

# Brunssum, Netherlands

## A Co, AFNORTH BN, USANATO BDE

### Admin Agent & Newcomers' Support Guide

(Last Updated March 2021)



## Contact Information

**Allied Joint Forces Command Brunssum (JFC Brunssum):**

<https://www.jfcbs.nato.int>

**NATO Communication and Information Systems Services Agency:**

<https://www.jfcbs.nato.int>

**Rapid Deployable German-Netherlands Corps (NRDC - GE/NL)**

[www.1gnc.de](http://www.1gnc.de)

**Alpha Co Commander**  
**1st Sergeant**

**Cell: +31 620 955 971**  
**Cell: +31 651 895 058**

A Co, AFNORTH BN  
Kranenpool 3  
6443 VA, Brunssum NL  
+31 (0) 45 526-4145

### **Supported Organization**

Alpha Company, AFNORTH BN National Support Element  
Rapid Deployable German – Netherlands Corps (NRDC- GE/NL)  
Joint Force Command – Brunssum (JFC-BS)  
NATO Communications Agency (NCIA)

## **Welcome**

I would like to take this opportunity to welcome you to Alpha Company, Allied Forces North Battalion (AFNORTH), and United States Army North Atlantic Treaty Organization (USANATO) Brigade. We have a very unique organization. Our company is located Brunssum, Netherlands. The Battalion Headquarters is in Mons, Belgium and the Brigade Headquarters is at Sembach, Germany.

Our mission is to enhance the well-being of individual Soldier and Family readiness through human resources, training, and logistical support. We deliver support to members assigned to Netherlands and Germany.

You have been assigned to either Alpha Company, Rapid Deployable German – Netherlands Corps (NRDC- GE/NL), Joint Forces Command – Brunssum (JFC-BS) or NATO Communications Agency (NCIA). So we are better prepared to receive you, keep us abreast of changes to your arrival date. Your sponsor's contact information is in you welcome letter. Your sponsor will be assisting you to make your transition as seamless as possible. Please inform him or her of any special requirements (i.e., pets, housing, or medical needs).

All family members, of qualifying age and Command Sponsored are required to travel with a no-fee passport. We also highly encourage you to hand-carry your training records, obtain "**copies**" of your medical and dental records, and documents required to in-process (i.e., PCS orders, DA Form 31, marriage certificate, birth certificate(s) for the children, household goods, vehicle shipping documents, and travel expense receipts). Also, it is best to bring at least 90 days of prescribed medication until you are enrolled in the TRICARE Overseas Program Prime Remote (TOP PR).

To financially prepare for this move, it will be important to allocate savings to cover initial PCS expenses upon arrival. These expenses will include housing security deposit, first month rent, immediate-use household goods, vehicle inspection, insurance and registration. These initial costs can be in excess of \$4,000. Advances for housing security deposit and first month rent are available through the finance office. If you require additional financial information or support please contact your Sponsor.

The information below is not all inclusive and may change over time. It is especially important to check and verify a country's requirement for passport and visa.

Company Commander and 1SG

## **Challenges associated with this remote location**

Procuring US equivalent standards of medical care, education for school aged dependents and overall quality of life are three of the foremost challenges that come with being posted at this remote location. Most quality of life services including housing leases, auto services, utility bill management, banking and cellular or internet require local language translation support. There are some medical, education and quality of life solutions in USAG BENELUX-Brunssum, JFC-Brunssum and Geilenkirchen NATO Air Base.

## **Routine Admin Support**

All admin support such as actions, awards, evaluations, DD Forms 93, SGLV, leave and passes, SRB updates, rating scheme, MEDPROS updates, FVAP, and all other routing HR related actions are handled by the National Support Element (NSE) at Brunssum. NSE supports their assigned personnel and BN's mission by ensuring individual Soldier and Family Readiness through administrative, HR, logistics, operations, Training and communications support. They receive direct guidance from company leadership. NSE personnel will coordinate with the local Admin Agent and the supporting Company and BN headquarters for all national support requirements for Army personnel.

