

# PREPARING FOR DEPLOYMENT

We're serving your  
financial needs, so you can  
serve your country.



## Table of Contents

PenFed Financial Services.....	3
Credit Card Services: .....	3
PenFed Mobile App: .....	4
Critical Legal Arrangements: Build Your Safety Net .....	5
Organize Personal and Family Records .....	7
Organize Your Financial Records .....	9
Organize Your Real Estate Records.....	11
Organize Your Insurance Coverage and Policies.....	13
Record an Inventory of Your Property .....	14
Put Your Future Wishes and Intentions On Record .....	15
Lighten Your Financial Load .....	16
Online Resources.....	18
PenFed Member Service Assistance and Information .....	19

## We're serving your financial needs, so you can serve your country.

Deployment is stressful for you and your family. This guide can help you get your personal and family affairs in order before you leave. We understand; we've been serving military servicemembers and families since 1935. Our advice, tips, and checklists will guide you through the legal and financial matters that you should work on before deployment. Knowing your family is taken care of can free you to better focus on your mission.

The best time to start preparing is now, before you receive your orders. This guide can help you prepare for your deployment but you may want to consider seeking outside legal advice, too.

For additional assistance, please call a PenFed member service representative at 800-247-5626.

## PenFed Financial Services Designed to Serve Your Needs



PenFed financial services are designed to meet the needs of military service members like you.

**PenFed Checking and Savings Accounts:** Our financial checking and savings account services are available to you whether you're at home or deployed—including features such as:

- Free debit card with Access America Checking Account.
- Access to the PenFed mobile app, a comprehensive account management solution for your smartphone
- Access to PenFed Online for online account management
- Overdraft protection (subject to credit approval)
- Free PenFed ATM transactions
- Deposit Anywhere, a scanned check deposit service available via PenFed Online
- Electronic Statement Notification
- NCUA Insured: Your deposits at PenFed are federally insured by the National Credit Union Administration. For more information about NCUA and Share insurance coverage, visit [ncua.gov](https://www.ncua.gov).

Learn more about our checking and share accounts at <https://www.penfed.org/accounts>.

### Credit Card Services:



**PenFed Power Cash Rewards Visa Signature® Card** gives you and your family cash back on every purchase.

- Earn **2% Cash Back<sup>2</sup> on every purchase<sup>1</sup>** as a member of the military.
- **\$100 Statement Credit<sup>1</sup>** when you spend \$1,500 in the first 90 days
- No annual fees and no foreign transaction fees!

Learn more at <https://www.penfed.org/credit-cards/power-cash-rewards>



**The PenFed Platinum Rewards Visa Signature<sup>®</sup> Card** gives you and your family rewards on everyday purchases.

- **5x points<sup>3</sup> on gas at the pump, 3x points<sup>3</sup> on groceries, 1x points<sup>3</sup> on all other purchases.**
- **\$100 Statement Credit<sup>1</sup>** when you spend \$1,500 in the first 90 days
- No annual fees and no foreign transaction fees!

Learn more at <https://www.penfed.org/credit-cards/platinum-rewards-visa-signature/>.

## PenFed Mobile App:

Manage your accounts and keep up with your finances no matter where you are with PenFed Mobile. You can access your accounts on deployment wherever there is secure Internet access.

The PenFed Mobile app allows you to:

- Deposit check with your smartphone's camera
- Check balance and account transaction details
- Check status of loan or credit card applications
- Make payments on your PenFed loan, mortgage, and credit card accounts
- Transfer money or schedule recurring transfers between PenFed accounts, or from PenFed to accounts at other financial institutions
- Set up travel notification alerts for your PenFed credit and debit card accounts

Find out more about our mobile banking services at <https://www.penfed.org/mobile-app>.

Should you initiate a transaction outside of the U.S. or a transaction that requires the transfer of your Personal Information from a country outside of the U.S., you consent to the transfer of your Personal Information across borders and the processing of your Personal Information as necessary to complete such transactions. You also consent to the storage of your Personal Information on our data servers in the U.S.

## Critical Legal Arrangements: Build Your Safety Net

Build a foundation of security for yourself, and your family, by taking care of critical legal arrangements before you are deployed.

**Basic records:** Gather and store these personal and family records in a safe place where your family or designated agent knows where to find them.

- Birth certificates or adoption records for the entire family
- Marriage certificate
- Court orders for divorces, child custody, and support
- Passports and citizenship or naturalization papers for each family member
- Social Security cards for each family member
- Tax records

**Estate Planning Directives:** Prepare or update these vital documents well in advance of your deployment; preferably before you've received your orders. Have them notarized and store them in a safe place where your family or designated agent knows where to find them.

