

**8 MAY 2003**

**SERVICES**



**FUNERAL PROCEDURES FOR AIR FORCE GENERALS (O-10)  
ACTIVE DUTY OR RETIRED**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements AFI 34-242, *Mortuary Affairs Program*. It establishes procedures, tasks, and responsibilities following the death of an Air Force four-star general (O-10), active duty or retired. It applies to Air Education and Training Command (AETC) bases having mortuary responsibility for the area in which the death occurs, or funeral honors responsibility for the area in which the funeral will take place. This instruction does not apply to the Air National Guard or Air Force Reserve units in AETC. Attachment 1 provides a glossary of references and supporting information used in this publication. Maintain and dispose of records created as a result of prescribed processes in accordance with AFMAN 37-139, *Records Disposition Schedule*.

**1. Overview.** This instruction provides for the responsibilities of base agencies involved in providing mortuary and funeral honors support for an Air Force four-star general death.

**2. Installation Commander.** The installation commander having mortuary responsibility for the area in which the death occurs, or funeral honors responsibility for the location where the funeral will take place will review and assign the necessary personnel and base agencies to handle the death. The commander will:

2.1. Notify AETC/CC or CV.

2.2. Appoint a family liaison officer (FLO) in accordance with AFI 34-1101, *Assistance to Survivors of Persons Killed in Air Force Aviation Mishaps and Other Incidents*, paragraph 1.1.1.

2.3. Ensure the mortuary officer and FLO get points of contact (POC) from protocol, security forces, commanders action group, communications, transportation, public affairs, mission support, and chaplain.

2.4. Be accompanied by the casualty affairs representative and chaplain, and will make the official personal notification of death to the next of kin (NOK). AFI 36-3002, *Casualty Services*, provides guidance that casualty assistance representatives (CAR) throughout the Air Force use when reporting deaths, and providing assistance to the NOK. Specifically, Chapter 2, paragraph 2.31 is the guidance the CARs use when reporting a retired general officer (GO) death, and Chapter 4, paragraphs 4.14-4.20,

along with Attachments 22, 23, and 26 (as appropriate) is the guidance the CARs use when providing assistance to the NOK of retired casualties.

2.5. Notify the mortuary officer to determine authorized funeral entitlements for briefing to the NOK.

### **3. The Mortuary Officer will:**

3.1. Refer to AFI 34-242, *Mortuary Affairs Program*. This publication provides instructions for the disposition of remains, military funeral honors, eligibility criteria for burial in government cemeteries, and other mortuary-related issues.

3.2. Establish and maintain contact with NOK of the deceased or family representative, and provide NOK entitlement briefing.

3.2.1. Mortuary entitlements depend on the status of the deceased at the time of death, and are driven by statute. However, the following are a few unique entitlements for retired four-star generals:

3.2.1.1. Retired Air Force four-star GOs, regardless of aeronautical rating, are authorized a flyover (AFI 34-242, paragraphs 8.14.1.4 and 8.14.1.5).

3.2.1.2. Retired Air Force four-star GOs (including nonalumni) are authorized free interment at the United States Air Force Academy Cemetery, to include a headstone and burial flag.

3.2.1.3. All veterans, including four-star generals, are entitled free interment, to include a headstone and burial flag, in national cemeteries (Arlington National Cemetery included). AFI 34-242, Attachment 3, contains a listing of all national cemeteries.

3.2.2. Presently, no entitlement exists to provide NOK military air (MilAir) space available or commercial air travel to interment location/ceremony for the retired four-star GO casualty. If the NOK requests such support, it is processed as an exception to policy for air transportation. Coordinate exception to policy requests for government-provided air transportation (from the originator) through MAJCOM/SV to the MAJCOM/LGRT to HQ USAF/ILGT. HQ USAF/ILGT will coordinate a staff summary sheet to AF/CV for approval/disapproval.

