Retiree Address Finder

What Is RAF?

The Retiree Address Finder (RAF) is a secure web-based application developed by the Defense Manpower Data Center (DMDC) that provides authorized users access to current information about retired military personnel. RAF contains information for the following populations:

- Retired military personnel
- Gray-area Reservists who have received 20-year letters, but who have not yet reached their 60th birthdays
- Survivors receiving an annuity from both the Retired Serviceman’s Family Protection Plan (RSFPP) and Survivor Benefit Plan (SBP)
- Survivors not receiving an annuity but identified by the Defense Enrollment Eligibility Reporting System (DEERS)

The information includes all Uniformed Services—Army, Navy, Air Force, Marines, Coast Guard, National Oceanic Atmospheric Administration, and Public Health Service.

Getting Access

To access RAF, you need a computer with Internet access and a Military email address (.mil/).

A CAC is not required, but it is highly recommended. You can log on to RAF using a CAC or user name and password. Initially, you will need to log on to your account with your user name and password. After the first login, you can "associate" your credentials with your account to use your CAC to log in.

To obtain authorized access:

- Once your application is approved, you will receive an email with instructions on redeeming a token.
- After successfully redeeming token, log on to RAF with your CAC or user name and password to initiate the final setup.
You will receive an email that tells you the specific zip codes to which you have access, as per IAW AR 600-8-7, Appendix B. Log on to RAF.

The web site is https://www.dmdc.osd.mil/raf/owa/raf.

**Types of Information on RAF**

The information on RAF for each Service member consists of name, service, pay grade, correspondence rank, address, date of birth, and date of retirement (or eligibility).

**Using the Data**

Use RAF to locate Retirees and their Survivors for the purposes of ensuring that their benefits are up-to-date; they are receiving Army Echoes, bulletins, and other correspondence; and they are invited to pertinent events such as RADs. You can download the data from the RAF onto an EXCEL spreadsheet, which you can use to create a personalized database by adding or deleting columns of data, adding or deleting names, etc. Create your own customized mailing lists and labels to make it easier to contact Retirees.

The RAF is set up so that you can select your data using the ZIP code, state code, or country code, and in some cases all three, as determined by Army Retirement Services.

**My Responsibilities**

- Be cognizant of Privacy Act rules.

- **Never share the address information.**

- If you use a contractor to create your mailing labels and do your mailings, make sure they follow the Privacy Act rules and regulations.

- Assist Retired Soldiers with corrections and changes to incorrect or “bad” data. Assist Retirees with contacting DFAS-CL, or contact them yourself. The Retiree and annuitant data in the RAF is only as good as the data that is on file at DFAS-CL. You will better serve DFAS-CL and the Retirees.

- Use RAF for only Retiree and Survivor education materials and events. Do not use the information for solicitations or advertising.

- Using RAF for any other reason (for example, locating a friend) is **STRICTLY** prohibited and will result in account deactivation and potential penalties as set forth by the Privacy Act of 1974, as amended.
• Do not share your password with anyone. It is against DoD policy. If it is determined that more than one individual is using a password, your account may be deactivated.

**NOTE:** Every data retrieval using RAF is automatically logged and is directly traceable to a specific account.

**Troubleshooting**

If you have problems, contact “Service Is Us” ...DMDC at the following web sites:

• Web site problems: dmdc.rafhelpdesk@mail.mil

• Data concerns: dmdc.rafhelpdesk@mail.mil

• Questions or concerns regarding web site access: Army RSO POC: Ninon CM Hills (703) 571-7233 ninon.c.hills.civ@mail.mil