- Burial and Funeral Instructions
- **Living Will/Advance Healthcare Directive:** This documentation outlines your wishes for life-supporting health care
- **Power of Attorney (POA) Documentation:** This documentation authorizes someone you trust to transact business for you in your absence
- As a member of PenFed, **you will need to complete two required PenFed short forms**—an Agent's Affidavit and a Statement of Indemnity; have these items notarized—and submit them to PenFed along with your original and/or certified copy of your notarized POA.
- **Will:** First, create a will if you do not have one—only you know how you want your estate to be handled. Then, select your executors, guardians, trustees, and alternates to represent your wishes and estate in this capacity.

**Military program enrollments:** Make sure your family's enrollments and records are complete and current.

- Defense Enrollment Eligibility Reporting System (DEERS)
- Family Care Plan—this is a good document to have on hand if one or more of the following apply:
  - » You are a single parent

- » You are a member of a dual military couple with dependents
  - » You are a parent(s), currently married, that has custody or joint custody of a child whose non-custodial, biological, or adoptive parent is not your current spouse
  - » You have the sole responsibility for the care of a child/children under the age of 19
  - » You have the sole responsibility of another child/children who are unable to care for themselves in your absence
  - » You are the parent(s) who are primarily responsible for dependent family members
- Military ID cards for all family members
  - Record of Emergency Data (RED) (DD Form 93)
  - Servicemembers' Group Life Insurance (SGLI) beneficiaries
  - TRICARE enrollment

**Additional arrangements:** Additionally, take these vital steps into consideration to help protect your finances and your family.

- Verify that you and your spouse, or anyone else you've empowered to take care of your finances while you are deployed, have online access to your financial accounts and that they have current passwords and Personal Identification Numbers (PINs).
- Arrange to have automatic payment setup for your bills.
- Talk to your family about government benefits and entitlements they are eligible to receive should you die. Let them know they can get legal counsel from the nearest JAG office while you are on active duty

## Organize Personal and Family Records

Comprehensive personal and family records ensure that neither you, nor your family, will struggle to complete any legal or financial matters that arise while you're deployed.

Therefore, gather, organize, and safely file the following records:

- Birthdate and birthplace for all family members, along with certified birth certificates
- Social Security Numbers for the whole family
- Permanent home address; along with a chronological list of your past residences and the dates you lived there
- Dates and places for any adoption and legal guardianship records
- Certified copies of legal court orders defining custody arrangements for children from a previous marriage
- Date and location of your current marriage; along with a certified copy of your marriage license
- Details of previous marriages including the name and current address of former spouse(s), date and type of termination of former marriages (divorce, annulment or death), divorce or annulment judgment orders, and decrees or agreements; along with documents related to spousal and child support, and death certificates of former spouses
- Copies of divorce or annulment decrees from prior marriage(s); along with any documents related to obligations with spousal/child support
- Names, addresses, and telephone numbers of locations where your unmarried children (this includes adopted or stepchildren) between the ages of 18 and 26 years of age, are enrolled in a full-time course of instruction
- Statement from licensed physician or medical officer for dependent children over 21 years of age who are mentally or physically disabled—to include the period of disability that affirms that the dependents are incapable of self-support, because of illness or injury. Include copies of court orders appointing you as legal guardian
- For children born out of wedlock, obtain copy of a court order stating that you are the natural parent, along with a copy of the court decision that you contribute to the child's support, or a written admission of parentage by you if there was no court order
- Naturalization and citizenship papers for you and your parents; and for any individual in your family who was born outside the United States
- Full names, places, and birthdates of your parents
- Health records that include records of vaccinations, surgeries, significant medical conditions, and past illnesses or injuries; along with names and addresses of



physicians and hospitals, receipts and bills for health care providers, prescription drugs, and medical appliances in use—for every member of the family

- Title and address of the official in charge of voting at your current legal residence (so you can arrange for absentee ballots)

## Organize Your Financial Records

Without a list of your credit union or bank accounts accounts, your heirs may not be able to claim money to which they are entitled. In most states, accounts remaining inactive for a specified number of years are closed and any remaining balances are transferred to the state.

**A comprehensive record should include details of all accounts:** checking, savings, certificates, and IRA accounts:

- Name, address, and telephone number of the institutions where your accounts are located
- Accounts or certificate numbers
- Interest rates, principal, and the maturity date of time deposits and balances
- Location of bank registry books, certificates, and periodic statements from all financial institutions
- If your financial accounts are in your name only, your spouse, or whomever you've chosen to handle your finances during your absence, may not be able to act on your behalf. Consider adding their names and converting the accounts to joint accounts that both of you can access.