## **In-processing**

A Company HQs NSE will issue you an in or out-processing checklist. You will need to coordinate with your local NSE to ensure all requirements are met for these actions. Please follow each of the steps in the checklist and work closely with your sponsor and A Co NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc).

## **Garrison Support**

US Army Garrison BENELUX – Brunssum, Netherlands is the closest Army Installation. Often, A Co personnel will visit the DEERs office, Passport Office, Finance, Housing Office, MWR, PX and Commissary. A Company HQs NSE staff will be sending your in or out-processing documents to each respective offices during your transition. Ensure that you include the A Company HQs NSE on all communication when in or out-processing in order to ensure proper accountability. A Co utilizes USAG BENELUX-Netherlands as our servicing installation.

## **Medical/Dental**

You are required to complete all PHA and dental requirements 30 days prior to arriving to the unit. Requirements include annual PHA, dental exam, immunizations, HIV, etc.

Medical Needs will be handled by the GK Medical Clinic, on Geilenkirchen NATO Airbase (USAF) located approximately 5 minutes from JFC HQ Brunssum. These facilities are small and provide limited services.

Hours of Operation: Mon-Thu 0800-1600; Fri 0800-1600

Phone number: Appointments +49-2451-99-3200 and TRICARE 0049-2451-99-3400

Dental Needs will be handled by the GK Dental Clinic, Building 198 on Geilenkirchen NATO Airbase (USAF) located approximately 15 minutes from JFC HQ Brunssum

Hours of Operation: Mon, Wed, Fri 0745-1700; Tues 0745-1600; Thurs 0745-1130;

Phone number: +49-2451-99-3535

Welcome to the TOP Prime Remote Program, the health care specialists at International SOS (Intl.

SOS) are available to assist you and will be arranging and managing your health care needs with your primary care physician. We understand that you may be more familiar with a Military Treatment Facility (MTF) or civilian assigned Primary Care Manager (PCM). In TOP Prime Remote locations, you will not have an assigned PCM. Intl. SOS will act as your PCM for referral and authorization management. The health and well-being of you and your family are our main priorities.

As the TRICARE Overseas Program (TOP) contractor, Intl. SOS has developed a provider network in your enrolled remote location. This network includes hospitals, emergency, primary care, and specialty care providers. There are no enrollment fees for TOP Prime Remote beneficiaries and medical care is available on a cashless, claimless basis.

In order to receive cashless, claimless medical care, TOP Prime Remote beneficiaries must follow the procedures outlined below. It is also important to understand the Point of Service (POS) benefit and how Other Health Insurance (OHI) is used when receiving care in TOP Prime Remote locations. International SOS is available to assist you 24 hours a day, 7 days a week and you may call collect, if available. For toll-free contact information, visit [www.tricare-overseas.com/contactus](http://www.tricare-overseas.com/contactus).

Point of Service Option: The TRICARE Prime Point-of-Service (POS) option allows TOP Prime and TOP Prime Remote Active Duty Family Members (ADFM)s to pay additional out-of-pocket fees to receive non-emergency health care services from any host nation provider without referrals. Note: Prior authorization requirements for certain services may still apply when using the POS option. Visit [www.tricare.mil/FindDoctor/Appointments/Authorization.aspx](http://www.tricare.mil/FindDoctor/Appointments/Authorization.aspx) for more information. If you still have questions or need assistance when using the POS option, contact your TOP Regional Call Center.

\*Note: The POS option results in significantly higher out-of-pocket costs. TRICARE only reimburses 50 percent of the negotiated

## **Schools**

Children of HQ JFCBS members attend at The International Schools in Brunssum.

AFNORTH International School (AIS)

Address: Ferdinand Bolstraat 1

6445 EE Brunssum

[www.afnorth-is.com](http://www.afnorth-is.com)

E-mail: [ais.directorate@eu.dodea.edu](mailto:ais.directorate@eu.dodea.edu) Tel.: +31 (0)45 527 8220

Private school for children age 3 - 18.

AFNORTH International School Brunssum (AIS) provides education for pupils from 3 to 18 years of age. We serve the military communities in and around Brunssum, The Netherlands.

