



# **2026 Evacuation FAQ**

CAO: 12 Apr 26

*We understand that there are still many unknowns at this time. We will regularly update this document as information becomes available.*

**New information will be highlighted each day.**

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## ACTIVE DUTY/ SAFE HAVEN ENTITLEMENTS

**I am the dependent of an Active-Duty Service Member at a Safe Haven location. What are my entitlements?**

- The chart below covers Safe Haven entitlements for dependents of Active Duty Service Members. To find your locality rate, click on the following link and search the city/state of your Safe Haven location: <https://www.gsa.gov/travel/plan-book/per-diem-rates> [JTR Chap. 6, Sec. 0604]. Each eligible dependent will receive per diem at their appropriate rate.

Table 6-17. Safe Haven Allowances*			
Duration at Safe Haven		12 Years of Age or Older	Less than 12 Years of Age
1	First 30 Days	A maximum of 100 percent of the locality per diem rate for the area.	A maximum of 50 percent of the locality per diem rate for the area.
2	31-180 Days	Up to 60 percent of the locality per diem rate for the area.	Up to 30 percent of the locality per diem rate for the area.

**Will I still receive COLA while I am out of Bahrain?**

- The Overseas Cost of Living Allowance (OCOLA) will be adjusted and reduced by approximately \$4 per day at the current exchange rate, starting from the 31<sup>st</sup> day after your departure from Bahrain. Service Members who were receiving the COLA “with dependents” rate will begin receiving the “without dependents” rate starting on day 31.

**Will travel advances be processed?**

- Dependents of Active Duty Service Members can apply for advanced Safe Haven per diem and lodging entitlements through AskMNCC@us.navy.mil. Visit <https://www.cusnc.navy.mil/Documents/Travel-Documents/>. Under “Active Duty Dependent Safe Haven Advances” you will find a Safe Haven Advance Request form. This form can be signed by the dependent.
- If the form does not load, right-click on the form and download, and then open from the downloaded location.



- Please hold on to all receipts!! When the Safe Haven period is over you will need to file a voucher for settlement of your travel claim and will need to submit receipts.

**I am a dependent of a Service member, and in my transit to my Safe Haven I stayed at an interim location while awaiting my next flight (ex. Naples, Italy). How do I submit this claim?**

- When submitting your request for an advance (detailed above), submit a second Lodging Certification Sheet that covers your period in the interim location. List the lodging location, the dates you stayed in that lodging, and the room rate you paid.
- If at the interim location you shared lodging with your sponsor (who put the lodging on his/her GTCC), note “lodging covered under Service Member’s entitlement” to ensure you do not receive an over-payment of per diem.

**I’m the dependent of a Service Member. How do I file my Safe Haven travel expenses for reimbursement?**

- A Voucher can be submitted every 30 days for interim settlements, but once a voucher is settled, Travel Advances can’t be issued. Recommend dependents request Advances (see above) every 30 days and submit a voucher at end of Safe Haven period.
- If you choose to forego advances and submit vouchers for settlements every 30 days, please visit <https://www.cusnc.navy.mil/Documents/Travel-Documents/> and review the forms under “Active Duty Safe Haven Voucher.” Before beginning your claim, please thoroughly review the document on that site titled “READ THIS FIRST.”
- You will need to fill out a DD 1351-2 and the NPPSC 7000/1 EFT form. This is where you will submit all of your zero-balance receipts.
- Dependents are authorized to sign as the Service Member on these forms, and MNCC will sign as “CPPA”, “Command,” and “AO” on all forms. These forms do NOT need to be routed via your local command.

**While I was stationed in Bahrain, I was receiving BAH for my dependents’ location in Tampa, Florida. Now I am TAD to Tampa, Florida. Will this impact my BAH at my dependents’ location?**

- Members TAD to Tampa may receive per diem for Tampa and BAH for Tampa if they are receiving BAH at their dependent’s location. However, if the member decides to reside with their dependents in Tampa they will not receive their lodging allowance (must provide receipts to get reimbursed for any lodging costs).



**How soon after I submit a voucher for my dependents' safe haven travel can I expect to receive payment?**

- Payment should be received within 7 days of complete claim or request for advance being submitted.

**My dependents' safe haven is the same as my TAD location. If we stay in the same lodging, is our entitlement the combination of the two, or do we pick one?**

- Your lodging will be claimed on either the sponsor's travel claim or the dependents' travel claim, but the same lodging cannot be claimed on both.

**I'm a dependent of a Service Member at my Safe Haven location. My family intends to travel and briefly stay in a location outside of my Safe Haven location (for example: my Safe Haven is Chicago and I am visiting family in Louisville for a week). Do I still receive entitlements for those days when I am away from my Safe Haven?**

- You will still receive per diem, but you cannot claim lodging for a location that is not your Safe Haven. You are not required to move out of your Safe Haven lodging while traveling, either. You can leave your belongings in Chicago and still receive lodging for Chicago, even while you visit Louisville. You cannot receive lodging for Louisville because it is not your designated Safe Haven location.

