, or your separation from Service.

You might see an error on the TEB page regarding:

- A dependent’s relation, name, or birthdate
- A missing dependent

You can resolve these issues by calling the DMDC Support Office or visiting your nearest military ID card issuing facility. See C.3, “[Updating Family Information in DEERS](#)” on page 35.

To determine the documentation you will need to supply (such as a birth certificate, marriage certificate, or divorce decree), please read the [DoD Identity and Eligibility Documentation Requirements](#) available online.

If a dependent is marked ineligible on your TEB page and you are certain that your dependent is eligible in DEERS, contact your GI Bill career counselor or personnel center at your Branch of Service to resolve the issue. See C.1, “[Contacting Your Branch of Service](#)” on page 34.

- b. In the Months field, enter the number of months to transfer: 0 to 36 minus the months you have used or plan to use yourself.

The screenshot shows a web form titled "Select the educational program from which to transfer benefits" with a dropdown menu set to "Post-9/11 GI Bill, Chapter 33". Below is a table with columns: Relation, Name, Birth Date, Months, Months Used, Begin Date, End Date, Revoke, and Revoke Date. The 'Months' field for the spouse is highlighted with a red box and contains the value '20'.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Spouse (eligible)	Beatrice Veronica Swindle	1985-05-21	20	0		YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Tracy Dorothy Swindle	2012-09-01	0	0		YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Alan Henry Swindle	2014-03-26	0	0		YYYY-MM-DD	<input type="checkbox"/>	

Figure 3-4: Months of Education Benefits to Transfer

The **Months Used** column displays the number of education benefit months each eligible dependent has used. If you have used any of your education benefits as sponsor, those months are noted in the **Sponsor Months Used** field under your personal information at the top of the TEB page along with any months you still have available to allocate in the **Transfer months avail...** field.

- c. The **Begin Date** is populated by the system. This is the date that you initiated a transfer request. Your dependents can begin using their education benefits any time after the begin date, provided that you have met, are on track to meet, or been excused from the requirement to serve a minimum of 10 years in the Uniformed Services (Active Duty or Selected Reserve). Children must use transferred benefits before reaching age 26. Your spouse can begin using the benefit any time after the begin date.

You can forward-date the transfer begin date to prevent your dependents from using any benefits before a specific date. However, to backdate, you must contact your TEB Service Representative at your Branch of Service. When you call, keep in mind that you cannot backdate the transfer Begin Date unless circumstances outside your control prevented you from transferring to your dependent sooner. Be prepared to give evidence of this circumstance to your TEB Service Representative.

- d. Optionally, in the End Date column, enter a date in YYYY-MM-DD format.

Be aware that setting a transfer end date prior to your dependents’ benefit eligibility end date might prematurely cancel their education benefit entitlement. We recommend you leave the **End Date** blank as the system will provide the latest legal end date allowed. To find out how long your dependents can use transferred benefits, see 2.2 above, “[Is Your Spouse Eligible to Receive Benefits?](#)” or 2.3, “[Are Your Children Eligible to Receive Benefits?](#)” beginning on page 10.

- 7. Repeat step 6 for each dependent to whom you want to transfer education benefits.
- 8. Next, submit your transfer request for approval:
 - a. For **Transferability of Education Benefits Acknowledgements**, select all the checkboxes to indicate that you have read and understand each statement.

The screenshot shows a form titled "Transferability of Education Benefits Acknowledgments" with the following checked items:

- a) I am eligible for the Post-9/11 GI Bill, the program I am applying to transfer.
- b) I understand I may transfer up to 36 months (or my remaining months of eligibility, whichever is less) of my education benefits to spouse and/or children, and can modify or revoke my election at any time.
- c) I understand that my spouse may use the benefit immediately and children (ages 18-26) after I have served 10 years.
- d) I understand and agree to remain in the Armed Forces for the period required. I understand that failure to complete that service may lead to an overpayment by the Department of Veterans Affairs for any payments made. (Service documentation will remain on file with the Service).
- e) I understand that I am responsible for any overpayments due to not completing my additional obligated term of service agreement.
- f) I understand that in order to request this transfer, if I'm eligible for the MGIB (Chapter 30, 38 USC), or the MGIB-SR (Chapter 1606, 10 USC) or REAP (Chapter 1607, 10 USC), I am converting from that program to the Post-9/11 GI Bill. This conversion is irrevocable.
- g) I may not receive more than a total of 48 months of benefits under two or more programs.
- h) If electing Chapter 33 in lieu of Chapter 30, my months of entitlement under Chapter 33 will be limited to the number of months of entitlement remaining under Chapter 30 on the effective date of my election. However, if I completely exhaust my entitlement remaining under Chapter 30 before the effective date of my Chapter 33 election, I may receive up to 12 additional months of benefits under Chapter 33.
- i) My conversion to the Post-9/11 GI Bill is irrevocable and may not be changed. However, I retain the right to change or modify months of entitlement at any time until they are exhausted.
- j) A Service Member or Veteran with only one qualifying period of service for a GI Bill after 31 July 2011 and who has elected and used some GI Bill other than the Post-9/11 GI Bill will not be eligible for the Post-9/11 GI Bill. A Service Member in this situation will not be entitled to Post-9/11 GI Bill benefits, and as such will not be eligible to transfer Post-9/11 GI Bill benefits to dependents.

Figure 3-5: Transferability of Education Benefits Acknowledgements

- b. Select the **Submit Request** button.

The screenshot shows a "Submit Request" button highlighted with a red box, next to a "Cancel Changes" button. Below the buttons is the "Transferability of Education Benefits Acknowledgments" form with the following checked items:

- a) I am eligible for the Post-9/11 GI Bill, the program I am applying to transfer.
- b) I understand I may transfer up to 36 months (or my remaining months of eligibility, whichever is less) of my education benefits to spouse and/or children, and can modify or revoke my election at any time.
- c) I understand that my spouse may use the benefit immediately and children (ages 18-26) after I have served 10 years.