3.3. Determine if the NOK desire a flight of airmen to participate in full honors funeral ceremony.

3.4. Determine if the NOK desire a funeral flyover.

3.4.1. Coordinate flyover requests through HQ AETC/SV and HQ AETC/DO.

3.4.2. Ensure the approved time of the flyover is provided to funeral director and FLO.

3.5. Provide information and training to the assigned FLO.

3.6. Ensure military honors are available if the NOK requests them.

3.6.1. Coordinate with the FLO to determine if the family will provide pallbearers.

3.6.2. Submit a request through the installation commander for a detail of company grade officers to serve as ushers, and for a flight of airmen to serve in the full honors flight as required. As a minimum, a flight will consist of at least two elements with at least eight airmen.

3.6.3. Advise the NOK that a horse-drawn caisson is only available for funerals conducted at Arlington National Cemetery (ANC) and Fort Sam Houston National Cemetery.

3.6.3.1. If the deceased is to be buried in Arlington National Cemetery, the mortuary officer will make transportation arrangements, and coordinate applicable support from 11th OG/CC, Bolling AFB DC.

3.6.3.2. If the deceased is to be buried at Fort Sam Houston National Cemetery, the mortuary officer and FLO will contact, Military Honors, Headquarters Company, Special Troops Battalion (STB), DSN 221-2269.

3.7. If deceased is to be buried at United States Air Force Academy, contact 10 SVS/SVMM, DSN 333-3323. Ensure FLO is provided information in order to pass along any information on procedures to the NOK.

3.8. If Band of the West is requested, the mortuary officer will submit request through HQ AETC/PA to 37 TRW/MD, DSN 473-3934 (see Attachment 2 for template memorandum). If ceremony is outside the area of responsibility for the Band of the West, Attachment 3 contains points of contact (POC) for bands in other geographic locations.

3.9. Contact the Honor Guard for all ceremonial support.

3.9.1. The Honor Guard will coordinate with the military personnel flight for all decorations and awards. Ensure the funeral director obtains an interment flag and hardwood case (active duty only).

3.9.2. Complete an Honor Guard report.

3.9.3. Ensure the Honor Guard receives a general's flag from protocol and is displayed on a staff during the ceremony.

3.9.4. Conduct and review funeral rehearsal by the Honor Guard personnel. Provide full military honors consisting of 6 pallbearers, an 8-person firing party, 1 bugler, 4-person color guard, an officer in charge (OIC), and an Air Force chaplain, when requested by NOK.

#### **4. The FLO will:**

4.1. Contact the mortuary officer in the AOR to receive training on the FLOs duties. Maintain contact with the mortuary officer on the schedule of events for funeral services, and any other matters of interest to the family. The FLOs responsibility is to interface with wing agencies (for example, casualty affairs, TriCare, etc.) and assist the NOK.

4.2. Make contact in person with the NOK and assist with any arrangements, burial, memorial service, paperwork, etc.

4.3. Arrange for a chaplain to accompany him/her on his first visit with the NOK.

4.4. If requested by NOK, contact the funeral home and assist the funeral director in making arrangements.

4.5. Coordinate the burial logistics and requirements for ceremony with the NOK, and forward to mortuary officer. (See Attachment 4 for informational list.)

4.6. Convene all tasked organization project officers, and brief them on the basic plan for the funeral service including firm requirements for military honors, lodging, transportation, and any other special requirements.

4.6.1. Assist with transportation arrangements for immediate family members as requested, required, and authorized.

4.6.2. Request photographer and graphics support as required and authorized.

4.7. If there is a funeral honors flight of airmen, the flight will consist of a minimum of 2 elements, consisting of 4 airmen/element. Provide request for flight personnel through the mortuary officer to the installation commander. See Attachment 5 for sequence of events at chapel and the gravesite (attachments may be modified depending upon family requests).

4.8. In coordination with HQ AETC/CCP and HQ AETC/PA, prepare official list of civic leaders to be invited to the service/interment.