AFNORTH International School (Pre-K through High School) is located adjacent to the JFC HQ Brunssum. For more information on registration requirements at AFNORTH International School, contact the US School Registrar at: 0031-45-527-8251 or the School Liaison Officer at: 0031-45-526-023/3008.

The AIS staff is sensitive to both the special needs of our transient student population and the advantages inherent in this unique school setting. Parents may select an education in either the English or German language. There is also a French first language program available.

AIS is registered and accredited in each owning nation. The program is regularly inspected by

educational authorities from each owning nation. The diplomas which our high school students earn are accepted by European and North American universities and colleges.

Adult continuing education for US service members is available at the Education Center at USAG BENELUX - Brunssum, located in building 7 Hours of Operation: Mon-Fri 0800-1700 Phone Numbers: +31-46-443-7641, DSN: 314-360-7613

## **Housing**

There is no on-post housing. USAG BENELUX - Brunssum will assist in getting into Government Leased Quarters or Private Leased Quarters.

Point of Contact Commercial: +31-46-443-7720/7455/7567/7247/741

Point of Contact DSN: 314-360-7720/7455/7567/7247/7416

## **Passports/Visa**

Family members and US Government civilians traveling overseas are required to have passports. Official or "no-fee passports" can be obtained at Government expense. The application process may take 4 to 6 weeks, so, you should begin the passport application process as soon as you receive your travel orders. Soldiers should also request a No-Fee Passport or apply for a Tourist Passport prior to leaving the United States for this assignment.

A birth certificate with a raised seal is required to apply for a passport. You can request a birth certificate from the Bureau of Vital Statistics in the state where you were born. Adoption decrees, marriage and/or divorce decrees may be required for personnel getting a passport with a different name than the name that appears on the birth certificate. The U.S. State Department requires both parents' consent for new passports for children less than 14 years old. If one parent is unavailable because of geographic separation, divorce, or other circumstances, the parent applying for a child's passport must obtain a signed statement from the absent parent that grants permission to take the child overseas.

Tourist passports are needed for personal travel in Europe. You may apply for tourist passports on arrival, but for convenience it is recommended that you should apply for the tourist passport while you're still residing in the United States. You can find more information on tourist passports from your local personnel services detachment, passport office nearest you, or from the U.S. State Department's official website at <http://travel.state.gov>.

Under the NATO SOFA members of a force (active duty military members) who are in possession of a current military ID card and travel orders are exempt from passport and visa requirements and from immigration inspection when entering the country.

## **Mail**

The JFC Brunssum APO provides 24 hour access to mail boxes and limited mailing opportunities. USAG BENELUX - Brunssum has a full functioning post office that allows members to mail packages. Your sponsor can get your mailbox prior to you arriving, this will help just in case you need to ship something.

## **Banking**

The Netherlands currency is euro (EUR). You can exchange your dollars in a Netherlands bank or in an exchange office (Kantor), or the Community Bank on Schinnen. You need to open a bank account in a local economy this can be either ING bank and/or ABN Amro in order to pay your local national bills. You can setup an allotment to your foreign bank to pay for rent and utilities.

Comprehensive service in English is not always available and therefore most service members use internet banking. There are many ATM machines (Bankomat) all over the city. Not all shops and restaurants accept credit cards.

## **Vehicles**

License & Registration: The USAG BENELUX Brunssum Drivers Testing Section provides EUCOM drivers training and testing for the Netherlands. JFC Brunssum ID Section provides the NATO drivers' license that is required along with the EUCOM drivers' license. JFC Brunssum Vehicle Registration office provides the Netherlands license plates, vehicle registration paperwork

Fuel: There is a current agreement with the Dutch government to waive Value Added Tax and Excise Tax from your fuel purchases. Fuel in Europe can cost up to three times the cost in the U.S. It is important to plan trips according to authorized fuel stations. In the Netherlands, NATO personnel utilize FORAX fuel stations. You will need to provide your Military STAR Card and NATO Registration to establish an account. Please speak with your sponsor about the forms and account numbers you will need to establish your account.