**Instead of a hotel room, can my family rent a house/apartment and still claim this lodging entitlement?**

- For a long-term stay, you will need a lease agreement indicating monthly cost, or itemized statement showing all expenses associated with lodging, with start and stop dates. Fees associated with the booking (like cleaning fee at end of stay) can also be reimbursed, so long as the total aggregate cost falls within the aggregate cost allowed for the number of days. Evacuation documentation does not require itemized daily receipt the way normal PCS or TDY does.

**My family wants to change their safe haven location. How do we do that?**

- We are still working on the answer to this question. Once we have an answer, we will update.



## DOW CIVILIAN/ SAFE HAVEN ENTITLEMENTS

### **I am the dependent of a Department of War Civilian Employee at a Safe haven location. What are my entitlements?**

- Dependents of Department of War Civilian Employees are entitled to allowances based on the locality rate of their Safe Haven and begins on the day after arrival at the Safe Haven location. The amount of the allowance is impacted by whether the commercial (receipts) or non-commercial (no receipts) is used. Post allowance is reduced to the “employee without family” rate after departure of all dependents. Living quarters allowance may be continued at the “with family” rate for a period not to exceed six months provided the employee does not participate in the departure. [DSSR Sec. 600, Para. 611-639]

#### **The commercial rate (requires receipts for commercial lodging):**

##### **First 30 Days**

- The first family member receives up to 100% (may be authorized up to 150% for special family compositions) of the lodging portion of the locality rate plus 100% M&IE
- Each family member age 18 or older receives 100% M&IE
- Each family member under age 18 receives 50% M&IE

##### **Days 31-180**

- The first family member receives up to 100% (may be authorized up to 150% for special family compositions) of the lodging portion of the locality rate plus 80% M&IE
- Each family member age 18 or older receives 80% M&IE
- Each family member under age 18 receives 40% M&IE

#### **The non-commercial rate (receipts not required):**

##### **First 30 Days**

- The first family member receives a flat 10% of the lodging portion of the locality rate plus 100% M&IE
- Each family member age 18 or older receives 100% M&IE
- Each family member under age 18 receives 50% M&IE



#### **Days 31-180**

- The first family member receives 80% M&IE
- Each family member age 18 or older receives 80% M&IE
- Each family member under age 18 receives 40% M&IE

### **I'm the dependent of a civilian employee—what are my utilities allowances at my safe haven location?**

- Safe Haven allowances for civilian employees are governed by DSSR Chapter 600. These rules cover lodging, meals, and certain necessary expenses during an evacuation.
  - If you stay in a hotel or commercial lodging (including Airbnb-type rentals), you may be reimbursed for utilities only if they are included in the lodging cost.
    - Most Airbnbs include utilities in the nightly rate. In that case, utilities are considered part of the reimbursable lodging expense.
  - If utilities are billed separately:
    - DSSR Safe Haven rules do not reimburse separate utility bills (electricity, water, gas, internet) as standalone expenses.
    - This allowance is designed to cover lodging and meals, not full household operating costs.
    - If an Airbnb charges a separate utility fee (rare, but possible), that fee is not normally reimbursable.
  - If you rent a full apartment or house long-term:
    - If you sign a lease and utilities are billed separately, those utility bills are not reimbursed under safe haven allowances.
- The safe haven lodging allowance is based on a daily rate, not actual household expenses.

### **Will civilian employees still receive Sunday pay?**

- Yes, so long as they continue to work a Sunday – Thursday schedule.

### **During the evacuation, what code should be used (i.e., Administrative Leave, Regular Work Telework Situational, etc.) on timesheet. Can leave be taken while under evacuation order?**



- While sheltering in place, weather and safety leave is authorized for US employees (code LN, with PS env/haz code), unless the employee is safely able to telework, in which case regular duty (RG or SG) or approved overtime can be used.
- While in a travel status, U.S. civilian employees are in a regular duty status, and timecards should be coded with SG or RG for their regularly scheduled hours. OCHR are engaged with policy and legal advisors about this segment, and will provide updates if later corrections are warranted.
- At the final safe haven, weather and safety leave is no longer authorized, and U.S. employees must be in a personal leave status or on regular duty (in person or telework, as approved). Annual or sick leave are allowed while receiving safe haven allowances.

**I am a civilian employee. Since overseas entitlements have stopped and we are back in the U.S., will we now be receiving a cost of living allowance based upon our current location?**

- No. Civilian employee pay will not be modified to include a cost of living/locality pay adjustment due to the ordered departure and establishment of safe haven. Employees are instead authorized to receive appropriate subsistence expense allowance (SEA) as outlined in the DSSR 632.

**In the current situation how long can civilians (GS) be away from Bahrain before Post Diff, Post Allowance and Living Quarters Allowance (LQA) are impacted?**

- The Department of State Standardized Regulation (DSSR) Chapter 600 provides guidance re: an ordered departure and its impact on allowances. Impacts on respective allowances are as follows:
  - **Post Allowance** - Post allowance terminates as of the close of the business day of the departure. See DSSR 621.2(a).
  - **Living Quarters Allowance (LQA)** - Since lease termination is impossible or impracticable during the current ordered departure, a determination has been made that the employee is required to continue to maintain and pay for quarters. Consequently, LQA will continue at the current rate for both employees remaining and employees and families ordered to depart. See DSSR 621.1(c) and 621.2(c).
  - **Post Differential**- Payment of post differential terminates pursuant to DSSR 532. See DSSR 621.2(f). Termination of post differential is contemplated after 30 consecutive days away from post.