**5. The Communications Squadron will:**

- 5.1. Provide a representative to assist the mortuary officer and FLO, if necessary.
- 5.2. Provide radios for communication during the funeral procession and at the cemetery.
- 5.3. Arrange for photographic coverage with the coordination of the FLO.
- 5.4. Provide telephone and other communications support as required by the FLO and mortuary officer.
- 5.5. Provide graphic services as required for necessary briefings.

**6. The Transportation Squadron will:**

- 6.1. Provide a representative to assist the mortuary officer and FLO, if necessary.
- 6.2. Provide transportation, with drivers, for all participants (for example, band, Honor Guard, pallbearers, etc.) to the chapel and cemetery during rehearsals, and on the day of the service.
- 6.3. Provide transportation for distinguished visitors (DV) on an as required basis, coordinate with AETC Protocol in coordination with HQ AETC/PA, if appropriate.

**7. The Security Forces Squadron (SFS) will:**

- 7.1. Provide a representative to assist the mortuary officer and FLO, if necessary.
- 7.2. Coordinate traffic control with the local police department, as required.
  - 7.2.1. Provide for escort of the funeral procession in coordination with the funeral director.
  - 7.2.2. Provide for traffic control points as deemed necessary.
- 7.3. Provide crowd control at the chapel and the cemetery as deemed necessary.
- 7.4. Provide security for DV aircraft.

**8. Public Affairs Office will:**

- 8.1. Provide a representative to assist the mortuary officer and FLO, if necessary.
- 8.2. Coordinate with HQ AETC/PAN on any news releases and national, or sensitive media queries.
- 8.3. If appropriate, and in coordination with the family, prepare an obituary and draft news release regarding the funeral. Coordinate with HQ AETC/PAN and the family. HQ AETC/PAN will coordinate the draft news release and obituary with HQ AETC staff agencies, as necessary.
- 8.4. If appropriate and desired, provide public affairs support to the family during the funeral/interment if held on a military installation in San Antonio. Brief the news media accordingly on date/time of service, and any restrictions during the funeral service and at the interment site. Work with other military installation public affairs offices as appropriate.
- 8.5. Provide HQ AETC/CCP with the official list of distinguished civilians to be invited to the service.
- 8.6. Prepare and forward news release to HQ AETC/PAN for submission to AF News Service, and posting on the HQ AETC web site. HQ AETC/PAN will ensure information on death and news release is forwarded to SAF/PA for inclusion in the SAF/PA Media Memo.

**9. The Installation Chaplain will:**

- 9.1. Provide a representative to assist the mortuary officer and FLO, if necessary.

- 9.2. Accompany the FLO on his or her first visit with NOK.
- 9.3. Coordinate use of the on-base chapel, and provide assistance to the NOKs off-base church of choice.
- 9.4. Provide an organist for the on-base chapel services.
- 9.5. Provide program folders for the on-base chapel services, if requested.

**10. Mission Support Squadron will:**

- 10.1. Provide a representative to assist the mortuary officer and FLO, if necessary.
- 10.2. Ensure the unique entitlements associated with retired four-star casualties are uniformly applied, Refer to AFPAM 36-3028, *Benefits and Entitlements for Family Members of Retired Air Force Deceased*, for an explanation of casualty related benefits and entitlements not related to mortuary, for example, application for unpaid retired pay, application for insurance proceeds, etc. If the NOK elects to apply any of the unique entitlements afforded to them, or if the NOK requests an exception to policy, contact Air Force Senior Leader Management Office at <https://www.dp.hq.af.mil/afslmo/>, or AFSLMO, 1215 Jefferson Davis Highway, Suite 1002, Arlington VA 22202-4343, to ensure proper staffing and execution of the request.