Figure 3-6: Submit Transfer Request Button

If your submission is successful, you see a confirmation message and the **Status** of your request changes to **Submitted**. The **Status Date** remains blank until a Service Representative approves, denies, or sets your request as **Pending Review**.



Figure 3-7: Status of Transfer Request After Submission

Note:

- To find out how long you or your dependents can use education benefits, see 6.2, “[Understanding Eligibility Timeframes](#)” on page 21.
- To track the status of your request, see 4.0, “[Monitor Your Transfer Request During Review](#)” on page 17.

3.2 Branch of Service Approval Requirements

Your Branch of Service must approve your request to transfer benefits, and might require additional qualifying criteria, such as a Statement of Understanding. Please contact your GI Bill career counselor at your Branch of Service for full details. See C.1, “[Contacting Your Branch of Service](#)” on page 34.

3.3 Understanding Your Obligation End Date

Your Obligation End Date (OED) is set by your Service and represents the end date of your Active Duty Service Commitment (ADSC), which you must fulfill to receive benefits. Your Obligation End Date is calculated from the date you submitted your TEB request and cannot be backdated. Do not apply and obtain approval to transfer education benefits unless you are willing to complete your ADSC.

Active duty members must remain in an Active status and Selected Reserve/Guard members must remain in Selected Reserve status until their OED. If you do not maintain the appropriate status, you lose your eligibility to transfer benefits and your dependents will lose benefits. In addition, you will be required to repay any education payments that the Department of Veterans Affairs has already processed. Please read the FAQ “[What causes debts with VA Education Programs](#)” on the VA’s Web site for more information.

Revoking transferred benefits will not cancel your Active Duty Service Commitment, even if you and your dependents have not used the benefits. An ADSC waiver allowing you to separate or retire from Active Duty is not equivalent to having your transferred benefits permanently vested with dependents. You do not retain benefits if you do not complete the associated service obligation. However, when you lose your eligibility to transfer benefits, you can still apply any unused months to your own education, within your respective delimiting period.

4.0 Monitor Your Transfer Request During Review

After you submit your education transfer request, sign in to milConnect periodically and check the status of your request on the TEB page.

Depending on your Branch of Service, you might also:

- Receive an email notification that your Service has received your request.
- Need to check with your Service that your qualifying criteria are on file before your request can be reviewed.

4.1 Interpreting the Status of Your Transfer Request

As your request proceeds through the approval process, the **Status** field in the Sponsor information section updates.

- If the status is **Pending Review**, you can check back at a later time or contact your GI Bill Service Representative. See 4.2, “[Tracking your Request While it is Awaiting Review or Under Review](#)” on page 18 and C.1, “[Contacting Your Branch of Service](#)” on page 34.
- If the status is **Request Rejected**, see 5.0, “[Respond to a Rejected Request](#)” on page 19.
- If the status is **Request Approved**, the TEB page displays a message describing your progress toward the additional years of service that you need to complete before your Service commitment has been reached.

Messages are color-coded to make it easy for you to track your status:

- A green message means your Service commitment is complete.
- A yellow message means you are on track to complete your Service commitment.
- A red message means you failed to complete your Service commitment.

Important: If you fail to complete your Service commitment, you could be subject to recoupment. For more information, see 3.3 “[Understanding Your Obligation End Date](#)” on page 16.

For information on how to proceed, see 6.0, “[Next Steps After Your Request is Approved](#)” on page 20.

4.2 Tracking your Request While it is Awaiting Review or Under Review

The actions you can perform differ depending on whether your request is pending review or under review.

When your request is awaiting review (the status of your request is not **Pending Review**):

- You can modify the number of months as well as the transfer end dates for each dependent. You can also revoke unused benefits.
- You can add a new eligible dependent as long as you are serving on Active Duty or are in the Selected Reserve. (See [How do I add or remove a family member from my DEERS record?](#) in the milConnect FAQ.) If you have already separated, retired, or transferred to the Individual Ready Reserve, then you cannot add dependents unless allocated dependents pass away with unused benefits remaining. See 7.4, “[Changing Benefit Allocations When a Dependent Passes Away](#)” on page 25.

Important: When making changes to your transfer requests, always remember to select **Submit Request** to save your changes on the TEB page.

When your Request is actively under review and the status has changed to **Pending Review**:

- You can view the details of your request, but you can no longer change it.
- If the status of your transfer request has not been updated for a period of time, be sure that you refer to the **Message from Your Service Component** section at the top of the TEB page. This message includes information that is specific to your Branch of Service. You might have to take specific steps outside of the TEB page before your transfer request is reviewed. If you have taken all the necessary steps and are still not seeing a status update, contact your TEB Service Representative. Only a TEB Service Representative at your Branch of Service can change the status of your request by approving or rejecting it. See C.1, “[Contacting Your Branch of Service](#)” on page 34.

5.0 Respond to a Rejected Request

If the status of your transfer request is denied, the reason for the rejection is listed below the **Status** field.

You do not qualify for education benefits if:

- You do not have 6 years in the Armed Forces.
- You have no qualifying Post 9/11 active service time.
- You are not on Active Duty or participating in Selected Reserve.

Contact your TEB Service Representative at your Branch of Service if any of the following have occurred:

- You have submitted an invalid entry on your TEB page.
- You need to resolve an issue with regard to how your status appears on your TEB page.
- You have not committed to the required additional service time.

See C.1, “[Contacting Your Branch of Service](#)” on page 34.

Responding When Your Education Request is Rejected

The following workflow shows the steps to take if your request to transfer benefits is denied.

