

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: Can I sponsor using my Agent Letter?

A: **No, you cannot sponsor using the Agent Letter**

Q: How long does the process take?

A: **7-14 Business 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: **Only (1) Agent per privileged member.**

Q: Can I get gas at the Base Gas Station?

A: No, you cannot use the Agent Letter to get gas.

- Inquire at the Pass and ID Office (bld 2403) or call the Agent Letter Program Manager to see if you qualify for an Agent Letter.
- Bring ALL supporting documents to the Pass and ID office for processing.
- Processing can take 10-15 Business days.
- Once the Letter is approved we will contact the Agent for pick up, so please provide a good contact number.

- **The Agent Letter Program is not for Convenience Purposes.**

Pass & ID Hours

Monday-Friday

0800 1600.

Exception of Holidays and
PACAF down Days.

For any Questions or Concerns
call 671-366-5650

- Some Agent Letter documents can be downloaded from the Andersen Visitor Website
- AndersenVisitorCenter.com

Additional Information:

Naval Base Guam

671-339-1280

Agent Letter Program Manager Navy VCC

671-339-2905

Naval Hospital Tricare

671-344-9425

671-344-9032

AAFB Clinic

671-366-9355

Legal Office AAFB

671-366-2937

Military Personnel Customer Service

671-366-2276



36 Security Forces Squadron
Andersen AFB Guam

Agent/Assistant Letter information pamphlet



36 SFS/S5B
Pass & ID
Phone: 671-366-5650

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.

- (1) On a temporary basis not to exceed 1 year
- (2) It is ultimately up to the sponsor to grant an Agent. **Civil matters will not be entertained.**
- (3) Agents are not to be designated for a child who has attained the age of 16.
- (4) The designation of an Agent Letter will **NOT** exceed **1 year**. Agent Letters will **NOT** be issued to **nannies, babysitters, or friends** who take care of active duty member's dependents.
- (5) 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.
- (6) **VA Caregivers** are to be electronically loaded into DMDC by the Department of Veteran Affairs

Agent Letter Requirements:

- Application (must be signed by sponsor & agent)
- DD Form 1172 –DEERS Print out from Military Personnel Office (must be current within 90 days)
- Medical Evaluation (signed by Military Doctor)
- Copy of Dependent or Retired ID card
- Power of Attorney or Affidavit
- Copy of Agent Driver's License (if DL is not Real ID Compliant a US passport, Permanent Resident Card or Birth Certificate must be provided)
- Birth Certificate (for Minors only)
- Flight Itinerary (if applicable)
- Copy of Military orders (if applicable)
- Divorce Decree (if Applicable)
- Child Custody Agreement (if Applicable)
- Court Documents (if applicable)

NOTE: A criminal Background History Check will be conducted on all Agents.

Agent Letters **only allow** personnel to shop in the Exchange and/or Commissary.

Agent Letters are NOT for medical.

Agents are authorized from 0700-2100

A DBIDS credential will be issued in conjunction with the letter for the duration of the letter.

Agent/Assistant Letter Request Process

To apply for an agent letter you must bring all the applicable documents to AAFB Pass & ID office. 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 Pass & ID personnel will call/contact you and tell you it is ready for pick up.

NOTE: The Pass & ID Office will only hold paperwork for 30 days once submitted. If after 30 days all the documents are not received the 36 SFS/Pass & ID section will dispose of the paperwork and re-submittal of all documents is 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 **cannot** 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.)

During increased security or FP conditions access is limited.