**11. The Protocol Office will:**

- 11.1. Provide a representative to assist the mortuary officer and FLO, if necessary.
- 11.2. Coordinate lodging with services for visiting dignitaries.
- 11.3. Notify the appropriate civilian officials and dignitaries of the place and time of the funeral and interment service.
- 11.4. Prepare schedule of DV arrivals and departures to and from the chapel and gravesite.
- 11.5. Coordinate all arrival and departure times of DV aircraft.
- 11.6. Provide escorts for DVs if deemed necessary.
- 11.7. Make necessary transportation arrangements for DVs attending the funeral service.
- 11.8. Request to lower the flag to half-staff in accordance with AFR 900-3, *Display of the Flag at Half-Staff*, Attachment 1, and DoDD 1005.6, *Display of the National Flag at Half-Staff*, paragraph 3.2, when a retired Air Force four-star GO dies.

**12. Medical Services Squadron.** Coordinate ambulance support (with medical pack) at the ceremony site.

**13. Uniform Wear for All Participants:**

- 13.1. Military members will wear service dress.
- 13.2. Honor guard will wear their ceremonial uniform.
- 13.3. Security forces personnel detailed for duty will wear service dress at the chapel and the cemetery. Personnel performing traffic control along the funeral procession route will wear battle dress uniforms (BDU) and orange vest.
- 13.4. Military medical ambulance personnel will wear BDUs.
- 13.5. The Chaplain will wear service dress or appropriate religious garments.
- 13.6. Transportation personnel will wear service dress while transporting personnel.

MICHAEL A. PACHUTA, Colonel, USAF  
Director of Services

***5 Attachments***

1. Glossary of References and Supporting Information
2. Template Memorandum
3. USAF Bands and Operations Locations
4. Information List
5. Sequence of Events

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DoDD 1005.6, *Display of the National Flag at Half-Staff*

AFI 34-242, *Mortuary Affairs Program*

AFI 34-1101, *Assistance to Survivors of Persons Killed in Air Force Aviation Mishaps and Other Incidents*

AFI 36-3002, *Casualty Services*

AFMAN 37-139, *Records Disposition Schedule*

AFPAM 36-3028, *Benefits and Entitlements for Family Members of Retired Air Force Deceased*

AFR 900-3, *Display of the Flag at Half-Staff*

***Abbreviations and Acronyms***

**AETC**—Air Education and Training Command

**ANC**—Arlington National Cemetery

**AOR**—area of responsibility

**CAR**—casualty assistance representative

**DV**—distinguished visitor

**FLO**—family liaison officer

**GO**—general officer

**MILAIR**—military air

**MPF**—military personnel flight

**NOK**—next-of-kin

**VIP**—very important person

***Terms***

**Mortuary Officer**—The services director/commander within the AOR.

**Attachment 2**  
**TEMPLATE MEMORANDUM**

Date

MEMORANDUM FOR USAF BAND OF THE WEST

ATTN: MSgt South

FROM: 37 TRW/MD

SUBJECT: Band Support Request

1. Identify the purpose of the event, the specific support requested, and the date, time, and location of the event
2. I certify that the event described above is an official DoD function I am hosting or conducting as a member of the Department of Defense in the performance of official duties associated with this office.
3. If the event is scheduled for a location not on government property, it is because government facilities are unavailable or of insufficient size to support the event.
4. If there are questions, please contact \_\_\_\_\_ (POC). Thanks for your help.