**Credit Card Accounts:** Create a file for each of your credit card accounts.

- Names and addresses of all account holders, specifying if any are joint accounts and/or authorized user privileges
- Name, address, and telephone number of the credit union, bank, or other financial institution/organization that issued the card
- Type of account (Visa®, MasterCard®, American Express® Card); or store, gasoline, or telephone phone card and the account number
- Credit limit and expiration date
- Telephone numbers for reporting lost or stolen cards
- Receipts, bills, credit agreements, and correspondence from the card issuers
- Current annual percentage rate (APR)
- Note any cards that have credit life insurance
- Location and the number of cards issued per account

**Bills and Debts:** Gather details for all notes, judgments, liens, credit union accounts, bills, leases, purchase contracts, installment sales contracts, and any other outstanding debts to be paid.

- A hard copy or written evidence of the debt (such as a signed contract)
- Creditor name, address, and telephone number
- Total amount owed
- Payment terms; including frequency and amount, annual percentage yield (APY) and maturity date
- Any obligations that you have co-signed or guaranteed; as well as the name, address, and telephone number of the other debt or (or the primary debtor, plus the preceding details)

**Securities:** Collect and store the details for any securities you have; including municipal, corporate and U.S. savings bonds, stocks, mutual funds, and money market accounts.

Store your actual certificates or bonds in a safe, secure place. Many people leave them with their broker or an account representative, who can hold them in the name of the institution for your benefit. In that case you'll be fully protected; your monthly statements reflect the status of your securities, and any transfer of the securities is easier. Make sure your heirs know what securities you have:

- Name, address, and phone number of the institution where the securities are located
- Account number
- Number of shares
- Title of security (such as "General Motors stock")
- Serial number
- Dates bought, gross price paid, and commissions
- Dates sold, gross price received, commissions, and net proceeds
- Location of the transaction papers are located
- Certificates or statements of each account
- Dates on which interest or dividends are paid

**Tradable assets:** Create a file for your tradable assets.

- Notes receivable, mortgages, or other evidence of incomeproducing property
- Names, addresses, and telephone numbers of people or organizations that owe you money; as well as the amount, frequency of payment, interest, and due date for the debt(s)

## Organize Your Real Estate Records

If you own property, centralizing your records will help you budget for your deployment. It will also help facilitate any sales you need to make, and minimize the taxes you'll need to pay on profits from selling property<sup>4</sup>.

Now is a good time to gather the following information:

- Deeds, mortgages, leases, and easements (rights-of-way)
- Addresses of property
- Date and place where deeds, mortgages, and easements were recorded
- Register number
- Names, addresses, and telephone numbers of the people in whose name the property is held
- Documents that provide the type of ownership in which the property is held (such as joint tenancy, tenancy by the entirety, or tenant in common)
- Date the property was acquired
- Method by which the property was acquired (such as purchase, gift, or inheritance)
- Purchase price
- Your closing documents, including the settlement statement (HUD-1 or Closing Disclosure), that you received at the time you purchased your property
- Record of all expenses incurred in acquiring the property such as title insurance fees, real estate broker commissions, attorney fees, and other closing costs (in most cases, there is a closing statement from your attorney and any bank involved itemizing these expenses)
- Copies of title insurance policies and reports
- Encumbrances on the property such as mortgages, liens, or judgments
- All documents showing encumbrances as satisfied or fully paid (with documents recorded in the same local government office where the original encumbrance was recorded)
- Name, address, and telephone number of the holder of the mortgage
- Mortgage life insurance policy; including the name, address, and telephone number of the property's current insurance company, policy number, policy limits, expiration date, and annual premium
- Property insurance policy (including casualty, fire, theft, and liability); along with the name, address, and telephone number of the insurance company, policy number, policy limits expiration date, and annual premiums

- Receipts, copies of cancelled checks, and any other documentation showing capital improvements to your property
- Property tax bills paid for the past three years
- Copies of appraisals
- Investment or Business Real Estate: Gather records of the costs of managing and maintaining the property
- Investment or Business Property: Gather records of rental income received, mortgage income received, depreciation schedules, and deductions
- Leases on Investment or Business Property: Gather tenant information: names, period of rental, expiration date, and amount of rent received
- Property you have sold: Gather the closing statement received from your attorney and/or bank showing the sale price and expenses

## Organize Your Insurance Coverage and Policies

The most frequent problem with insurance coverage is that beneficiaries don't know what coverage exists. Keeping policy details on file in one place ensures your family can access the benefits they need, during and after, your deployment.