- Once you are at your safe haven (or confirmed staying as an EE employee), report your accountability and contact info to your command. Your command will provide information to the Civilian HR Overseas Program Center and an HR case worker will reach out starting next week (March 16) to help you process all of your ordered departure pay and allowance changes. If you are ready to begin and have not yet heard from a case worker by March 18, you can reach out to [ochr\\_naples\\_region@us.navy.mil](mailto:ochr_naples_region@us.navy.mil) with your contact information.

**My dependents elected the alternate safe haven at KMC in Germany. What will our entitlements be?**

- Families in KMC receive the standard CONUS rate because KMC is the alternate safe haven. For civilian families, that would be up to \$165 for lodging and \$68 for M&IE for adult dependents and \$34 for children under 18. If the civilian employee is at KMC working remotely or working from an alternate place in KMC, then the civilian would be on a TDY order at standard allowances. Per the DSSR, alternate safe havens are paid based on the standard CONUS rate.

**My spouse is a foreign national, and does not have a support system in the United States. Can they elect to safe haven in their home country?**

- To receive Safe Haven entitlements for a location outside of the United States, you must receive an approved Exception to Policy from Commander, U.S. Central Command (CDRUSCENTCOM). Your request should be routed via your chain of command.

**What benefits are relocated BG employees entitled to (ex. emergency quarter allowance after relocation)?**

- While we acknowledge the challenges faced by the BG workforce, there is no authority for the US Forces to utilize the extraordinary quarters allowance (EQA) authority to provide compensation for relocation costs of BG employees displaced from their residence.



## RENT AND UTILITIES IN BAHRAIN

### Do I still need to pay my rent and my utilities for my home in Bahrain while I'm at a Safe Haven?

- Yes, while you continue to receive OHA and utilities allowances you must continue to pay your rent in Bahrain.

### I am in Bahrain still—how do I pay my rent?

- Talk to your landlord and see if they are willing to take a credit card payment.
- If your landlord will accept a wire payment and you have an account with Navy Federal, they have provided the below guidance:

How to Complete a Wire Transfer with Navy Federal Credit Union		
<p><b>Step 1:</b> Contact your landlord and ask if they would be willing to accept a wire transfer. If so, you will need two sets of information from them listed below:</p> <p>1. Landlord's Financial Institution Information</p> <p>a) Name/City/Country/Address of Landlord's Financial Institution</p> <p>b) Bank Identifier Code (BIC) or SWIFT code. This is an 8–12-character code that is used to identify the financial institution. It can be found on the landlord's bank statements, or on the financial institution's website.</p> <p>c) Intermediary Financial Institution (LIKELY NOT APPLICABLE – most banks in Bahrain do not have this but verify with your landlord).</p> <p>2. Landlord's Personal Banking Information</p> <p>a) Name/Country/Address of Landlord</p> <p>b) International Bank Account Number (IBAN). This is a 22-character code that consists of parts of the BIC combined with the landlord's 14-digit account number. It can also be found on the landlord's bank statements or within their personal online banking portal.</p>	<p><b>Step 2:</b> Load the form at the following link and populate with the information below. It is FOR REFERENCE ONLY and will only be used to relay information to the NFCU assistant when you call. <a href="https://www.navyfederal.org/content/dam/nfcu/libs/pdfs/other/nfcu_755b.pdf">https://www.navyfederal.org/content/dam/nfcu/libs/pdfs/other/nfcu_755b.pdf</a></p> <ul style="list-style-type: none"> <li>• Section A – Your personal banking information.</li> <li>• Section B – The payment amount (you can provide the assistant with either a USD or BD amount, they will help with any needed conversion).</li> <li>• Section C – The information you collected from the landlord in SET 1 above.</li> <li>• Section D – The information you collected from the landlord in SET 2 above, as well as a purpose of payment (i.e. July Rent Payment).</li> </ul>	<p><b>Step 3:</b> Call Navy Federal Credit Union's 24/7 main toll-free number at (888) 842-6328. Provide the information from the reference form to the telephone assistant.</p> <ul style="list-style-type: none"> <li>• Ensure the telephone assistant understands you are stationed in Bahrain, as per a temporary agreement, fees have been waived for Bahrain personnel.</li> <li>• The assistant may ask for a three-digit Purpose Code. If they do, reply with RNT, which stands for Rent Payment.</li> <li>• <b>EXTREMELY IMPORTANT</b> to double check the landlord's account information with both the landlord and the NFCU assistant. Any errors in that number could result in the payment being sent to the wrong account and recalling that payment could take a significant amount of time.</li> </ul>

### How do I pay my rent in Bahrain from my Safe Haven location?

- Contact your landlord to determine whether they will accept a credit card or wire transfer payment. To send a wire transfer, you will need the following information:
  - 1) Information about your landlord's financial institution(name/city/country/address)
  - 2) The Bank Identifier Code (BIC) or SWIFT code. This is an 8-12 character code that is used to identify the financial institution.
  - 3) Your landlord's personal banking information (name/country/address)



- 4) Your landlord's International Bank Account Number (IBAN). This is a 22-character code that consists of parts of the BIC combined with the landlord's 14-digit account number.