*Signature*

First, MI, Last Name

Rank, Service Abbreviation

Title

Return To: Director of Operations

Fax: (210) 671-4186 or 4165 / DSN 473-4186 or 4165

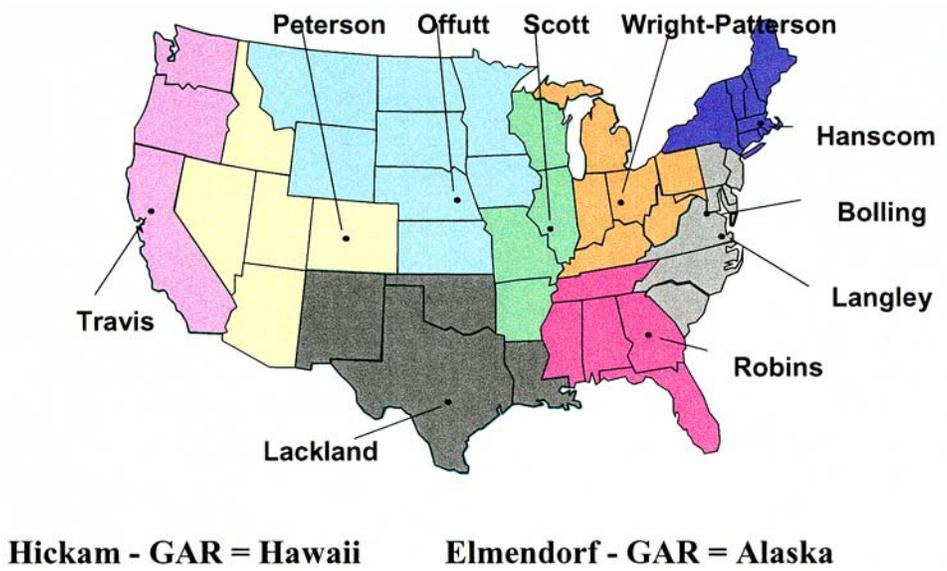
Voice: (210) 671-3934 / DSN 473-3934

**Attachment 3**  
**USAF BANDS AND OPERATIONS LOCATIONS**

**Figure A3.1. USAF Bands.**

<b>Band</b>	<b>Location</b>	<b>DSN/Commercial</b>
The USAF Band	Bolling AFB, Wash DC	297-4584/202-767-4584
The USAF Band of the Rockies	Peterson AFB Colorado	834-9917/719-556-9917
The USAF Band of Liberty	Hanscom AFB Mass	478-2804/781-377-2804
The USAF Band of the West	Lackland AFB Texas	473-3934/210-671-3934
The USAF Heritage of America	Langley AFB Virginia	574-2931/757-764-2931
The USAF Heartland of America	Offutt AFB Nebraska	271-8192/402-294-8192
The Band of the USAF Reserve	Robins AFB Georgia	497-0563/478-327-0563
The USAF Band of Mid-America	Scott AFB Illinois	779-8129/618-229-8129
The USAF Band of the Golden West	Travis AFB California	837-3327/707-424-3327
The USAF Band of Flight	Wright Patterson AFB Ohio	986-3339/937-257-3339
The USAFE Band	Sembach AB Germany	314-496-7608/011-49-630-267-7608
The USAF Band of the Pacific	Elmendorf AFB Alaska	317-552-7662/907-552-7662
The USAF Band of the Pacific-Asia	Yokota AB Japan	315-225-3218/ 011-81-311-755-3218
The USAF Band of the Pacific-Hawaii	Hickam AFB Hawaii	448-0281/808-448-0281
The CINCSouth Band	Naples, Italy	640-2315/39-081-721-2315

Figure A3.2. Geographic Area of Responsibility (GAR).



**Attachment 4**  
**INFORMATION LIST**

**Figure A4.1. Checklist.**

1. Name, address, and phone number of NOK:
2. Name and phone number of local funeral director:
3. Date, time and place of funeral service: If the funeral is held outside of the San Antonio area, will a memorial service or memorial ceremony be held in the San Antonio area?
4. Check:
  - Honor Guard detail
  - Flight of Airmen
  - Company grade ushers (up to 8)
  - Band
  - Bugler(s)
  - Pallbearers
  - Color Guard
  - Personal Flag Bearer
  - Firing Party
  - Caparisoned horse with tack & handler (if requested by family)
  - Chapel Service
  - Chaplain/Civilian Clergy
5. Grave side ceremonies.
6. Religious preference: If Catholic, time and place of rosary?
7. Honorary pallbearers desired? No more than 12 friends or relatives.
8. List of friends (name, address, phone) to be notified.
9. If services or interment is at another location, such as Arlington National Cemetery, designate a family representative and a funeral home at that location. Coordinate appropriate ceremony locally.
10. Does NOK desire PA to publish official order?
11. Does NOK wish to publish a Memorial Service Bulletin, Memorial Ceremony Bulletin or a Funeral Service Bulletin?
12. Ensure that expressions of sympathy and flowers are sent to the address requested by the NOK.
13. Is there a specific officer/person the NOK desires to present the flag?
14. Does the NOK desire photographing of ceremony? Please specify what and where photography is desired during the sequence of events.