## **Transportation**

The Transportation office located on USAG BENELUX – Brunssum. The arrival of Household Goods (HHG) will be coordinated through this office. Your sponsor will assist you in working with transportation personnel to ensure the delivery of your HHGs after you find a home. Once your housing contract is complete you can track your move at: <http://www.move.mil/> website. Upon notification of a shipment's arrival, you must schedule a delivery date and be at your quarters on that date to accept delivery. HHG shipments for newcomers to your location should not include Personally Owned Firearms (POF). Host nation law is to absolutely minimize the import of weapons. The need to have a weapon must be proven by the local authorities and there is no guarantee request will be approved. Newcomers will not have the option to store POFs in the unit arms room due to the limited available space or prohibition of POFs in your orders.

## **IT Support**

IT support is limited at A Co NSE. The company will process NIPR account requests and issue NIPR computers and hotspot devices. VPN access can also be requested from the A Co NSE if needed.

Most of your emails will be on NATO Secret servers; the VPN can be used to access your .mil emails.

## **Reassignments**

When a SM out-processes from A Co their main POC is the A Company HQs NSE in Brunssum, Netherlands. The Company coordinates issuance of PCS orders from the BN MPD/S1 at Mons, Belgium and coordinates all out-processing requirements such as transportation and housing with the USAG BENELUX-Brunssum.

Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

## **Clearance**

The NATO Secret or Top Secret, SF86 renewals, and other clearances are process by the AFNORTH Bn S2 through the NSE at a Co HQ. If fingerprints are required, the Service member must travel to USAG BENELUX-Brunssum.

## **Hand Receipts**

The property books are controlled by the Company Commander at A Co HQ Brunssum, Netherlands.

## **UCMJ**

UCMJ Company Grade is held by the Company Commander at Brunssum, Netherlands A Co HQ.

UCMJ Field Grade is held by the AFNORTH Battalion Commander at Mons, Belgium.

GCMCA is held by the 21<sup>st</sup> TSC at Kaiserslautern, Germany.

SCMCA for E1 through E7 will be held by the AFNORTH Battalion Commander at Mons, Belgium.

SCMCA E8 and above will be held at 21<sup>st</sup> TSC at Kaiserslautern, Germany.

## **Required Documents to Carry With You**

- PCS orders.
- Medical, dental, and Immunization Records.
- Marriage Certificates, Divorce Decrees, and Birth Certificates
- Passports (Soldier and family members).
- Social Security Cards.
- Wills and Powers of attorney.
- Education Records.
- Car titles and shipping papers, car registrations, car insurance policies and driver's license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.
- Proof of citizenship, if a naturalized citizen.

## **CASUALTY REPORTING**

In case of casualty or serious injury contact the Company Commander or First Sergeant immediately. They will provide instruction on how to properly report the casualty and request all necessary information needed to submit a CCIR. Recommend SAO/SNR review the Brigade and Battalion Casualty SOPs for more detailed guidance.

## **Status of Forces Agreement (SOFA)**

You will often hear the term Status of Forces Agreement or SOFA during your assignment overseas. Each European country has distinct differences regarding what rights or responsibilities are included in the SOFA agreement that they have with the United States. The SOFA plays a vital role in guaranteeing fair treatment of Soldiers and their family members. It defines the legal status of U.S. (Sending State) personnel and property in the territory of the host nation. The purpose of such an agreement is to establish rights and responsibilities between the United States and the host nation government on matters such as the wearing of the uniform, carrying arms, taxes, entry and exit of personnel and property (for example, automobiles, personal weapons), resolving damage claims, and other activities such as postal, recreation, and banking.

More importantly, SOFA deals with civil and criminal jurisdiction. They are a vital means by which the Department of Defense carries out its policy "to protect, to the maximum extent possible, the rights of United States personnel who may be subject to criminal trial by foreign courts and imprisonment in

Foreign prisons." All civilian employees and family members going overseas will be provided a SOFA certificate for their passport. Contact your local military passport section for more information on the SOFA certificate.

## **Addresses**

A Co, AFNorth BN  
Kranenpool 3  
6443 VA, Brunssum NL  
+31 (0) 45 526-4145

CPT, AG  
Commanding