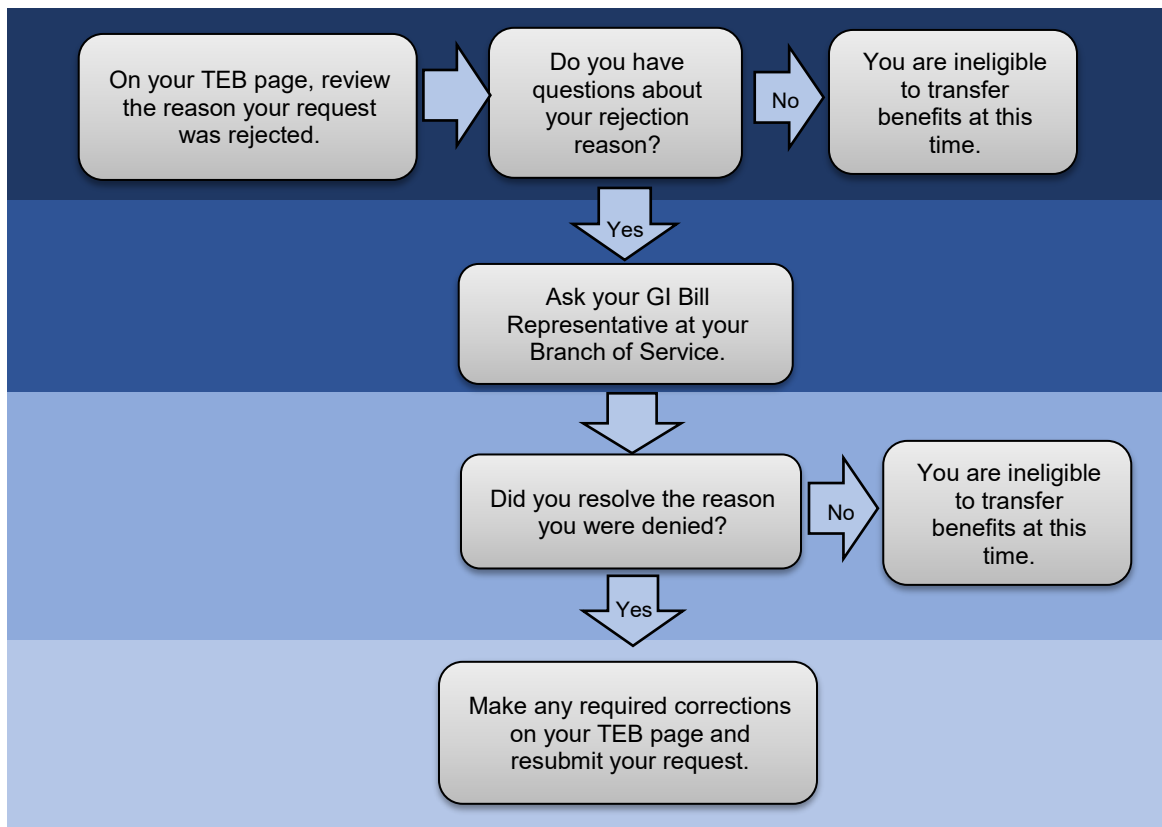


Figure 5-1: Respond to a Transfer Denial Workflow

To resolve issues related to a rejected education benefit request:

1. On your TEB page, review the reason for rejection that appears in the upper left area of the page. You might find it helpful to:
 - Review your and your family's eligibility. See 2.0, "[Determine Eligibility for the Transfer of Education Benefits](#)" on page 8.
 - In milConnect, check the **Update and View My Profile** page to confirm your Service status is correctly recorded in DEERS. If it is not, contact the Personnel Center for your Branch of Service. See C.1, "[Contacting Your Branch of Service](#)" on page 34.
2. If you have questions regarding why your request was rejected, contact your TEB Service Representative at your Branch of Service and find out what you can do to become eligible. See C.1, "[Contacting Your Branch of Service](#)" on page 34.
3. If you can resolve the issue that caused your request to be denied, make any necessary corrections on your TEB page and resubmit your transfer of benefits request.

Important: You must resubmit your request to be reconsidered for a transfer of benefits, even if corrections made are outside of the TEB page.

6.0 Next Steps After Your Request is Approved

When your request is approved, detailed data regarding your transfer request is sent to the Department of Veterans Affairs (VA).

6.1 Redeeming Transferred Benefits

To redeem transferred benefits, each dependent receiving months must complete the following additional steps outside of the TEB page in milConnect:

1. Submit Form 22-1990E to apply for a certificate of eligibility from the VA.

The VA offers two options for completing Form 22-1990E:

- Complete [Form 22-1990E](#) online.
- Download a PDF of [Form 22-1990E](#), then print and mail the completed the form to a regional Veterans Affairs Processing Office as follows:
 - Dependents who have selected a school they want to attend should mail the completed form to the regional Veterans Affairs Processing Office for the school's physical address.
 - Dependents who have not selected a school should mail the completed form to the regional Veterans Affairs Processing Office for the dependent's home address.

Addresses for regional offices are included in the Form 22-1990E download.

For assistance completing Form 22-1090E, call the VA and request education benefits information. See C.4, "[Contacting the VA](#)" on page 35.

When the VA receives data from your transfer request and VA Form 22-1990E, the VA sends each dependent certificates of eligibility so they can use your GI Bill education benefits.

2. Your dependents must provide their certificates of eligibility to the school they will attend.
3. If dependents do not receive their certificates of eligibility before they enroll in school, dependents should ask the Veterans Certifying Official at their school to submit an enrollment certification for the academic term to the VA.

The VA sends tuition funds directly to the school.

For information about stipends available for your children or spouse, see 2.2, “[Is Your Spouse Eligible to Receive Benefits?](#)” or 2.3, “[Are Your Children Eligible to Receive Benefits?](#)” beginning on page 10.

Note: Unused transferred education benefits are your property. See 7.0, “[Manage Transferred Education Benefits](#)” on page 22 for more information.

6.2 Understanding Eligibility Timeframes

The timeframe in which benefits must be used depends on the recipient.

Important: If you do not complete your Active Duty Service Commitment, you lose your eligibility to transfer benefits, so your dependents lose any transferred benefits. If the Department of Veteran Affairs has already processed a payment for transferred benefits, an overpayment will occur. See 3.3, “[Understanding Your Obligation End Date](#)” on page 16. Your Eligibility Timeframe

If you are an Active Duty Service member and you were discharged or you retired before 1 January 2013, you can continue to use your education benefits for up to 15 years after you were last released (discharged or retired) from Active Duty.