**Attachment 5**  
**SEQUENCE OF EVENTS**

**A5.1. Sequence of Events.** Situations that impact the authorized sequence of events must be coordinated by the event FLO with affected organizations. Flyovers are strictly regulated. Figures A5.1 and A5.2 provide the sequence of events for full honors funeral with and without chapel services. **NOTE:** Proper protocol mandates military personnel present arms when remains are in motion (pass-by) and during honors. Civilians should place their right hand over their heart.

**Figure A5.1. Full Honors Funeral (Chapel Service).**

Arrival of Remains
Musical Honors
Remains Transfer into Chapel
Chapel Service
Remains Transfer onto Caisson
Funeral Procession to Gravesite
Flyover (if requested)
Musical Honors
Remains Transfer from Caisson to Grave
Medal presentation (when authorized)
Religious/Interment Service
Military Honors (3 volleys, Taps)
Personal Color Furling and Casing
US Flag Folding Presentation
Departure of Honor Guard/Band
Condolences

**Figure A5.2. Full Honors Funeral (No Chapel Service).**

Arrival of Remains
Remains Transfer to Caisson
Musical Honors
Flyover (if requested)
Transfer remains from caisson to gravesite
Medal Presentation (when authorized)
Religious Internment Service
Military Honors (3 volleys, Taps)
Personal Color Furling and Casing
US Flag Folding/Presentation
Departure of Honor Guard/Band
Condolences

**A5.2. Flight Formation Sequence of Events at the Chapel:**

A5.2.1. Before the beginning of the service, the flight is formed in line facing the chapel. Center the Color Guard in front of the flight with the flight commander in front. Ushers and honorary pallbearers take their positions on the steps. The Chaplain and personal flag bearer take positions at the entrance to the Chapel. All personnel will assume the position of Parade Rest.

A5.2.2. Members of the immediate family, relatives, and close friends of the deceased are requested to enter the chapel, and occupy assigned pews seated before the casket is taken in.

A5.2.3. As the hearse enters the chapel drive, the OIC, Honor Guard cues the flight commander and casket team. All elements will come to the position of Attention. The OIC will then signal the hearse to continue. As the hearse approaches within 10 meters of his position, the casket team leader renders a hand salute. The flight commander, Chaplain, and OIC salute simultaneously as the hearse approaches the OIC's position. All saluting personnel terminate their salute with the OIC. The hearse will stop when the OIC drops his/her salute.

A5.2.4. The hearse driver will prepare the casket for removal from the hearse, and ensure that the flag has been properly placed with the blue field covering the left shoulder of the deceased. At no time will flowers be placed on the casket while it is flag draped. When the casket is ready for removal, the OIC will make eye-to-eye contact with the casket team leader and give a "head nod" as a signal to "Step Off."

A5.2.5. The center face of the casket team cues the flight commander to bring the escort to "Present, Arms." The OIC, will "Present, Arms" with the flight commander. Band starts to play at the command, "Arms." Upon completion of the removal of the casket the flight commander will, "Order, Arms".

A5.2.6. When the casket has been placed on the church truck, if a funeral pall is to be used, the flag will be removed, folded, and placed on a shelf/table. The pall will then be placed on the casket, and when this is accomplished, the funeral home personnel push the truck to the front of the church while the casket team moves outside the chapel and await the conclusion of the church service. If there is no church truck, the casket team will carry the casket to the front of the church as previously instructed by the Chaplain. If honorary pallbearers, selected by the family are used, they should occupy the pews assigned to the right front of the chapel.

