

SF-180 EMERGENCY INSTRUCTIONS

"NATURAL DISASTER" REQUESTS

If you live in the impacted areas (or have temporarily relocated to nearby states) and need priority service to replace a Separation Document (usually DD Form 214 or equivalent), place the word "Natural Disaster" in the "Comments" section of eVetRecs or in the "Purpose" section of the Standard Form (SF) 180, Request Pertaining to Military Records.

Fax your request to our Customer Service Team at **314-801-0927**.

(NOTE: This fax number is only for special requests, such as the California Wildfires).

EMERGENCY REQUESTS

If your request is urgent (for example, upcoming surgery, a funeral, etc.) tell us the nature of the emergency and your deadline in the "Comments" section of eVetRecs or in the "Purpose" section of the Standard Form (SF) 180, Request Pertaining to Military Records.

- Fax your request to our Customer Service Team at **314-801-0764**.
- Call our customer service staff at **314-801-0800** if you have questions or require same-day service. Due to the large number of calls we receive at this number, hold times are often long. However, once you reach a technician, he or she will be happy to assist you with emergency service.
- If your burial request involves interment at a Department of Veterans Affairs National Cemetery, contact the National Cemetery Scheduling Office at **800-535-1117** or visit the National Cemetery Administration website. We work directly with the Veterans Affairs staff to obtain records to verify service for burial benefits. If the veteran is not going to be interred at a National Cemetery, the requester may fax the SF-180 or signature page from eVetRecs (including signature of the next of kin and proof of death) to the Customer Service Team at **314-801-0764**.

NOTE: The 1973 Fire at the National Personnel Records Center damaged or destroyed 16-18 million Army and Air Force records that documented the service history of former military personnel discharged from 1912-1964. Although the information in many of these primary source records was either badly damaged or completely destroyed, often alternate record sources can be used to reconstruct the service of the veterans impacted by the fire. Sometimes we are able to reconstruct the service promptly using alternate records that are in our holdings, but other times we must request information from other external agencies for use in records reconstruction. In some instances, therefore, requests that involve reconstruction efforts may take several weeks to a month to complete.

RESOURCES

FIND A VA FACILITY

Use the [facility locator](#) or call 1-877-222-VETS (8387).

CONTACT YOUR COUNTY VETERANS SERVICE OFFICE

CalVet strongly recommends you work with the CVSO nearest you. Your CVSO can guide you through the benefits and services available as well as help connect you with other local resources.

The County Veterans Service Offices (CVSO) are locally funded agencies established to assist veterans and their families in obtaining benefits and services accrued through military service.

These County Veteran Service Offices promote the interest and welfare of veterans, their dependents, and their survivors by enhancing their quality of life through counseling, education, benefits assistance, and advocacy. They connect veterans to their benefits by assisting in their interactions with the VA.

FOR MORE INFORMATION:

Visit the [CalVet](#) website for more information, OR

Find the [CVSO](#) closest to you.

VA HOTLINES

[Veterans Crisis Line](#)

- 800-273-TALK (8255), or
- Text: 838255

[Combat Call Center](#)

- 877-WAR-VETS (927-8387)

[Women Veterans Call Center](#)

- 855-VA-WOMEN (829-6636)