



Financial Services



Talking Points — Updated March 2016

Military OneSource logo. Call. 800-342-9647, Click. www.militaryonesource.mil, Connect. 24/7

Military OneSource is a Department of Defense-funded program that's both a call center and a website, providing comprehensive information on every aspect of military life for free to active duty, National Guard and Reserve Component service members (regardless of activation status), their families and survivors. Information includes, but is not limited to, deployment, reunion and reintegration, relationship, grief, spouse employment and education, parenting, child care and much more.

Military OneSource has policy and programmatic information, helpful resources, products, articles and tips on numerous topics related to military life. Services are available 24 hours a day by telephone and online. In addition to the website support, Military OneSource offers call center and online support for consultations on a number of issues such as spouse education and career opportunities, issues specific to families with a member with special needs, health coaching, financial support and resources.

Guidelines for Military OneSource financial services

All financial services are conducted by one of the following:

- Accredited financial counselors
- Certified credit counselors
- Chartered financial consultants



Military OneSource financial counselors provide information and education, not advice.



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Military OneSource Certified Financial Planners:

- Provide consultations by phone lasting about 45 minutes
- Are prohibited from making referrals to themselves, or to another fee-based work as a result of consultation
- Are prohibited from making sales of products or services to participants served through the financial consultation program

Counselors are members of the accredited financial counselors, certified credit counselors, certified financial planners or chartered financial consultants — which is the same as installation personal financial managers.

Military OneSource also has a partnership with the National Foundation for Credit Counseling to provide face-to-face, telephonic and online- or video-chat formats for financial counseling.

- The National Foundation for Credit Counseling — a nonprofit national agency — provides financial education and counseling services at hundreds of local offices nationwide.

- Military OneSource must arrange for you to meet with a National Foundation for Credit Counseling financial consultant in your community in order for you to receive the service for free.

Briefer notes

Before briefing, confirm whether in-person financial counseling via the National Foundation for Credit Counseling is available in your state.

Entering into a debt management program does incur a nominal fee from the National Foundation for Credit Counseling agency for ongoing management of the plan.

Financial counseling

- › Budgeting and general financial management
- › Debt management
 - Establishing and restoring credit
 - Consolidating loans
 - Restructuring debt
- › Housing
 - Buying, mortgages and home equity loans
 - Preventing eviction and foreclosure
- › Military-specific financial matters
- › Identity theft





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Through these appointments, you can talk with a financial counselor for assistance with:

- Establishing a budget
- Answering questions related to general financial and debt management issues
- Information on housing issues, like prepurchase, foreclosure prevention and eviction
- Managing with calls from collectors
- Dealing with identity theft
- Restoring credit

In-person financial counseling is available at many CONUS locations through Military OneSource in partnership with the National Foundation for Credit Counseling.

Through coaching and education, counselors will assist service members and family members in creating a realistic plan with specific, manageable steps.

Military OneSource counselors are equipped to address military-specific financial matters, like:

- Credit issues impacting security clearances
- Money management before, during and after deployment

- Coaching regarding military benefits (for example, Servicemembers Civil Relief Act, Thrift Savings Plans)

Briefer notes

Additional examples of financial counseling services could include information on loan consolidation, budgeting for child care, pretax plans (FSA, HSA, DCFSA), earned income tax credit and re-establishing credit after divorce.

All Military OneSource financial counselors are:

- Accredited financial counselors
- Certified credit counselors
- Certified financial planners or
- Chartered financial consultants

Service members may incur a cost for referrals to organizations providing long-term debt restructuring or consolidation programs.

Small business owners or those considering starting a business can contact Military OneSource for referrals to the Small Business Association.

Before briefing, confirm whether in-person financial counseling via the National Foundation for Credit Counseling is available in your state.

Financial planning

- › Investment options
 - Stocks, bonds, money markets, mutual funds and CDs
 - Risk
 - Electronic trading
- › Retirement
- › Savings plans
 - Traditional, Thrift Savings Plan, 401(k), 457(b), 403(b)
 - Roth IRA and pensions
- › New parents and children's education
- › Locating local certified financial planners





The slide features a dark blue background with a white central box containing text. The title 'Financial planning' is centered at the top in white. Below it, a list of topics is presented with red arrowheads. At the bottom left is the Military OneSource logo, and at the bottom right is the text 'Financial Services - 4'. The slogan 'Call. Click. Connect.' is positioned at the bottom left of the slide area.

