



Work-Product

UNITED STATES AIR FORCE BOARD FOR CORRECTION OF MILITARY RECORDS

RECORD OF PROCEEDINGS

IN THE MATTER OF:

DOCKET NUMBER: BC-2022-01540

Work-Product

COUNSEL: NONE

HEARING REQUESTED: NO

APPLICANT'S REQUEST

He be allowed to transfer his Post-9/11 GI Bill education benefits (TEB) to his eligible dependents.

APPLICANT'S CONTENTIONS

In Mar 20, that applicant attempted to transfer Post-9/11 education benefits to his dependent; however, he unknowingly failed to complete the application within the application window due to a Permanent Change of Station (PCS) to Osan AB, South Korea. He was never notified of the requirement because he did not have access to his "whmo.mil" email account. The applicant will be eligible to retire in less than four years and is requesting to change the start date of his TEB application to Mar 20 so that his dependent child can use the benefit.

The applicant's complete submission is at Exhibit A.

STATEMENT OF FACTS

The applicant is an Air Force master sergeant (E-7).

According to AF Form 938, *Request and Authorization for Permanent Change of Station – Military*, Special Order **Work-Product**, dated 5 Feb 21, the applicant was ordered to report to Osan AB, South Korea no later than 31 Mar 21.

On 25 May 22, according to DAF Form 4406, *Post-9/11 GI Bill Transfer of Education Benefits Statement of Understanding*, the applicant acknowledged a service commitment that expired on 23 May 26.

For more information, see the excerpt of the applicant's record at Exhibit B and the advisory at Exhibit C.

AIR FORCE EVALUATION

AFPC/DP3SA recommends denying the application. The applicant contends he was never notified about the TEB SOU requirement and unknowingly failed to complete the TEB application process. He requests retroactive approval of his Mar 2020 TEB application in order to retire when he reaches twenty (20) years in service. On 8 Jan 20, Defense Manpower Data Center (DMDC) records shows he applied for TEB; however, the application was rejected on 17 Mar 20 because he failed to complete and submit the required TEB SOU. In accordance with AFI 36-

AFBCMR Docket Number BC-2022-01540

Work-Product

Controlled by: SAF/MRB

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Limited Dissemination Control: N/A

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2649_AFGM2019-01, Air Force Voluntary Education Program, A13.18.1.1.1, A13.20.1.5. and A13.20.1., members must agree to serve an additional 4 years from the date of application by completing and submitting a TEB SOU. On 13 Feb 20, the applicant contacted the Air Force Personnel Center (AFPC) to request assistance with the SOU, and after being assisted by an AFPC customer service representative he submitted an incomplete SOU. On 4 Mar 20, AFPC informed the applicant a new SOU was required and provided step-by-step instructions with a suspense date of 13 Mar 20 for completion. On 17 Mar 20, the application was closed due to no response. The member currently has an approved TEB application effective 24 May 2022, with a service obligation to 23 May 2026.

The complete advisory opinion is at Exhibit C.

APPLICANT'S REVIEW OF AIR FORCE EVALUATION

The Board sent a copy of the advisory opinion to the applicant on 4 Aug 22 for comment (Exhibit D), and the applicant replied on 4 Aug 22. In his response, the applicant contended the move to Osan AB, South Korea, on 9 Mar 20, prevented him from completing the TEB SOU within the application window. Furthermore, the applicant was following quarantine protocols when he arrived and did not have access to his new "us.af.mil" email account.

The applicant's complete response is at Exhibit E.

FINDINGS AND CONCLUSION

1. The application was timely filed.
2. The applicant exhausted all available non-judicial relief before applying to the Board.
3. After reviewing all Exhibits, the Board concludes the applicant is the victim of an error or injustice. While the Board notes the recommendation of AFPC/DP3SA against correcting the record, the Board finds a preponderance of the evidence substantiates the applicant's contentions. The Board found the applicant applied for TEB and met the intent to properly enroll in TEB by signing the SOU on 13 Feb 20. While the SOU may have not been properly filled out, the Board finds that this is evidence of an administrative error only and not an intent to abandon the transfer request. Therefore, the Board recommends correcting the applicant's records as indicated below.

RECOMMENDATION

The pertinent military records of the Department of the Air Force relating to APPLICANT be corrected to show that on 13 Feb 20, he elected and was approved to transfer his Post-9/11 GI Bill Educational Benefits to his dependents with an obligation end date of 12 Feb 24.

CERTIFICATION

The following quorum of the Board, as defined in Air Force Instruction (AFI) 36-2603, *Air Force Board for Correction of Military Records (AFBCMR)*, paragraph 1.5, considered Docket Number BC-2022-01540 in Executive Session on 8 Nov 22:

Work-Product, Panel Chair
Work-Product, Panel Member
Work-Product, Panel Member

AFBCMR Docket Number BC-2022-01540

All members voted to correct the record. The panel considered the following:

- Exhibit A: Application, DD Form 149, w/atchs, dated 28 Jun 22.
- Exhibit B: Documentary evidence, including relevant excerpts from official records.
- Exhibit C: Advisory Opinion, AFPC/DP3SA, w/atchs, dated 22 Jul 22.
- Exhibit D: Notification of Advisory, SAF/MRBC to Applicant, dated 4 Aug 22.
- Exhibit E: Applicant's Response, w/atchs, dated 4 Aug 22.

Taken together with all Exhibits, this document constitutes the true and complete Record of Proceedings, as required by AFI 36-2603, paragraph 4.11.9.

7/2/2025

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Board Operations Manager, AFBCMR

Signed by: USAF