If you are a Selected Reserve member and you were discharged or you retired before 1 January 2013, you can continue to use your benefits for up to 15 years after you were released from your last Active Duty period of at least 90 consecutive days.

Note: The Forever GI Bill removes these time limitations for veterans whose last discharge or release from Active Duty is on or after 1 January 2013. For more information, visit the [Forever GI Bill](#) page on the Veteran Administration Web site.

6.2.1 Your Spouse’s Eligibility Timeframe

If you are an Active Duty Service member and you were discharged or you retired before 1 January 2013, your spouse can continue to use transferred education benefits for up to 15 years after you were last released (discharged or retired) from Active Duty.

If you are a Selected Reserve member and you were discharged or you retired before 1 January 2013, your spouse can continue to use your benefits for up to 15 years after you were released from your last Active Duty period of at least 90 consecutive days.

Note: The Forever GI Bill removes these time limitations for spouses of veterans who were discharged or released from Active Duty on or after 1 January 2013 or spouses eligible for the [Fry Scholarship](#) on or after 1 January 2013. The Fry Scholarship is a military benefits program that provides educational assistance to the surviving dependents of

Service members who passed away while on Active Duty. For more information, visit the [Forever GI Bill](#) page on the Veterans Administration Web site.

6.2.2 Your Children's Eligibility Timeframe

Children can use transferred benefits that have been transferred to them until their 26th birthday.

Note: The Forever GI Bill removes these time limitations for children who became eligible for the [Fry Scholarship](#) on or after 1 January 2013. The Fry Scholarship is a military benefits program that provides educational assistance to the surviving dependents of Service members who passed away while on Active Duty. For more information, visit the [Forever GI Bill](#) page on the Veterans Administration Web site.

7.0 Manage Transferred Education Benefits

After your education benefits have been approved for transfer, you can manage transferred benefits by:

- Modifying the number of months and the transfer end dates for each dependent listed on the TEB page.
- Revoke unused benefits.
- Restore revoked benefits.
- Submit transfer requests for additional dependents (as long as you are serving on Active Duty or are in the Selected Reserve). If you have already separated, retired, or transferred to the Individual Ready Reserve, then you cannot add dependents unless allocated dependents pass away with unused benefits remaining. See 7.4, "[Changing Benefit Allocations When a Dependent Passes Away](#)" on page 25.

Remember to submit all transfer requests at least one month before you separate or retire.

Note: When making changes to your transfer requests, always remember to select **Submit Request** to save your changes on the TEB page.

Other points to keep in mind after you have transferred benefits:

- If a dependent's relationship to you or their date of birth is incorrect on your TEB page in milConnect, contact the DMDC Support Center or the nearest ID card facility and request that corrections be made in DEERS. See C.3, "[Updating Family Information in DEERS](#)" on page 35.
- You can check months remaining in the Sponsor information section on your TEB page.

Note: When the status of your request changes to **Request Approved**, the only way you can set the number of months to zero is by selecting the **Revoke** check box and then selecting **Submit Request** to save your changes. This will set the months to zero and populate the **Revoke Date** field. If dependents have already used some of their transferred benefits, only the unused benefits are revoked.

7.1 Changing a Transfer Request

As long as the status of your education benefit transfer request is not **Pending Review**, you can change the allocation of months and the transfer end date. See 3.0, “[Request a Transfer of Education Benefits](#)” beginning on page 12 for detailed steps.

Note: When you edit a transfer request, all dependents to whom months have been transferred appear on your TEB page even if some members are now ineligible. See 2.2, “[Is Your Spouse Eligible to Receive Benefits?](#)” and “[Are Your Children Eligible to Receive Benefits?](#)” beginning on page 10 for more information. You might want to revoke unused months for ineligible dependents. See 7.2, “[Revoking a Transfer Request](#)” below.

7.2 Revoking a Transfer Request

You can revoke benefits that have not been used.

1. Locate the dependent with the unused benefits that you want to revoke.
2. Select the Revoke check box.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Spouse (eligible)	Crystie V Blue	1975-04-27	20	0	2018-03-02	2018-07-02	<input type="checkbox"/>	
Child (eligible)	Perry N Blue	1991-04-27	0	0	2018-05-10	YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-1: Revoke Transfer Checkbox

3. The value in the **Months** field reverts to **0**, the **Revoke Date** column displays the current date, and a warning message appears stating that only unused benefits can be revoked.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Spouse (eligible)	Crystie V Blue	1975-04-27	0	0	2018-03-02	2018-07-02	<input checked="" type="checkbox"/>	2018-05-25
Child (eligible)	Perry N Blue	1991-04-27	0	0	2018-05-10	YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-2: Revoke Date Field

4. Close the warning message.

5. Select **Submit Request**.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Spouse (eligible)	Crystle V Blue	1975-04-27	<input type="text" value="0"/>	0	2018-03-02	2018-07-02	<input checked="" type="checkbox"/>	2018-05-25
Child (eligible)	Perry N Blue	1991-04-27	<input type="text" value="0"/>	0	2018-05-10	YYYY-MM-DD	<input type="checkbox"/>	

If you have any questions regarding your family members, [click here to contact your Service personnel center](#).

To determine your remaining months of entitlement, contact The Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551) to speak with a Veterans Benefits Counselor or [click here to visit the VA's Education and Training page](#).

Figure 7-3: Submit Request to Revoke Transfer Request

A warning message might appear indicating that you must transfer remaining benefits before you separate from the Armed Forces.

6. Select **OK**.

7.3 Restoring a Revoked Transfer Request

You can restore revoked education benefits by specifying at least one month and resubmitting the request.