## Temporary Lodging Allowance (TLA)

### **I was directed to leave my high-rise in Bahrain and move to a safer location. Will I be reimbursed for these costs?**

- Due to the situation in the AOR an order was given on Saturday February 28<sup>th</sup>, for those who were residing in Juffair or high-rise buildings to evacuate the area immediately . With this order, Area Commander placed all military personnel residing within those boundaries on Temporary Lodging Allowance (TLA).
- To help facilitate a faster processing of this entitlement by our TSC Yokosuka team, all personnel who were a part of this evacuation order who stayed in lodging are required to complete is the NPPSC 7220/5 Temporary Lodging Allowance Form (it is available here: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>) and provide an itemized zero balance copy of their lodging receipt. If you fall into this category, you will NOT need to have this form certified by the housing office. You will just need to email both that form and a copy of the zero-balance itemized receipt to the RSC Bahrain distro at [RSC\\_Bahrain@us.navy.mil](mailto:RSC_Bahrain@us.navy.mil). The subject line for this email should read RATE/RANK FIRST M. LAST - SPECIAL TLA – JUFFAIR.
- If you were a part of the evacuation order and chose to reside at a friend’s residence, you will submit a NPPSC 7220/5 Temporary Lodging Allowance form (it is available here: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>) and in block 6 of the form will put “Meals and Incidentals Only”. You will NOT need to be certified by the housing office. You will submit just that form to the RSC Bahrain distro at [RSC\\_Bahrain@us.navy.mil](mailto:RSC_Bahrain@us.navy.mil). The subject line for this email should read RATE/RANK FIRST M. LAST - SPECIAL TLA –MI&E-JUFFAIR.

### **I had just arrived to Bahrain when this happened. How do I receive my TLA with the housing office closed?**

- For personnel who were in a TLA status (initial arrival on island) and have gone past the initial 45 days of TLA, you are only required to complete the NPPSC 7200/5 (it is available here: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>) and provide a copy of the itemized zero balance receipt to the RSC Bahrain distro at [RSC\\_Bahrain@us.navy.mil](mailto:RSC_Bahrain@us.navy.mil). You will NOT need to be certified by the housing office. The subject line for this email should read RATE/RANK FIRST M. LAST - SPECIAL TLA –EXTENSION.



- If you are still in your initial TLA status (first 45 days), you are required to complete the NPPSC 7200/5 form (it is available here: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>), provide a copy of the itemized zero balance receipt and WILL need to have housing certify your form. You will submit your NPPSC 7200/5 (it is available here: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>) form to the Housing Office distro at [m-ba-nsa-housing@us.navy.mil](mailto:m-ba-nsa-housing@us.navy.mil). Once the housing office certifies this form, their team will forward to the RSC Bahrain Distro with the subject line RATE/RANK FIRST M. LAST - INITIAL TLA – CLAIM #.

#### **Additional Information about TLA:**

- TLA is processed in 10-day increments. However, if you only stayed in lodging for 8 days before you were ordered to evacuate, you should still be submitting a special TLA claim. The lodging DOES NOT need to be consecutive (at the same hotel), as we know some of our personnel had to relocate hotels due to AOR events.
- AirBnBs are authorized for this entitlement as well and should be submitted in the above category it falls in to. However, a zero-balance itemized receipt is needed.
- You only need to fill out the first page of attached form (NPPSC 7200/5). Fill out all information in blocks 1-6 as applicable in section 1, section for date reported it will be the date you checked into the hotel and authorized period date will encompass 10 days (ex: 2/28/26 – 3/9/36). In section IV you will select “not in a per diem status”, and in the 3 drop down in that section you will annotate whether your lodging had a kitchen. Once complete, just need to sign and send. This form can be completed digitally or by hand, but please make it legible!!



## PETS

**I had to pay a fee to transport my pet on a commercial airline. Can I be reimbursed for that payment?**

- Dependents of Servicemembers are authorized to transport up to two household pets (cat and dog) to your Safe Haven location if you owned them at your evacuated Permanent Duty Station (PDS). You are not authorized per diem for your pet. There is no maximum amount per household for all pets moved during an evacuation. Use of a third party shipper is authorized. However, if Government transportation was available and the traveler decided to not use it, then traveler gets nothing. If the traveler uses commercial transportation and elected to not use the airline's cheapest option, then they are limited to the cost of what it would have cost to get the pet on the plane.
- For civilian employees and their dependents, transportation and quarantine is authorized for up to two household pets incident to an authorized departure from a foreign PDS. If pets are transported at personal expense the civilian employee may be reimbursed up to the constructed cost to the Government for transporting the pets from the foreign PDS to the safe haven and return.