Include in your files documentation of veteran's benefits to which you are entitled, such as plot or burial allowances and Social Security Administration death benefits.

Additionally, review your coverage periodically with your agent. Some premiums may be covered under the federal and state Service Members Civil Relief Act.

The following documents should be considered:

- Property, mortgage, and employment life insurance policies
- Life, health, disability, or accident policies
- Name, address, and telephone number of your insurance broker, agent, or any other person/organization to contact for questions or claims
- Records on any of your credit cards or installment loans that carry debt protection or disability insurance

## Record an Inventory of Your Property

Keep track of your valuables by maintaining an inventory of property and valuables.

**Automobiles, Boats, and RVs:** Keep a file of all vehicles you own.

- Certificates of title, bill of sale, or lease
- Make, model, year, Vehicle Identification Number, and state of registration
- Date acquired, price paid, location and names, addresses, and telephone numbers of co-owners, if any
- Financing details; including the name, address, and telephone number of the lienholder, amount financed, length of payment schedule, and amount and frequency of payments
- Name, address and telephone number of your insurance company, coverage amounts and types, effective and expiration dates, policy number, amount of premiums, and a copy of the current policy
- Warranties and tax receipts

**Other Personal Property:** Create an inventory of property such as gems, precious metals, collectibles, jewelry, furs, artwork, stamps, coins, and other valuables.

- Type, quality, quantity, date purchased, gross price paid, commissions, and other costs of purchase
- Information on how the property was acquired (i.e., was the home purchased, a gift, or inherited?)
- Date sold, net proceeds, location of assets, transaction slips, and evidence of ownership
- Photographs and appraisals (update appraisals annually)
- Name, address, and telephone number of any joint owners; as well as the percentage they own, and the source of the money each owner used to buy the asset

**Safe-deposit Boxes:** For every safe-deposit box you have, record the following information.

- A complete inventory list of the boxes contents and location. You should have more than one copy on record—with additional copies filed in different places; including one in the safe-deposit box itself
- Name, address, and telephone number of where the box is located
- Location and number of keys
- Name, address, telephone number, and relationship to you of anyone who has joint access

## Put Your Future Wishes and Intentions On Record

Make sure your family knows your wishes for the future by creating a will, living trust, power of attorney, and/or a living will. Keep originals of these documents in your safe or strongbox (or with your attorney).

**Copies for your home files should include:**

- Instructions on where to find original copies, including date and place the documents were executed
- Name, address, and telephone number of the holder of your power of attorney, your wills' executor(s), trustee(s) and guardian(s), and the alternates or successors to each
- Names, addresses, and telephone numbers of your attorney and accountant

**Additional Arrangements:** For the will, trust, or power of attorney of anyone else in which you are designated an executor, guardian, trustee, beneficiary, or holder of the power, list the following:

- Instructions on where to find originals; including date and place documents were executed
- Names, addresses, and telephone numbers of designees
- Name, address, and telephone number of the attorney or accountant who executed the documents



## Lighten Your Financial Load While You Are Serving Your Country

Deployment can strain your finances in ways nobody expects. We understand that programs are available through the government, PenFed, and the PenFed Foundation to help you through rough transition before, during, or after your deployment.

**The Service Members Civil Relief Act (SCRA):** Soften your financial burdens with the assistance of the Servicemembers Civil Relief Act (SCRA). This program exists to ease the financial burdens for anyone volunteering for (or called) to military service.

SCRA helps cover the cost of financial obligations like rental agreements, security deposits, prepaid rent, eviction, installment contracts, credit card interest rates, mortgage interest rates and foreclosure, civil judicial proceedings, and income tax payments.

Notably, the SCRA permits you to reduce your consumer debt and mortgage interest rates to a 6% APR; which includes outstanding credit card debt, mortgage and home equity loans, auto loans, personal loans, and more.

Contact your JAG office and your financial institution to find out how SCRA protections apply to you.

**Credit Report Alerts:** Recent amendments to the Fair Credit Reporting Act allow individuals on active duty to place an “alert” on their credit file that requires any financial institution checking the servicemember’s credit (generally to screen for a new loan) to determine whether the service member is actually the person initiating the loan. When an alert is activated, the loan approval process could be delayed.

**PenFed Car Buying Service:** If you sell your vehicle before you’re deployed, PenFed can help you make the best deal on buying another when you return.

The PenFed car buying service shows you what others in your area paid for the car you want, so you know if you’re getting a good deal. You get free CARFAX® Reports and additional discounts with most used cars, as well as special discounts on your PenFed auto loan.