1. Locate the dependent whose benefit you want to restore.
2. Clear the check box in the **Revoke** column.

The **Revoke Date** is deleted.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Spouse (eligible)	Crystle V Blue	1975-04-27	<input type="text" value="0"/>	0	2018-03-02	2018-07-02	<input type="checkbox"/>	
Child (eligible)	Perry N Blue	1991-04-27	<input type="text" value="0"/>	0	2018-05-10	YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-4: Restore Revoked Transfer Request

3. Enter the number of months that you want to transfer to this dependent.

4. Select **Submit Request**.
5. The **Begin Date** field resets to the current date.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Spouse (eligible)	Crystle V Blue	1975-04-27	25	0	2018-05-10	YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Perry N Blue	1991-04-27	0	0		YYYY-MM-DD	<input type="checkbox"/>	

If you have any questions regarding your family members, [click here to contact your Service personnel center](#).

To determine your remaining months of entitlement, contact The Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551) to speak with a Veterans Benefits Counselor or [click here to visit the VA's Education and Training page](#).

Submit Request Cancel Changes

Figure 7-5: Submit Request to Restore Revoked Transfer Request

A warning message might appear indicating that you must transfer remaining benefits before you separate from the Armed Forces.

6. Select **OK**.

7.4 Changing Benefit Allocations When a Dependent Passes Away

The Colmery Act provides enhanced transfer benefits for sponsors and dependents. If a dependent passes away with unused allocated benefits, as the sponsor, you can use the TEB page to transfer those benefits to other eligible dependents. On the TEB page, dependents who have passed away are marked (CM) for *Colmery Member*. Dependents who are eligible to receive transferred benefits from a Colmery Member are marked (CE) for *Colmery Eligible*.

To transfer allocated benefits when a dependent passes away:

1. Sign in to milConnect using your Common Access Card (CAC), DoD Self-Service Logon (DS Logon), or DFAS Account (myPay) credentials.
2. When the **Benefits** menu appears, choose **Transfer of Education Benefits (TEB)**.

A message is displayed beneath your personal information indicating that your request has enhanced eligibility under the Colmery Act. After you reallocate Colmery-eligible months to Colmery-eligible dependents, the message changes to indicate the Colmery transfer is complete.

3. Locate your dependent with the unused Colmery enhanced benefits.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Child	Kelly B Blue (CM)	1993-04-27	15	0	2014-01-26	YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Bella W Blue (CE)	2004-04-27	0	0		YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-6: Locate Colmery Member (CM) in Table

(CM), or *Colmery Member*, in the **Relation** column indicates that the dependent has been reported passed away in DEERS. You can transfer unused months from this dependent to dependents marked eligible in the table. Dependents who have enhanced eligibility under the Colmery Act are marked (CE), or *Colmery Eligible*, in the table.

- Scan your list of family members to ensure you have dependents who are eligible to receive benefits.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Child	Kelly B Blue (CM)	1993-04-27	15	0	2014-01-26	YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Bella W Blue (CE)	2004-04-27	0	0		YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-7: Locate All Colmery Eligible (CE) Dependents in Table

Note: While the Colmery Member still has months assigned, the Colmery Act enables you to add a new dependent to your transfer request, even if you have left the Service. See [How do I add or remove a family member from my DEERS record?](#) in the milConnect FAQ or C.3, “[Updating Family Information in DEERS](#)” on page 35.

- In the **Months** column for your Colmery Member (CM), select the allocated months and reduce the number to reflect the number of months you want to transfer to eligible dependents.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Child	Kelly B Blue (CM)	1993-04-27	0	0	2014-01-26	YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Bella W Blue (CE)	2004-04-27	0	0		YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-8: Reduce the Number of Allocated Months for Colmery Member (CM)

- Enter the number of months you want to transfer to each eligible or Colmery Eligible (CE) dependent.

Relation	Name	Birth Date	Months	Months Used	Begin Date	End Date	Revoke	Revoke Date
Child	Kelly B Blue (CM)	1993-04-27	0	0	2014-01-26	YYYY-MM-DD	<input type="checkbox"/>	
Child (eligible)	Bella W Blue (CE)	2004-04-27	15	0		YYYY-MM-DD	<input type="checkbox"/>	

Figure 7-9: Enter the Number of Months to Transfer to Colmery Eligible (CE) Dependent

7. Select **Submit Request** to record changes in month allocations.

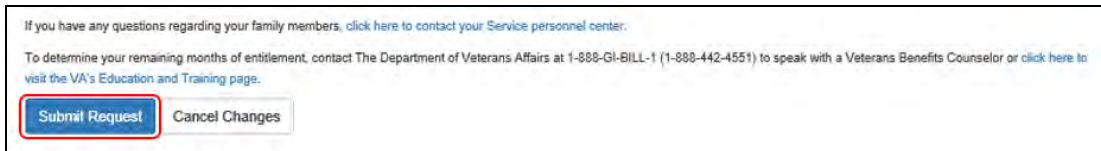


Figure 7-10: Submit Request to Transfer Colmery Eligible Benefit Months

8. If a warning message appears indicating that any months transferred from a Colmery Member (CM) must be allocated to a Colmery Eligible (CE) dependent, make the appropriate reallocation before submitting the transfer request.

A warning message might also appear indicating that you must transfer remaining benefits before you separate from the Armed Forces.

9. Select **OK** to close any warning messages.

For next steps, see 4.1, "[Interpreting the Status of Your Transfer Request](#)" on page 17.

Colmery Act Considerations

- Wards and foster children are not considered dependents by the Department of Veteran's Affairs.
- The number of months you transfer cannot exceed the total number of months allocated to the Colmery Member (CM).
- The number of months you transfer must be equal to the number of months reallocated to all Colmery Eligible (CE) dependents. For example, if you reduce the number of months allocated to a Colmery Member (CM) by 10, you must allocate exactly 10 months to Colmery Eligible (CE) dependents before submitting your request.
- You must reallocate Colmery months and resubmit your request before you can allocate any non-Colmery months.
- If you do not transfer all months from your Colmery Member (CM) dependent now, you can make another transfer request at a later date.
- If you do not allocate at least one month to a (CE) dependent in your first request, that dependent will lose Colmery eligibility. This means the dependent will not appear as (CE) after you submit your first request. That dependent might be eligible for standard transfers in subsequent requests, but they will not be able to receive months originally allocated to the (CM) dependent.
- If you reduce the number of months allocated to a Colmery Member (CM) to zero and leave any Colmery Eligible (CE) dependents with zero months *and* the Colmery Eligible dependents are otherwise ineligible to receive transferred education benefits, these dependents once again become ineligible.
- You cannot transfer months to a Colmery Member (CM).
- You cannot transfer months that were used by a Colmery Member (CM) prior to passing. Only unused allocated months can be transferred to Colmery Eligible (CE) dependents.

