

## FREQUENTLY ASKED QUESTIONS (FAQ)

Q: Can I sponsor using my Agent/Assistant letter?

A: **No**

Q: How long does the process take?

A: **10-15 business days, but may 30 days.**

Q: Who needs a DD Form 1172 and why?

A: **Everyone; to verify DoD members**

Q: If the sponsor is on-island can I get a letter?

A: **Sponsor on-island are not issued letters.**

Q: Can I have more than one letter?

A: **No only (1) Agent per privileged member.**

- INQUIRE AT THE VISITOR CENTER OF IF YOU QUALIFY FOR A LETTER
- ⇒ BRING ALL THE DOCUMENTS NEEDED AND AGENT MUST BE PRESENT TO SIGN STATEMENT OF UNDERSTANDING
- ⇒ PROCESS CAN TAKE 7-10 BUSINESS DAYS FOR THE REQUEST AND AT TIMES LONGER BE PATIENT
- ⇒ WE WILL CALL YOU WHEN LETTER IS READY SO PLEASE PROVIDE A GOOD CONTACT NUMBER
- ⇒ PICK UP WITHIN 30 DAYS

## MAIN OFFICE HOURS:

MON-FRIDAY



Agent Process are from 0800-1500.

Exception of Holidays and PACAF Down Days.

For any Questions or Concerns

671-366-5650

671-366-5651

671-366-5652

EMAIL:

[36SFS.VCC@us.af.mil](mailto:36SFS.VCC@us.af.mil)

### Additional Information:

#### **Naval Base Guam**

339-1280

339-1180

#### **Naval Hospital Tricare**

344-9425

344-9032

#### **AAFB Clinic**

366-1542

#### **Legal Office AAFB**

366-2937

#### **Military Personnel Customer Service**

366-2276



*36 Security Forces Squadron  
Andersen AFB Guam*

## Agent/Assistant Letter Request Information



36 SFS/S5B

Visitor Control Center

Phone: 366-5650/1

E-mail: [36SFS/VCC@US.AF.MIL](mailto:36SFS/VCC@US.AF.MIL)

# Agent/Assistant Letter Request

Per DoD Instruction(s) 1330.9, 1330.17, 1330.21 & AFI 36-3026. Each authorized patron who is entitled to UN-LIMITED exchange privileges who is/has:

(1) On a temporary basis (not to exceed 2 years unless extended for continuing hardship) under one of these conditions:

a.) **ONLY for extreme** hardship cases, i.e:

BEDRIDDEN

LEGALLY BLIND

PERMENANT DISABLED

b.) when no adult authorized family member is capable of shopping due to injury, illness, incapacitation, or stationing away from their household due to unaccompany tours/TDY/Deployments

(2) Agent Letters are NOT for convenience.

(3) ULTIMATELY up to the sponsor to grant an agent. Civil matters will not be entertained.

Agents are not to be designated for a child who has attained the age of 16. The designation of an Agent Letter will **NOT** exceed **(1) year**. Agent Letter will **NOT** be issued to **nannies, babysitters, or friends** who take care of active duty members dependents or who need access to AAFB other than the aforementioned assistance. Agent Letter holders are only authorized to shop for the person identified on the letter. Any violations of this policy will result in confiscation and/or barment from the installation.

## Agent Letter Requirements:

- **\*\*DD Form 1172 –DEERS Printout from a Military Personnel Office (must be within 90 days)**
- **\*\*Copy of Agent Drivers License**
- **\*\*Copy of Dependent or Ret. ID**
- **Medical Letter (if applicable)**
- **Flight Itinerary (if applicable)**
- **Copy of military orders (if applicable)**
- Divorce Decree
- **\*\*Application**
- **Power of Attorney**
- **Birth Certificate**
- Court Documents

Note: A Criminal Background History Check will be conducted on all Agents.

\*\*required to submit at a minimum.

AGENT LETTER authorize selected per-sonnel to shop in the Exchange and/or Commissary. Agent Letters are **not for medical.**

## Agent/Assistant Letter Request Process

To apply for an agent letter you must bring all the applicable documents for AAFB Visitor Center. A customer service representative will assist you in assuring that you qualify for a letter and ensure all your documents are in order. **AGENTS** must be present to read and sign the statement of understanding agreement. Once approved the 36 SFS Visitor Center personnel will call/contact you and tell you it is ready for pick up.

NOTE: The Visitor Center will only hold paperwork for 30 days once submitted. If after 30 days all the documents are not received the 36 SFS/VCC section will dispose of the paperwork and re-submittal will be required.

Agent/Assistant Letter will be confiscated for those who abuse the privileges. Access to the installation may be revoked and personnel can be barred from the installation. The letter is strictly for the authorized patron and you can not make purchases for yourself.

If you have any problems with your letter at facilities please contact the **MANAGER** of that facility. (i.e. Manager Exchange.)

Agents Authorized times on AAFB 0700-2100.

During increased security or FP conditions access is limited.