Financial planning

- > Investment options
 - Stocks, bonds, money markets, mutual funds and CDs
 - Risk
 - Electronic trading
- > Retirement
- > Savings plans
 - Traditional, Thrift Savings Plan, 401(k), 457(b), 403(b)
 - Roth IRA and pensions
- > New parents and children's education
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Financial planning consultations are available to address issues such as:

- Investing
- Retirement planning
- Planning for college
- Questions regarding 401K, 403B (used by universities) TSP and IRA' s/Roth IRA' s, including the new TSP Roth IRA option

Financial planners can provide:

- Information on investment vehicles such as stocks, bonds, mutual funds, etc., how they work and the risk associated with various investment options
- Assistance with retirement planning, including projecting a budget and Social Security income
- Information on how to save for your children' s education

Military OneSource can assist in locating local certified financial planners as well.

Tax filing

- › Access free tax filing software
- › Electronic filing of federal and up to three state returns

The screenshot displays the Military OneSource website interface. At the top right, the navigation bar includes links for LIVE CHAT, LOGIN, CONTACT US, and SHOPPING CART. The LOGIN link is circled in red. The main header features the Military OneSource logo, the tagline "Call. Click. Connect.", and the phone number 800-342-9647. A search bar is located to the right of the header. Below the header is a horizontal menu with categories: Confidential Help, Family & Relationships, Financial & Legal, Health & Wellness, Education & Employment, On & Off Base Living, and Deployment & Transition. The main content area is titled "Free Tax Services Available Through Military OneSource" and includes social media sharing options (Like, Tweet, G+, Share), a paragraph of text explaining the free services, a list of service benefits, and a photograph of a calculator and tax forms.

Military OneSource
Call. Click. Connect.
800-342-9647

Search for...

Confidential Help | Family & Relationships | Financial & Legal | Health & Wellness | Education & Employment | On & Off Base Living | Deployment & Transition

› Financial & Legal › Personal Financial Management and Taxes › Free Tax Services Available Through Military OneSource

Free Tax Services Available Through Military OneSource

Like 464 | Tweet | G+ 1 | Share 1

Why pay for tax preparation and filing software when you don't have to? Managing your finances or getting help filing your taxes doesn't cost you a dime through Military OneSource. Military OneSource provides [free tax preparation and filing services](#) and tax consultations.

Military OneSource tax preparation and filing services

Military OneSource tax preparation and filing software walks you through a series of questions to help you complete your tax return. This self-paced tax software allows you to:

- Complete and electronically file your federal and up to three state tax forms
- Check your electronic filing status
- Rest easy knowing the tax software vendor is by your side if you get audited
- Get 100 percent accurate calculations or the tax software vendor will reimburse you up to \$10,000. Terms and conditions apply.

This online software product is easy to use, and free technical assistance is available if you need it. For technical assistance, such as login issues, using the software, printing returns, etc., call 855-897-8639 and follow the prompts. If you have any personal tax-related questions, call 800-342-9647 to speak with a Military OneSource tax consultant. Remember, these consultations are free.



Tax filing

- › Access free tax filing software
- › Electronic filing of federal and up to three state returns




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Generally, beginning around the middle of January, Military OneSource provides free tax-filing services and tax consultations to service members and family members throughout tax season.

- Active duty, reservists and their legal dependents can file using the provided tax-filing software.
- Participants can now electronically file a federal and up to three state resident returns with the product.

Participants must use the link on Military OneSource to access the customized tax filing software.

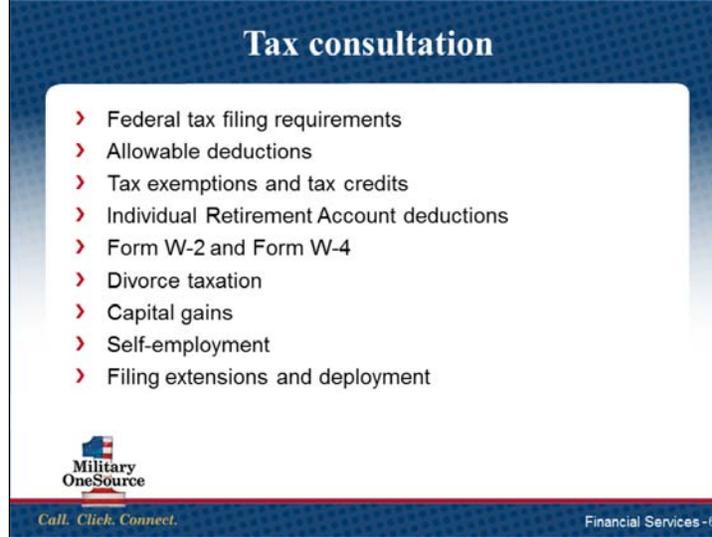
- Access tax software by going to the Military OneSource home page.
- On the home page, click the link to the online tax filing software (Access to the online tax filing software is only available from January to June).
- Follow the onscreen instructions that will prompt you to sign in to your Military OneSource account.
- Keep in mind that those who access the public product directly through the provider website may incur charges.
- To access the link, you must be registered and logged in to www.MilitaryOneSource.mil.