- If you have no Colmery-eligible dependents, you can revoke the months allocated to the Colmery Member (CM) dependent and those benefit months are returned to you. See 7.2, “[Revoking a Transfer Request](#)” on page 23. However, you cannot revoke and reclaim benefit months if you have Colmery Eligible (CE) dependents available for transfer. Months originally transferred to a dependent who passed away must go to Colmery Eligible (CE) dependents, if available.

7.5 Managing Transferred Benefits When a Sponsor Passes Away

If a sponsor passed on or after 1 August 2009 after having transferred benefits to eligible dependents, these dependents have enhanced eligibility under the Colmery Act. These dependents can either use those months of benefits themselves or transfer those months to other Colmery-eligible dependents. Although dependents cannot access the TEB page in milConnect, dependents who were allocated benefits before the sponsor passed can contact the Department of Veterans Affairs to submit a transfer request.

Note:

- If a sponsor passes away before adding Colmery Eligible (CE) dependents in DEERS, surviving dependents can contact the Department of Veterans Affairs to inquire whether any additional dependents are eligible for education benefits under Section 110 of the Colmery Act. If the VA identifies additional eligible dependents, the VA will instruct survivors to visit a RAPIDS location to have additional dependents entered or updated in DEERS before transferring months from the Colmery Member (CM). This way, the additional dependents are eligible to receive Colmery-eligible months from their sponsor now, and they can transfer and receive benefits from other dependents in the future.
- Children of sponsors who have passed must be at least 18 years of age before benefits that were allocated to them by their sponsor can be transferred by the VA.
- Dependents can begin using posthumously transferred benefits beginning 1 August 2018.

See C.4, “[Contacting the VA](#)” on page 35.

Important: Any months of education benefits that were not allocated to dependents by their sponsor before the sponsor’s passing cannot be transferred. Therefore, it makes sense to transfer all of your education benefits to dependents while you are still in the Service. You can always revoke a transfer request or reallocate benefits between dependents later. However, any unallocated months are lost should you pass away before gaining approval for a transfer of education benefits.

7.6 Managing Transferred Benefits if You Leave the Service

Your eligibility to use education benefits depends on when you joined the Service.

While you cannot transfer benefits to additional dependents after you leave the Service unless a dependent passes away, you can continue to use the TEB page in milConnect to manage previously allocated benefits. The milConnect Web site displays this reminder when you log in after leaving the Service:

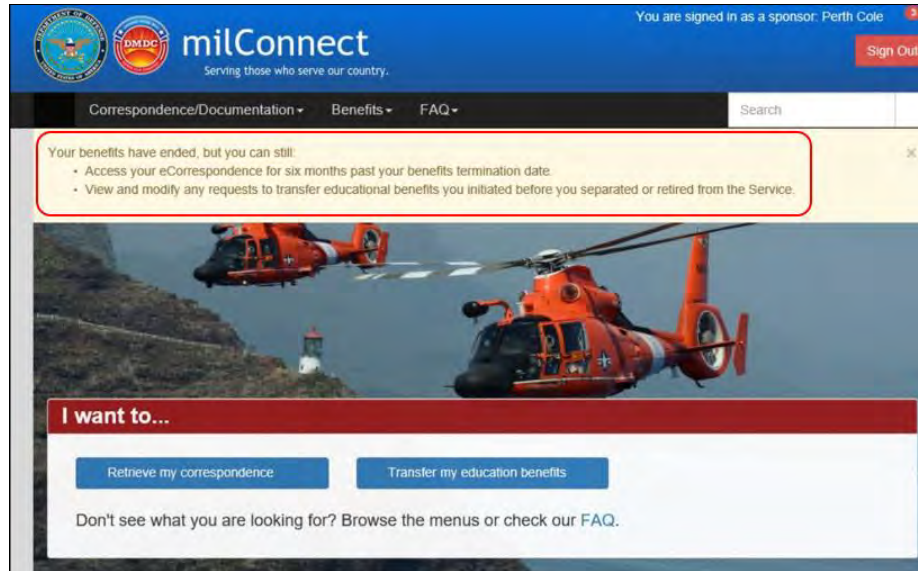


Figure 7-11: Manage Transferred Benefits After Leaving the Service

Appendix A: TEB Field Definitions

The following sections provide descriptions of the fields that appear on the TEB page.

A.1 Message from Your Service Component

The **Message from Your Service Component** section at the top right of the TEB page might display a message that applies to your Service component. These messages normally pertain to transferability procedures. If the entire message is not displayed, you can use the scroll bar at the right to view the remainder of the message. The following information might appear at the top of your TEB page. Some fields populate only after your request has been submitted or approved.

Table 1: Sponsor Information Field Descriptions

Field Name	Description
Name	Your full name.
Rank	Your rank.
Status	The review status of your transfer request (Submitted , Request Approved , Request Rejected , or Pending Review). Note: If your transfer request has been approved, an Approval Form link appears below your Sponsor information. Select the link to view and optionally print your approval confirmation. See "Appendix B: Review Transfer Approval Confirmation " on page 32.
Status Date	The date a Service Representative reviewed your transfer request and changed its status to Request Approved , Request Rejected , or Pending Review .
Obligation End Date	If your transfer request has been approved, the projected date that your obligated Service commitment will be completed is displayed. This date is entered by the approving Service Representative. Important: You must remain on Active Duty or Selected Reserve through your Obligation End Date to receive or transfer education benefits. Failing to do so might require that you repay any education costs incurred by yourself or eligible dependents. See 3.3, " Understanding Your Obligation End Date " on page 16.
Sponsor Months Used	The number of education benefit months you have used yourself. The number of transferred months used by each dependent is displayed in the family member table on the TEB page.
Transfer months avail...	The remaining number of months available that you can transfer to dependents.
Reject Reason	If your transfer request has been rejected by a Service Representative, the reason for the rejection is displayed.
Next Steps	After you submit a transfer request, a link appears in this section that provides additional details regarding steps you need to complete based on the current status of your transfer request.