\*\*\*All military personnel who departed the AOR are TDY and are not authorized reimbursement for the movement of their pets.\*\*\* Please note that an ETP has been submitted to OPNAV and we are awaiting a response.

- **My pet is still in Bahrain and I need to pay a pet shipper to bring my pet to the States. Is that fee reimbursable?**  
Yes. Reimbursement for a third party shipper is authorized. However, the amount is reimbursed up to the constructed cost to the Government for transporting the pets from the foreign PDS to the safe haven and return.

**To take my pet out of Bahrain I needed to pay for an international travel certificate and an export certificate. Are these fees reimbursable?**

- Dependents that evacuated Bahrain under the ordered departure are eligible for reimbursement for some pet costs during the evacuation. The fees should be claimed along with receipts in a travel claim submission. There is currently no authority in the JTR for Service Members that left Bahrain on TDY orders to claim reimbursement for any pet transportation costs.



**I am a Service Member who evacuated with my pet. I am now staying in a hotel.  
Is this pet fee reimbursable?**

- There is currently no authority in the JTR to reimburse members for pet fees while they are in Bahrain or if they go TDY from Bahrain. The Navy is tracking this as a concern and has brought it to OSW staff attention.



## HOUSEHOLD GOODS/POVs

### **What is going to happen with my household goods left in Bahrain?**

- We are still working on the answer to this question. Once we have additional information to pass, we will update this FAQ.

### **I left my car in Bahrain. What do I do?**

- We are still working on the answer to this question. Once we have additional information to pass, we will update this FAQ.

### **I recently arrived in Bahrain and my HHGs were not yet delivered. What will happen with them?**

- Your shipment has or will be placed in government storage. Once the All Clear has been determined by CENTCOM, the Bahrain team will evaluate all shipments and contact members. If necessary, you can contact the local team at: [M-BA-NSA-PERSONALPROPERTYBAHRAIN@me.navy.mil](mailto:M-BA-NSA-PERSONALPROPERTYBAHRAIN@me.navy.mil). There may be a delay in response due to current conditions.

### **I had issued gear in my home/office. What happens if I can't go back and get it or it is destroyed?**

- We are still working on the answer to this question. Once we have additional information to pass, we will update this FAQ.



## **MILITARY SPECIFIC CONCERNS**

**I left all my uniforms in Bahrain. Will those who lost uniforms be granted an additional uniform allowance? Can I put my uniform on my GTCC?**

- As uniforms are not travel expenses, you cannot put a uniform purchase on your GTCC. However, we understand that many Service Members are without a uniform at this time and we are working on a solution to that problem. Once we have additional information to pass, we will update this FAQ. Until additional guidance is received, you are authorized to wear appropriate civilian attire.

**Will we be taking the PRT this cycle?**

- No. All NAVCENT Sailors will receive DEP-OP for the PRT Cycle.

**I was living in the barracks, and my BAS went to the galley. Now I can no longer access the galley. Will I get my BAS back?**

- YES! All Sailors living in the government quarters like barracks have a portion of their BAS is automatically deducted to fund the dining facilities (galleys). However, since the galley was not available during the evacuation, meal deductions will be stopped by your respective personnel offices or ADMIN effective 27 February 2026. Service members in this category will receive retroactive payment of their meal deduction and then continue to receive full BAS until they return to Barracks with a meal plan known as Essential Station Messing (ESM) available. If you are an E-5 and below living in the Barracks prior to 27 February 2026, you will contact your LCPO or SEL to submit your name to your Admin.
- LCPO/SEL: Please compile a list of your junior Sailors and email to your respective command ADMINS. SUBJECT: BAHRAIN MISSED MEALS N-CODE BARRACKS SAILORS. For NAVCENT ADMIN PAY distro: navcentn13@us.navy.mil TAMPA  
Contact: 813 529 3842/3492

**Will we still be able to take our Exams?**

- Yes. How and when exams will take place is still in discussion with Navy leadership. They all recognize the extraordinary position the Sailors fighting in OEF are in and are working towards a solution. More information to follow.



### **Will I still be able to re-enlist?**

- Yes! Please contact NCC Davis at [Jimmy.L.Davis118.mil@us.navy.mil](mailto:Jimmy.L.Davis118.mil@us.navy.mil) to discuss the process and requirements.

### **Are we still eligible for the Overseas Service ribbon?**

- Sailors remain assigned to a foreign shore based station while they are TDY. Accumulation of time for this ribbon does not end until Sailor executes a PCS.

### **I am set to separate soon and I am still in theater. What will happen to my orders?**

- We are still working on the answer to this question. Once we have the answer, we will update.

### **Will Members be able to take Leave during this period?**

- For Sailors in Tampa, the Leave and Liberty policy was signed by DCOM. Leave for Sailors in Tampa is authorized at your ACOS discretion.

### **For those of us that came under fire from missile strikes, will be eligible for the Combat Action Ribbon? Also, will the command award Sailors with Bronze Stars in place of Meritorious Service Medals?**

- This will be assessed on a case-by-case basis. SECNAV M-1650.1 states the principal eligibility criterion is that the individual must have rendered satisfactory performance under enemy fire while actively participating in a ground or surface combat engagement. If service members did actively participate against missile inbound, then they may qualify.