Military OneSource tax consultants are available by phone and by email to help you with personal federal tax-related questions and financial planning from 7 a.m.-11 p.m. EST daily by calling 800-342-9647.

Tax consultation

- › Federal tax filing requirements
- › Allowable deductions
- › Tax exemptions and tax credits
- › Individual Retirement Account deductions
- › Form W-2 and Form W-4
- › Divorce taxation
- › Capital gains
- › Self-employment
- › Filing extensions and deployment





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Tax consultations are available for information and answers to questions on a wide variety of services, such as:

- Federal tax-filing requirements
- Special tax circumstances, including deployment, divorce or capital gains

Specialized telephonic financial tax consultations are provided by a Military OneSource trained tax consultant.

- Military OneSource will arrange a telephonic appointment with these financial tax consultants to provide information and education about federal tax issues.

NOTE: This service is available year round and separate from the Military OneSource tax program, which includes free access to electronic filing from January to June.

Financial tools

- › Financial calculators
 - Home finance
 - Personal finance (car buying, college savings)
 - Retirement
 - Investment (savings and earnings)
- › Financial audio and video tips
- › Money management podcasts



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Military OneSource offers a wide range of financial tools available through the website, including financial calculators and a long list of money management podcasts.

Access

➤ How do I access financial tools, materials and counseling?

The screenshot shows the Military OneSource homepage. At the top, there are links for LIVE CHAT, LOGIN, CONTACT US, and SHOPPING CART. The Military OneSource logo is on the left, and the slogan "Call. Click. Connect." with the phone number 800-342-9647 is on the right. A search bar is located below the slogan. The main navigation menu includes: Confidential Help, Family & Relationships, Financial & Legal, Health & Wellness, Education & Employment, On & Off Base Living, and Deployment & Transition. The "Confidential Help" and "Financial & Legal" menu items are circled in red. Below the navigation, there are three columns of content. The left column has "About Military OneSource", "800-342-9647", "Chat with a triage consultant now", and a "Live Chat" button, all circled in red. The middle column lists various counseling services under three categories: Non-medical Counseling, Specialty Consultations, and Other Services and Counseling. The right column is titled "Other Resources" and lists programs like "Military and Family Life Counseling Program", "DoD Safe Helpline", "Military Crisis Line", "Post-Traumatic Stress Disorder", "Reporting Domestic Abuse", "Reporting Suspected Child Abuse or Neglect", and "Traumatic Brain Injury".

The screenshot shows the "Personal Financial Management and Taxes" page on Military OneSource. The top navigation is the same as the homepage. The page title is "Personal Financial Management and Taxes" with a breadcrumb trail: Home > Financial & Legal > Personal Financial Management and Taxes. Below the title is a sub-header "Personal Financial Management and Taxes" and a short introductory paragraph. There is a "Watch and learn" button. Below this, there are two sections: "Service provider or leader in need of tools." with buttons for "Service Providers" and "Leaders", and "Budgeting Basics" with a list of articles and a "SHOW FULL LIST" link. The "Savings Tools" section also has a list of articles and a "SHOW FULL LIST" link. An image of a calculator and documents is visible on the right side of the page.





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There are four ways to access the financial tools, materials and counseling.

1. Simply call Military OneSource at 800-342-9647 and speak with a consultant. Request financial counseling or ask whatever questions you may have. They will be sure to provide you with an answer or refer you to the right service.
2. Log in to Military OneSource by hovering over Confidential help and clicking on login (you can also access the login in the upper right-hand corner of the home page. Once you are logged in, you can access the financial tools and calculators.
3. Anyone can access the information on the Military OneSource website home page by clicking on Confidential Help.
 - Click on Read More under the Other Services and Counseling topic.
 - Scroll through the Financial and Taxes sections for more information.
4. On the Military OneSource website home page, click on the Financial and Legal category.
 - Scroll down that page and click on the Personal Financial Management and Taxes Read more link.
 - Read through the subtopics to see which article provides the information you are seeking.

If you hover over the Confidential help category and click on Financial Counseling you'll find for more information on the financial counseling services.