

(such as centralized charge systems) which, although not a party to the original transaction, seek help in obtaining settlement.

(e) *Debt collector.* Any person or agency whose business is primarily the collection of debts owed to another person or business.

(f) *Dependent.* Spouse and unmarried children—includes stepchildren, adopted children, and illegitimate children dependent on the military member. It may include others duly constituted (see DOD Military Pay and Allowances Entitlements Manual and AFR 30–20, Issue and control of Identification (ID Cards)).

### § 818.3 Responsibilities.

Specific responsibilities for ensuring Air Force standards are met:

(a) Major commands (MAJCOM), separate operating agencies (SOA), and direct reporting units (DRU) monitor and provide guidance to subordinate units, as required, to ensure compliance with established procedures.

(b) Initial active duty indoctrination sites ensure that a comprehensive block of instruction on personal financial management is included in teaching guides or course curriculums, as appropriate. This instruction should emphasize the Air Force policy regarding personal indebtedness and dependent support (§ 818.1) and the merits and benefits of the PFMP and the BRP. (See § 818.5(b)(2) (i) and (ii)).

(c) Installation commanders:

(1) Develop appropriate guidance to assure compliance with prescribed procedures.

(2) Coordinate on all responses to high-level, executive, and congressional inquiries.

(d) Chiefs, CBPO:

(1) Through the CBPO Special Actions Unit, process all complaints according to this part.

(2) Upon request, provide UIF policy guidance to the unit commander.

(3) Coordinate on all responses to high level, executive, and congressional inquiries.

(e) Unit commanders:

(1) Implement required procedures at the unit level.

(2) Review all the available facts surrounding a complaint of personal in-

debtedness, or of nonsupport or inadequate support of dependents, and initiate appropriate action.

(3) Ensure complainants are provided a prompt reply that explains Air Force policy. At the unit commander's discretion, the first sergeant may respond to initial complaints. Second and subsequent inquiries require a reply by the unit commander.

(4) Advise members of the requirement to meet their financial and dependent support obligations and inform them that failure to do so damages their reputation and affects the public image of all Air Force personnel. At the unit commander's discretion the first sergeant may provide initial counseling to enlisted members. Second and subsequent inquiries require counseling by the unit commander.

(5) Refer personnel who have evidenced financial irresponsibility to the local PFMP manager for counseling on a mandatory but confidential basis.

(6) Coordinate on all responses to high-level, executive, and congressional inquiries that pertain to personnel assigned to the unit.

(7) Consider administrative or disciplinary action against members in cases of continued financial irresponsibility, fraud, deceit, criminal conduct, or failure to support dependents. Consult the staff judge advocate for guidance.

(f) Air Force members:

(1) Are expected to pay their just financial obligations in a proper and timely manner.

(2) Are expected to provide regular and adequate support to their dependents.

(3) Maintain reasonable contact with their creditors and dependents to minimize Air Force involvement.

(g) PFMP managers:

(1) Establish a consultant function to assist personnel in financial management matters, or other subjects as deemed appropriate to the needs of the local base population.

(2) Advise commanders regarding Air Force policy.

(h) Staff judge advocates:

(1) Advise commanders on the application of Air Force policy on individual cases. Include advice on administrative

or disciplinary action that may be appropriate in cases involving continued financial irresponsibility, fraud, deceit, criminal conduct, or failure to support dependents, including arrearages.

(2) Provide guidance concerning federal, state, and local laws (e.g., bankruptcy, garnishment, wage earner plans, the Truth in Lending Act (Pub. L. 90-321), Fair Debt Collection Practices Act (Pub. L. 95-109), The Soldiers' and Sailors' Civil Relief Act of 1940, as amended, etc.).

(3) Coordinate on all responses to high-level, executive, and congressional inquiries.

(i) Family support centers serve as a source of information, counseling, and referral for family members in need of support and financial management assistance.

#### § 818.4 Review of complaints.

Complaints received regarding personal indebtedness or nonsupport of dependents should first be forwarded to the consolidated base personnel office (CBPO) Special Actions Unit to ensure that they pertain to an Air Force member. Also, indebtedness complaints should be reviewed by the staff judge advocate's office to ensure that they meet the general policies and requirements for acceptance (see §§ 818.7 and 818.8).

(a) The CBPO Special Actions Unit forwards processable cases to the unit commander for action, or:

(1) If the member has been reassigned, forwards the case to the current CBPO Special Actions Unit and advises the complainant of referral.

(2) If member has separated with no further military status or has retired, advises the complainant accordingly and indicates they are unable to assist because the individual is no longer under Air Force jurisdiction.

(3) If the member has been released from active duty, forwards the case to Headquarters Air Reserve Personnel Center, Special Actions Branch (HQ ARPC/DPAS), Denver CO 80280-5000, and advises the complainant of the referral.

(b) Indebtedness complaints that do not meet processing requirements are returned to the complainant with an

explanation of the reason or reasons for return.

(c) For dependent nonsupport or inadequate support cases forwarded by HQ AFMPC/DPMASC, the commander must furnish the following information in the reply to that office (if negative, so state):

(1) Requirement of court order or decree, if applicable, and degree of compliance by the member.

(2) Date, amount, and method of prior support payments.

(3) Proposed date, amount, and method (for instance, money order, personal check, allotment, and, if by allotment, the effective date of first payroll deduction, and so forth) of future support payments (primary and arrearages, if any).

(4) If drawing basic allowance for quarters (BAQ), the amount received, type (for instance, with dependents or without dependents), and basis for receipt (wife, child or children in custody of ex-wife, and so forth).

(5) Action taken or projected to be taken to comply with § 818.14, where appropriate, regarding the BAQ.

#### § 818.5 Processing of complaints.

Any complaint that meets the requirements of this part will be processed. Processed means that the commander shall, within 15 calendar days of receipt of a complaint:

(a) Review all available facts surrounding the transaction or forming the basis for the complaint, including the member's legal rights and counterclaims. Assess the actions of the member as they apply to Air Force policy in these situations by reviewing the requirements of the credit agreement, court order, separation agreement, or other documents and actions taken by the member to resolve the matter, and the financial status of the member.

(b) Advise the member of Air Force policy appropriate to the complaint—that personal debts are expected to be paid in a proper and timely manner or that Air Force members are expected to provide regular and adequate support for their dependents. Also, explain what the member should do to comply with that policy.