## MEDICAL CARE

### **How will I access medical care at my Safe Haven Location?**

- All dependents who are enrolled in TRICARE retain their eligibility.
- Families and personnel who have recently relocated are required to update their Tricare enrollment to maintain access to care. If you have recently relocated and have questions about your Tricare coverage, or are wondering how to enroll locally, Tricare staff are ready to assist you! Please refer to the contact information below to see which region and point of contact is best suited to answer our Tricare questions.
  - Tricare East: 1-800-444-5445
  - Tricare West: 1-888-874-9378
  - Bahrain:
    - Customer Service Regional Direct: +(44)20-8762-8384
    - Customer Service Toll Free: 80004724
  - Europe:
    - Customer Service Regional Direct: +(44)20-8762-8384
    - Medical Assistance Number: +(44)20-8762-8133
  - Pacific:
    - Customer Service Regional Direct: +65-6339-2676
  - Latin America and Canada:
    - Customer Service Regional Direct: +1-215-942-8393
  - Contacts for All locations can be found at <https://tricare.mil/ContactUs/CallUs> International ISOS is the contractor for Overseas Regions. Information can be found at <https://tricare-overseas.com>

### **I am dual-mil and am not co-located with my spouse due to the evacuation. How can I enroll my children in a new Tricare area and ensure no gap in coverage?**

- There will not be a lapse in coverage in Tricare. This is a DEERS issue that will need to be addressed in person at your local RAPIDS/ID location. In the meantime, they are still covered under ISOS so Emergency Department visits and Urgent Care visits for the dependents are covered. Urgent Care is also covered for Active Duty, however they may need to get a pre-authorization from ISOS for that. The NMRTU BAH clinic can work with ISOS to do a referral for care to a specific provider near you, but it just takes some coordination.
- If you have specific medical coverage questions, you can call ISOS directly or can send a message via MHS Genesis Patient Portal. Both NMRTU BAH and NMRTC Sigonella are constantly monitoring the patient portal for these types of questions and are standing by to help support.



## NONCLINICAL Mental Health Support / Counseling

- **Military OneSource:**
  - Offers virtual counseling options & chat options
  - Call: 703-253-7599 or follow the link below
  - [https://www.militaryonesource.mil/health-wellness/mental-health/military-counseling-for-stress/?gad\\_source=1&gad\\_campaignid=22644026540&gclid=EAlaIqobChMI2bKhz7bxjwMVgEt\\_AB1h0DPGEAAAYASAAEgJhvvd\\_BwE](https://www.militaryonesource.mil/health-wellness/mental-health/military-counseling-for-stress/?gad_source=1&gad_campaignid=22644026540&gclid=EAlaIqobChMI2bKhz7bxjwMVgEt_AB1h0DPGEAAAYASAAEgJhvvd_BwE)
  
- **Fleet and Family Support Centers:**
  - Virtual Clinical Counseling is a nonmedical, clinical short-term solution-focused service.
  - Call +1-855-205-6749 or go to [www.ffsp.navy.mil](http://www.ffsp.navy.mil)
  - My Navy Family Webinars: [www.MyNavyFamily.com](http://www.MyNavyFamily.com)
  - Virtual Work & Family Life Program Consultation Booking requests: <https://outlook.office365.com/book/VirtualWorkandFamilyLife11ConsultationBookingPage@zeiders.com/?ismsaljsauthenabed=true>
  
- **Military and Family Life Counselors:**
  - Free, confidential, non-medical counseling to service members and their families.
  - Addressing issues like deployment stress, relationship problems, and relocation, helping build coping skills and resilience without impacting military careers.

<b><u>CENTCOM MFLC Roster MAR 2026</u></b>		
	US Phone Number	Signal/ WhatsApp
Kenyotta Hannah	571-220-0554	971-058-0667
Lafils Rivers	571-977-8777	973-3344-2706
Mina Vassey	571-752-3822	973-3985-0747
Yvette Watts – CYB	571-723-0135	973-3231-7110
L’Oreal Cherry - elementary	571-430-9955	973-3872-5587
Sam Wegman- middle/ high school	571-723-0139	<a href="mailto:Sam.wegman@leidos.com">Sam.wegman@leidos.com</a>
Leigha Menefee	571-490-5442	972-6668-3868
Blake Spiegelberg	571-905-1518	974-5177-0236

- **Chaplain Services:** WhatsApp capable duty phone; (+973-3947-9681)
  - NSA BAHRAIN YouTube:
  - <https://www.youtube.com/@NSABAHRAINBASECHAPEL>



- Pastoral Counseling (QR code for requests) or contact:
  - LCDR Dominic J. Mirenda +973-3997-3383
  - LT Michael Sparrow +1-319-431-4977
  - LT Father Anthony Davis +1-618-920-7159
  
- **Central Command Veteran's Crisis Line:**
  - Links distressed individuals to real people specially trained to help them through any challenge
  - +1-855-422-7719 or (CONUS) 988; then press 1