Learn more at [PenFed.org/Auto/Car-Buying-Service](https://PenFed.org/Auto/Car-Buying-Service)



Financial stress is a key issue for service members and their families. Military pay structure, extended deployment, service-related injuries and military spousal unemployment can all play a role. PenFed Foundation's mission is to provide service members, veterans, their families and support networks with the skills and resources they need to build a strong financial future. Here's how:

**Emergency Financial Assistance:** The Military Heroes Fund offers financial assistance to wounded, ill and injured post-9/11 combat veterans experiencing a short-term financial setback. The Foundation can assist with past-due bills such as mortgage, electricity, utilities, auto loans, auto insurance, water, and more.

**Family & Caregiver Supporter:** The Military Heroes Fund helps families and caregivers of wounded warriors in the following ways: childcare assistance for one-time events (such as extended stay for outpatient care) or recurring child care needs due to travel, job, or normal doctor's visits; short-term training or education expenses; and in-home health care for injured veterans.

**First-Time Home Buying Assistance:** Dream Makers provides a two-to-one matching grant for down payment and closing cost assistance for first-time home buyers. The program is open to low-to-moderate income active duty, Reserve, National Guard and Veterans.

**Interest-Free Loans:** Also known as Asset Recovery Kit (ARK) Loans, these loans provide a no-interest alternative to predatory lending for active duty, Reserve and National Guard military. Through Interest-Free Loans, one can borrow up to \$500 with a flat fee of \$5 and no interest for one month. You must apply in-person at a partner Credit Union location.

To learn more about these programs, visit [penfedfoundation.org](https://penfedfoundation.org).



**Veteran Entrepreneurial Assistance:** The PenFed Foundation's Veteran Entrepreneur Investment Program provides veteran-owned startups with seed capital to build and grow their businesses, create a robust network for veteran-owned businesses to succeed, and enables the Foundation to perpetually re-invest returns in future veteran-owned businesses.

To learn more about this program, visit [penfedfoundation.org/veip](https://penfedfoundation.org/veip).



## Online Resources

When you or your family need support or assistance before, during, or after your deployment, these organizations can provide help:

**PenFed (Pentagon Federal Credit Union):** PenFed can help you find the information and forms you need. In addition, we offer secure online and mobile financial banking transactions 24 hours a day, 7 days a week.

For more information, visit us online at **PenFed.org**

**The PenFed Foundation:** Servicemembers like you are eligible for emergency financial relief from the PenFed Foundation; including no-interest emergency cash loans and free professional counseling from the Asset Recovery Kit (ARK) program, and the Dream Makers grant program for first-time homebuyers. Learn more about the PenFed Foundation and its programs at PenFedFoundation.org

**Armed Forces Legal Assistance (AFLA)**

## PenFed Member Service Assistance and Information

**Member Service Hours of Operation:**

**Monday - Friday:** 7:00 am to 11:00 pm Eastern Time

**Saturday:** 8:00 am to 11:00 pm Eastern Time

**Sunday:** 9:00 am to 5:30 pm Eastern Time

**By Phone:**

Our member service representatives are available toll free in the U.S., seven days a week at 800-247-5626.

**Overseas Direct Dial:** 541-225-6700

**DSN Line for all PenFed Services:**

For members calling from bases outside the 50 states ("Class A" line ONLY), dial 510-376-7328. (You may need to dial a prefix of "94" prior to the above number to access the DSN line).

**Online Assistance:**

You may contact us by email at [info@HQ.PenFed.org](mailto:info@HQ.PenFed.org) (Please do not use email to send confidential information).

## Disclosures

Information current as of January 2020 and is subject to change. We do business in accordance with the Federal Fair Housing Law and the Equal Credit Opportunity Act.

1. Cash advances, credit card checks and balance transfers are excluded from earning cash rewards and do not count towards the \$100 statement credit.

2. To qualify for the PenFed Honors Advantage Program you must 1) be in an active military service status, a member of the Reserves or National Guard, an honorably discharged U.S. Military Veteran or retired from such service OR 2) the member must be the primary owner on both the credit card and checking accounts of any existing open PenFed product, excluding PenCheck Limited accounts, or open a new Access America Checking account with PenFed.

3. Rewards are available only for new purchases made with the card: cash advances, checks drawn from the account, and balance transfers are excluded and do not earn credit toward rewards. Certain restrictions may apply. Visa<sup>®</sup> USA determines which transactions are classified as gas purchases paid at the pump and supermarket purchases based on Merchant Category Cods. Military commissaries are supermarkets. Fuel purchases for airplanes and boats receive 1 point per dollar spent. Your card account must be open and in good standing to earn rewards.

4. Consult a tax adviser for further information.

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We're serving your  
financial needs,  
so you can serve  
your country.