A.2 Educational Benefit Program Selection

The **Educational Benefit Program** section shows the benefit program that you can transfer to your dependents. At this time, only the **Post-9/11 GI Bill Chapter 33** program is available.

The family member table on the TEB page displays a list of your dependents. Both eligible and ineligible dependents can appear in this table. For more information, see 2.3.1, “[About Children Marked Ineligible on the TEB page](#)” on page 11.

Table 2: Family Member Table Field Definitions

Field Name	Description
Relation	The relationship of the dependent to you.
Name	The full name of the dependent.
Birth Date	The date of birth of the dependent.
Months	The number of months of benefit you have transferred to this dependent. Note: The total transferred to all dependents cannot exceed 36 months.
Months Used	The number of months each eligible dependent has used for education expenses. Any months that you have used as sponsor are reflected in the Months Used field under the Sponsor information at the top of your TEB page.
Begin Date	The date the dependent can start to use the transferred benefit. This date varies depending on the status of your request: <ul style="list-style-type: none"> • If this is your initial transfer request, the date that you is submitted your request appears for all dependents. • If your transfer request was rejected and resubmitted, the date of resubmission appears for all dependents. • If months are transferred to a new dependent after the transfer request’s initial submission, or months are transferred to a dependent who had months revoked, the date of resubmission for only that dependent appears.
End Date	The date that the dependent’s education benefit terminates.
Revoke	This checkbox indicates whether a dependent’s education benefit was revoked.
Revoke Date	The date that a transfer of the dependent’s education benefit was revoked. This date is automatically populated when the benefit is revoked.

A.3 Transferability of Education Benefits Acknowledgements

The **Transferability of Education Benefits Acknowledgements** section at the bottom of the TEB page shows the terms for transferability. Before submitting your initial transfer request, you are required to agree to the acknowledgements by selecting the check box next to each acknowledgement. If your transfer request is rejected, you are again required to agree to each acknowledgement before resubmitting.

Appendix B: Review Transfer Approval Confirmation

When your request to transfer benefits is approved, your TEB page displays a link so you can access your letter of approval. This letter documents your transfer request, but it is not an official confirmation of the transfer. The VA administrates transferability after it receives an approved transfer request from the Department of Defense.

Your letter of approval includes:

- The transfer request date (the date you submitted or resubmitted the request).
- The status of your transfer request (approved).
- The transfer status date (the date your Service Representative reviewed and approved your transfer request).
- The obligation end date.

Also included in the letter are:

- The names of your dependents who will receive your education benefits.
- The date each dependent can begin using their transferred benefits.
- The number of months of education benefits you are transferring.
- The date the transfer expires, if applicable.

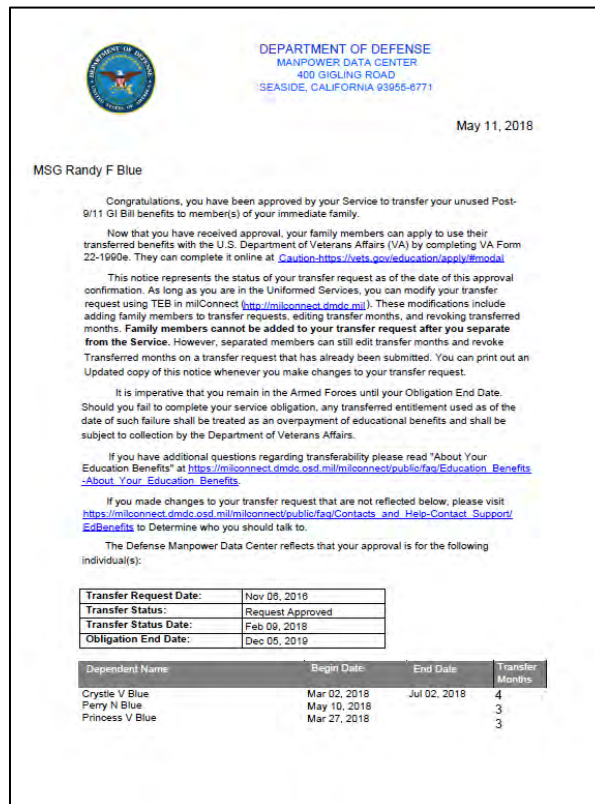


Figure B-1: Education Transfer Approval Confirmation

Appendix C: Who to Contact for TEB Assistance

The process of transferring and managing educational benefits involves several organizations, including your Branch of Service, the DMDC Support Center, and the Department of Veterans Affairs. If you have a question about transferring or managing your benefits, it is important that you contact the correct agency.

The following illustration provides an overview of who you should contact when you need assistance at any time during the education benefit transfer or management process. Contact information for each agency involved is available on the following pages.

Note: Please check the [Contact Support FAQ](#) in milConnect for the most up-to-date contact information for your Branch of Service.