A5.2.7. After the chapel service, the Chaplain moves to the end of the casket nearest the door, turns and precedes the casket once the honorary pallbearers assume their positions to precede the casket. The funeral home personnel push the truck to the entrance of the chapel, remove the truck, and replace the flag (if a funeral pall has been used). When the outer doors of the chapel are opened, the flight commander will bring the flight to "Attention, Parade Rest." The flight commander will then wait for the casket team to move into position.

A5.2.8. The casket, followed by the personal flag bearer, and then by the family group, is moved to the entrance immediately behind the honorary pallbearers. When the honorary pallbearers have taken their positions on the steps, the casket team will carry the casket to the hearse. The honorary pallbearers uncover or salute as the casket passes their location. The family group remains at the chapel entrance until the casket is placed in the hearse. The honorary pallbearers will then break ranks to enter their vehicles. The members of the family group are then guided to their vehicles.

A5.2.9. When the doors open, the flight commander brings the flight to "Attention" and waits for the casket to arrive in the chapel foyer. As the casket is moved outside the chapel the flight commander will call the flight to "Present, Arms." On the command of execution "Arms," the casket team will secure the casket.

A5.2.10. When the casket is secure in the hearse, the flight commander will bring the flight to "Order Arms." The casket team and honorary pallbearers move to their transport.

**NOTE:** All personnel will remain in place until the procession drives off to the gravesite.

### **A5.3. Flight Formation Sequence of Events at the Gravesite:**

A5.3.1. Before the beginning of the service, the flight is formed in line facing the gravesite. Center the Color Guard in front of the flight with the flight commander in front. The Chaplain, and personal flag bearer take their positions. All personnel will assume the position of Parade Rest.

A5.3.2. As the hearse nears the gravesite, the OIC, Honor Guard, cues the flight commander and casket team. All elements will come to the position of Attention. The OIC will then signal the hearse to continue. As the hearse approaches within 10 meters of his position, the casket team leader renders a hand salute. The flight commander, Chaplain, and OIC salute simultaneously as the hearse approaches the OIC's position. All saluting personnel terminate their salute with the OIC. The hearse will stop when the OIC drops his salute. The OIC will brief the hearse driver to ensure he stops when the OIC drops his salute.

A5.3.3. The hearse driver will prepare the casket for removal from the hearse and ensure that the flag has been properly placed with the blue field covering the left shoulder of the deceased. At no time will flowers be placed on the casket while it is flag draped. When the casket is ready for removal, the OIC will make eye-to-eye contact with the casket team leader and give him a "head nod" which is the signal for the casket team to "Step Off."

A5.3.4. The center face of the casket team cues the flight commander to bring the escort to "Present, Arms." The OIC, will "Present, Arms" with the flight commander. Band starts to play at the command, "Arms." Upon completion of the removal of the casket the flight commander will, "Order, Arms". The flight commander will order the flight to "Parade Rest."

A5.3.5. When the casket has been placed on the gravesite, the Chaplain will begin the service. When finished, the Chaplain will give a head nod to the Honor Guard OIC. The flight commander will bring the flight to "Attention". The Honor Guard will fold and present the flag to the NOK. After the flag has been presented, the Honor Guard will render the 21-gun salute. After the last volley, the flight commander will order the flight to "Present Arms." After TAPS, the flight commander will order the

flight to "Order Arms" and stay at Attention until the Honor Guard has departed. The flight commander will then dismiss the flight and depart the gravesite.

**A5.4. Expression of Sympathy-Presenting the Flag.** The following expression of sympathy may be used when presenting the flag to NOK:

“On behalf of the President of the United States, the Department of the Air Force, and a grateful nation we offer you this flag for the faithful and dedicated service of (state service member's rank and name or say "your loved one").”