## **MEDICAL Mental Health Counseling & Support:**

- **Embedded Mental Health:**

- If you know you have embedded mental health resources, feel free to reach out to your provider for fastest access to care:
- **ISA-** WhatsApp -capable Duty Phone: +973-3947-8057
- **CNSG-C-** (see QR Code; numbers are at bottom of page)
- **CTF 56-** consult with embedded medical to schedule appointment

- **NMRTU Bahrain Mental Health Clinic:**

- **Virtual Triage Clinic:** If you are wanting to be seen, but don't know where to start, send an email via the mental health distro: [usn.bahrain.usnmrtu-bahrain.list.bhduty@health.mil](mailto:usn.bahrain.usnmrtu-bahrain.list.bhduty@health.mil). You will receive a response requesting background information, and a link to complete BHDP (clinical screening questionnaires) so that we can best coordinate care.
  - Routine Triage Appointments available 0800-1500 CET/CEST Monday-Friday
- **If you would like to schedule an appointment**, please either secure message your provider through the MHS Genesis Patient Portal, or send an email via the mental health distro: [usn.bahrain.usnmrtu-bahrain.list.bhduty@health.mil](mailto:usn.bahrain.usnmrtu-bahrain.list.bhduty@health.mil).
  - Note: We cannot ensure HIPAA compliance via email, so please use the secure message feature through MHS Genesis Patient Portal if that is a concern for you and if agreeing to correspond through the MH email distro either encrypt your message and/ or only include information relevant to scheduling care.
- **If you have an appointment scheduled**, you can expect to be contacted via the email or phone number associated with your MHS Genesis appointment. If you are unavailable, or our providers are experiencing a temporary disruption to their ability to provide services, you will be sent a secure message to facilitate rescheduling the appointment at your convenience.
- **Medication management is also still available.** Please contact your mental health medication prescriber via MHS Genesis Patient Portal Secure Messaging and they will direct you to the appropriate location for medication pick-up.

- **TRICARE Information**

- If you were recently displaced from an overseas duty station or your home abroad, you're still covered by TRICARE. This displacement counts as a



qualifying life event, which opens a 90-day window for you to update your TRICARE region or make enrollment changes.

- **Tricare East:** +1-800-444-5445
- **Tricare West:** +1-888-874-9378
- **For Bahrain:**
  - Customer Service Regional Direct +(44)20-8762-8384
  - Customer Service Toll Free is 80004724
- **For Europe:**
  - Customer Service Regional Direct +(44)20-8762-8384
  - Medical assistance number +(44)20-8762-8133.
- **If you need routine care:**
  - Call International SOS at 877-451-8659 before getting care or making payments.
  - International SOS will help connect you with a provider.



## **DOWEA QUESTIONS**

### **Can my dependents elect to Safe Haven in Germany so that my kids can stay in the DoWEA school system?**

- On 6 March 2026, the Under Secretary of War (Personnel and Readiness) approved Commander, U.S. Naval Forces Central Command's request to designate the greater Kaiserslautern Military Community area of Germany as an alternate safe haven for personnel departing Bahrain under Authorized and Ordered Departure.

### **If I choose this option, what will our entitlements be?**

- Per OSW guidance, dependents of Active Duty Service Members will receive the CONUS standard rate (\$110 per evacuee for lodging, \$68 per day per evacuee 12 and over, \$34 for evacuees under 12). They also receive \$25 a day in transportation allowance.
- Families in KMC receive the standard CONUS rate because KMC is the alternate safe haven. For civilian families, that would be up to \$165 for lodging and \$68 for M&IE for adult dependents and \$34 for children under 18. If the civilian employee is at KMC working remotely or working from an alternate place in KMC, then the civilian would be on a TDY order at standard allowances. Per the DSSR, alternate safe havens are paid based on the standard CONUS rate.

### **My family is already at our CONUS Safe Haven location—how do we get to Germany?**

- If dependents have arrived at their safe haven and have been approved to relocate to an alternate safe haven in Germany, the government will fund the travel. Dependents must have approval from KMC that their child can be enrolled in school and that housing is available. Further, they must have approval from DASN(MMP) to move safe havens.

### **I am trying to get records from The Bahrain School so I can register my kids in a new school—who is my Point of Contact?**

- [BahrainSchoolSupport@dodea.edu](mailto:BahrainSchoolSupport@dodea.edu)

### **Will The Bahrain School be offering virtual classes so that our students can finish the school year?**

- We are still working on the answer to this question. Once we have an answer, we will update.



## EARLY RETURN OF DEPENDENTS

### What is “Early Return of Dependents”?

- Early Return of Dependent (ERD) is an option that allows dependents to return to a single Designated Place Contiguous United States (CONUS) from an Outside the Contiguous United States (OCONUS) location. The governing regulations/policy for ERD falls under Joint Travel Regulations (JTR) 050804, Department of Defense Financial Management Regulation (DODFMR) Chapter 26 Paragraph 10.8, Department of Defense Issuance (DoDI) 1315.18, and Naval Military Personnel Manual (MILPERSMAN) 1300-306.