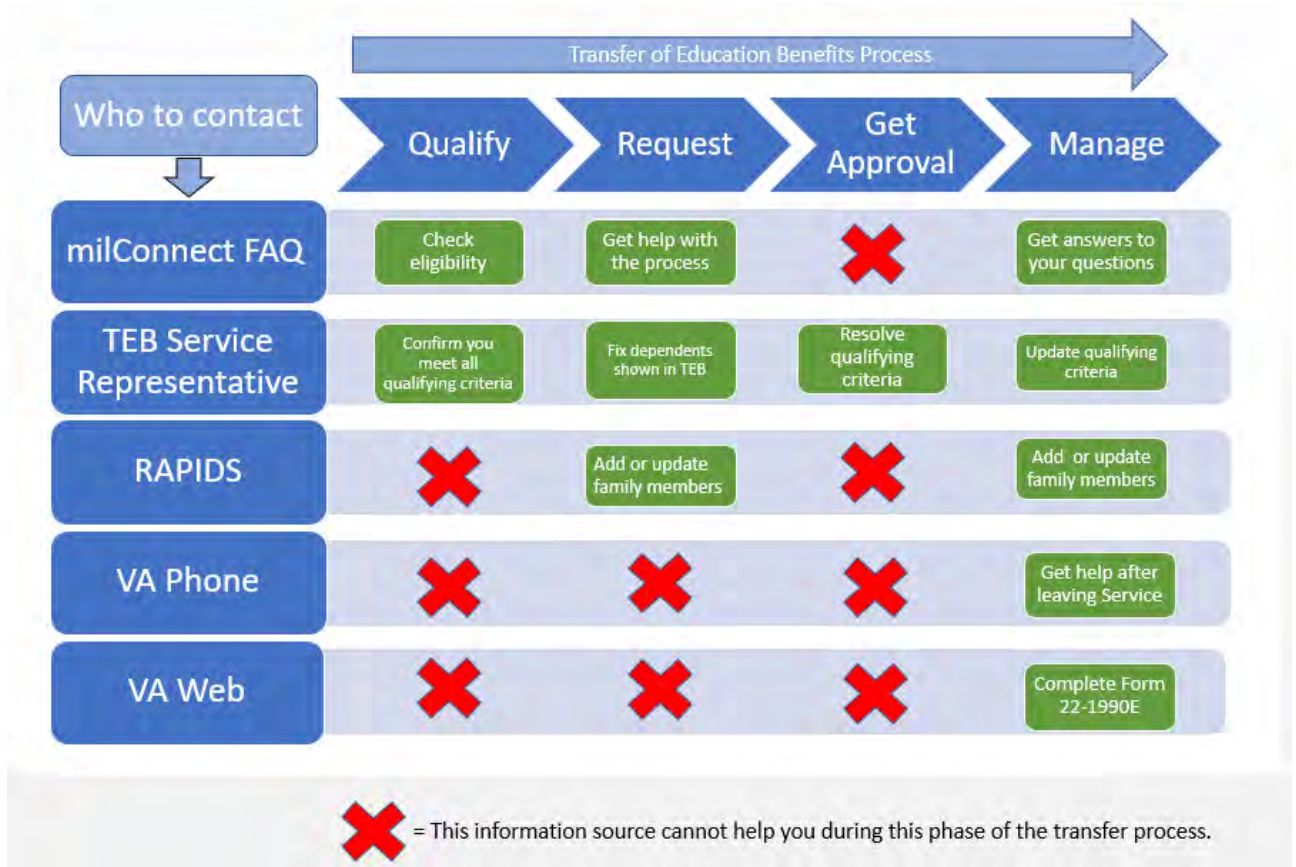


Figure C-1: TEB Assistance Quick Reference

C.1 Contacting Your Branch of Service

The following table lists contact information by Branch of Service.

Table 3: Branch of Service Contact Information

Branch	Telephone and Email Contact Information
Air Force	<p>Air Force Active Duty GI Bill: 1-800-525-0102 or 210-565-0102 or DSN 665-0102</p> <p>Air Force Reserve GI Bill: (800) 525-0102 or DSN 665-0102</p> <p>Air National Guard: Contact one of the Retention Office Managers at your unit.</p>
Army	<p>Army Active Duty GI Bill Career Counselor: usarmy.knox.hrc.mbx.tagd-post911gibill@mail.mil (800) 872-8272</p> <p>Army National Guard GI Bill Career Counselor: ng.robinson.ngb-arng-pec.mbx.arng-hrm-o-gi-bill-ch33@mail.mil (866) 628-5999</p> <p>Army Reserve GI Bill Career Counselor (Enlisted and Officer): usarmy.knox.hrc.mbx.tagd-post911gibill@mail.mil (800) 872-8272</p>
Coast Guard	<p>Coast Guard Active Duty GI Bill Career Counselor: reidus.stokes@uscg.mil</p> <p>Coast Guard Reserve GI Bill Career Counselor: reserveVAeducation@uscg.mil</p>
Marines	<p>Marine Corps Active Duty Officer GI Bill Career Counselor: David.Glein@usmc.mil</p> <p>Marine Corps Active Duty Enlisted GI Bill Career Counselor: USMC.TEB@usmc.mil</p> <p>Marine Corps Reserve GI Bill Career Counselor: smb_manpower.cmt@usmc.mil</p>
Navy	<p>Navy Active Duty GI Bill Career Counselor: uasknpc@navy.mil (833) 330-6622</p> <p>Navy Reserve GI Bill Career Counselor: cnrfc_post911gibill@navy.mil (800) 621-8853</p>
NOAA	<p>NOAA GI Bill Career Counselor: Tracey.M.Peterson@noaa.gov (301) 713-7724</p>
Public Health Service	<p>Public Health Service GI Bill Career Counselor: phsdeersgibill@hhs.gov (240) 453-6130</p>

C.2 Getting Help with the TEB Web Page

For help using the TEB Web page, call the DMDC Support Center (DSC):

(800) 477-8227

C.3 Updating Family Information in DEERS

There are two ways you can add or change information for dependents:

- To FAX or mail copies of updated credentials for your dependents, contact the DMDC/DEERS Support Office (DSO):

Voice: (800) 538-9552

Fax: (800) 336-4416

Mailing address:

DMDC Support Office

400 Gigling Rd

Seaside, CA 93955-6771

Hours of Operation: 5:00 am - 5:00 pm Pacific Time, Monday - Friday

We are closed on all federal holidays.

- To deliver copies of updated credentials for your dependents in person, visit a military ID card issuing facility—you can use the [RAPIDS Site Locator](#) service to help find an ID facility near you.

C.4 Contacting the VA

To contact the Department of Veterans Affairs:

Call:

1-888-GI-BILL

or

1-(888)-442-4551)

Or visit:

The [Forever GI Bill](#) Web site.