### What criteria can be considered for ERD?

- An official situation.
- A matter of national interest. ***This includes the families involved in the March 2026 CENTCOM ordered departures.***
- A personal situation at the Permanent Duty Station (PDS) OCONUS. Personal situations include:
  - Divorce/Marital Difficulties/Separation/FAP
  - EFM/Medical o Financial
  - Compelling Personal Reasons (death or serious illness of a close relative)

### What is required for ERD?

- ERDs submitted via Bupers Online (BOL) (if unable to access BOL contact MNCC) as outlined in Naval Military Personnel Manual (MILPERSMAN) 1300-306. As part of the BOL submission, the following documents are required:
  - Letter from the member with amplifying information as to why the ERD is requested (***CENTCOM ordered departure***)
  - First Endorsement signed by the commanding officer (CO) (or as delegated)
  - Current (Signed and validated) Navy Personnel (NAVPERS) 1070/602 (updated within the previous 30 days as required by Naval Military Personnel Manual (MILPERSMAN) 1070-270
  - Copy of original PCS orders
  - Documentation supporting ERD eligibility – This is not required for families requesting ERD due to the March 2026 CENTCOM ordered departure. The original PCS orders are sufficient justification.



### **What is the ERD request process?**

- Service member submits a request endorsed by command via BOL. PERS-451 will review and provide Line of Accounting (LOA) authorization letter to the command. For planning purposes, the process between submission to BOL and LOA release should take 3-4 days.



## GENERAL INFORMATION

### **How long will we be at our Safe Haven locations? Will we be going back to Bahrain?**

- The situation in Bahrain is still in flux, so we don't yet know an answer to these questions. As more information becomes available, we will update this FAQ.

### **Red Cross/NMCRS Grant:**

- This grant is no longer available.

### **I am in Tampa and need a notary/power of attorney. How do I get one?**

- We have legal personnel on the watchfloor and in the CTEF who can execute notaries/powers of attorney.
- To draft a power of attorney, visit this site: <https://www.jag.navy.mil/legal-services/special-power-of-attorney/> . Bring your **unsigned** document to legal to notarize. If you have any questions, we can be reached at [navcent\\_legal@us.navy.mil](mailto:navcent_legal@us.navy.mil).

### **I am not in Tampa and need a notary/power of attorney. How do I get one?**

- Contact the NAVCENT Legal team at [navcent\\_legal@us.navy.mil](mailto:navcent_legal@us.navy.mil) and we will help you locate a legal assistance office near your current location.

### **What do I do about my mail?**

- Due to operational circumstances, NSA Postal operations have been suspended. All mail is safe and pre-positioned to ensure arrival as soon as possible after mail transportation channels open.
- Patrons desiring to submit change of address (COA) notifications due to sponsor and/or family members not returning may do so by submitting via USPS.com or emailing [m-banavsupflcbahrain-fpo@us.navy.mil](mailto:m-banavsupflcbahrain-fpo@us.navy.mil) and postal personnel will submit on your behalf.
  - Please follow below template when submitting COA requests.  
SUBJ: CHANGE OF ADDRESS REQUEST
    - Full Name of Patron(s) to include family member(s)
    - Former address at PSC 851 including box number and ZIP code
    - Complete address where mail is requested to be forwarded



- Please note: *There is no requirement to submit a change of address if planning return to BAH when able.* Mail on hand will be available for delivery as soon as possible after re-opening.

**How is the Savings Deposit Program impacted for those who have evacuated? Does it stop accruing interest once Sailors are out for 30 days?**

- Savings Deposit interest stops accruing after 90 days TDY/TAD. Interest would resume after the Service member returns to SDP authorized area.



## **CLAIMS**

### **My HHGs are still in Bahrain—should I be filing a claim?**

- If your belongings are in Bahrain and either 1) in a barracks room, or 2) in a space you continue to pay for (rent, hotel bill), we still anticipate your belongings being returned to you so a claim should not be filed.
- If you had personal property that you know was destroyed, you may be eligible to file a claim under the Personnel Claims Act (PCA). Visit the following site for more claims information: <https://www.jag.navy.mil/legal-services/code-15/epic-fury-personal-property-damage-claimsinfo/>



## TAXES

### **I am displaced and 15 April is approaching...do I need to file my taxes soon?**

- If you are an active duty Service Member who was serving in a designated combat zone (includes the Arabian Sea, Bahrain, Gulf of Aden, Gulf of Oman, Arabian Gulf, Iraq, Kuwait, Qatar, Oman, Red Sea, Kingdom of Saudi Arabia, United Arab Emirates, and several others) you automatically qualify for a tax filing and payment extension.

### **How much time do I get?**

- Your deadline is extended for at least 180 days after you leave the qualifying area.

### **Does this apply to my spouse?**

- Yes, if you are filing a joint return your spouse is entitled to the same extension.

### **What paperwork do I need to file to get this extension?**

- None! It is automatic for qualifying service members.

### **Will I be charged interest and penalties?**

- No! During your extension you will not be charged interest or penalties for failing to file/pay taxes.