



# DoD Financial Readiness TRAINING SYMPOSIUM



Building the Arch for Financial Readiness: Financial Training,  
Program Advocacy, Service Member and Family Success

**Hilton St. Louis at the Ballpark**  
1 South Broadway  
Saint Louis, Missouri  
April 24-26, 2018



# FINRED Mission Statement

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The Department of Defense  
Office of Financial Readiness  
provides policy, education,  
advocacy and program  
oversight to promote financial  
readiness of Force and  
Family in support of mission  
readiness.



READINESS

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE**  
4000 DEFENSE PENTAGON  
WASHINGTON, D.C. 20301-4000

Dear Financial Educators and Counselors,

It gives me great pleasure to welcome you to the 2018 Department of Defense Financial Readiness Training Symposium! The financial readiness of Service members and their families is a critical component of the Military's overall readiness. The objective of this year's symposium is to provide you with specialty education to improve the delivery of financial education and counseling services to Service members and their families. To meet this objective, the Department assembled a great team of subject matter experts to provide a deeper dive into consumer protections, legal assistance and estate planning, non-regular retirement, the Blended Retirement System, and changes to TRICARE.

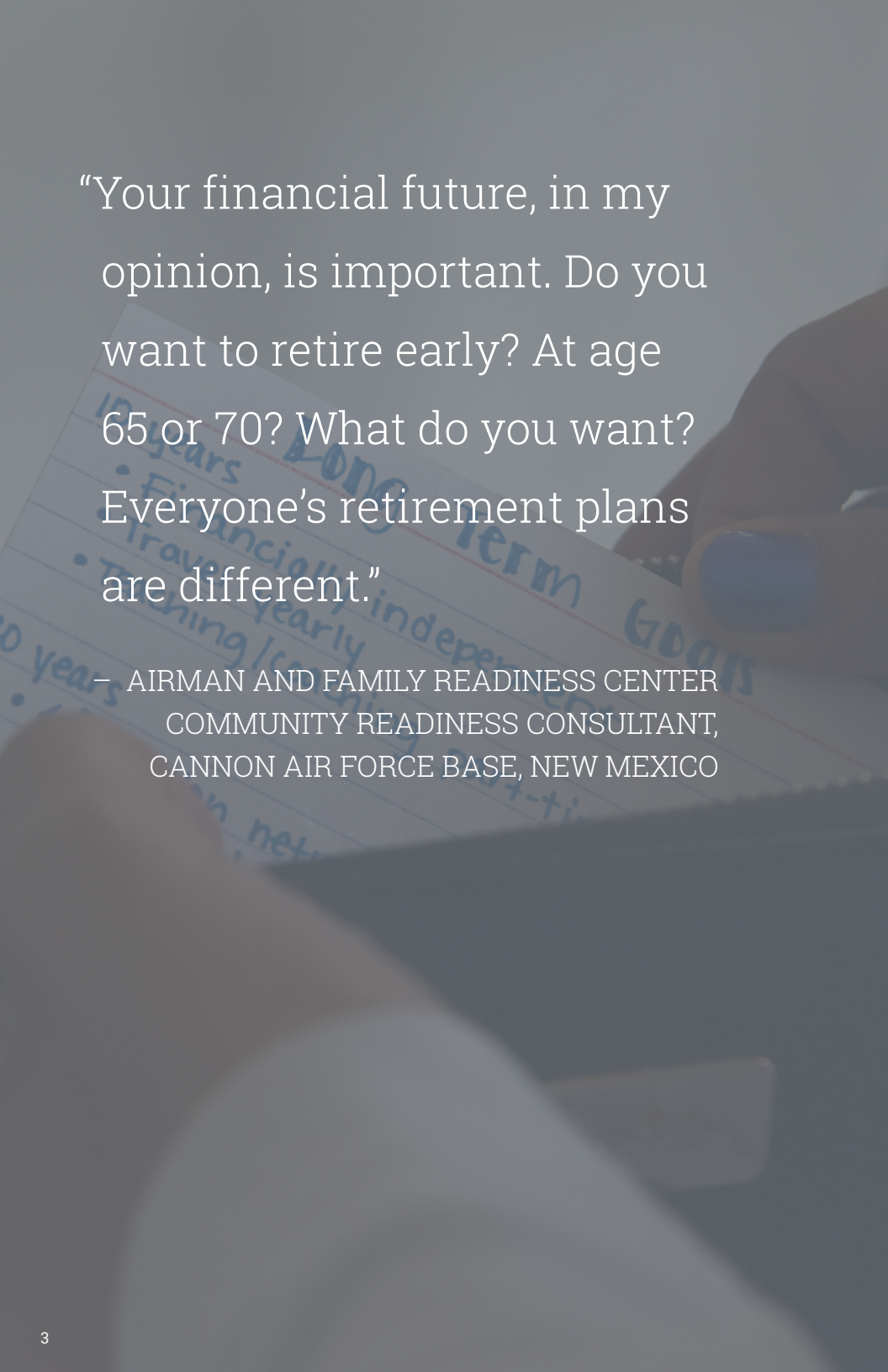
Thank you for making this symposium a priority and for your commitment to help improve the financial futures of 2.4 million Service members and 4.8 million military family members. I am confident, as a result of your participation, you will feel better prepared to deliver needed financial training and counseling to our Service members and families. I urge you to actively engage in session discussions, ask tough questions, network with your peers, and return to your installations with a greater ability to empower Service members and families to reach their financial goals.

Sincerely,

A handwritten signature in black ink, appearing to read "Veronica Daigle".

Veronica Daigle

Performing the Duties of the Assistant  
Secretary of Defense (Readiness)

A hand with blue nail polish holds a pen over a notepad. The notepad has handwritten notes in blue ink. The main heading is "Long Term Goals". Below it, there are several bullet points: "Financially independent", "Travel yearly", and "Teaching/consulting part-time". There are also some other notes like "10 years" and "in net".

“Your financial future, in my opinion, is important. Do you want to retire early? At age 65 or 70? What do you want? Everyone’s retirement plans are different.”

— AIRMAN AND FAMILY READINESS CENTER  
COMMUNITY READINESS CONSULTANT,  
CANNON AIR FORCE BASE, NEW MEXICO

# Agenda

- **Tuesday:**

- General Session
  - » Welcome – Mr. Fred Drummond
  - » Office of Financial Readiness Update
- The Blended Retirement System
- TSP Overview
- Consumer Financial Protections

- **Wednesday:**

- Keynote Session
  - » Welcome – Mr. Andrew (Andy) Cohen
  - » Keynote Speech – Ms. Michelle Singletary
- Meet and Greet – Ms. Michelle Singletary
- Military Pay and Compensation: Non-Regular Retirement Basics
- Basic Estate Planning
- TRICARE Changes and Financial Implications

- **Thursday:**

- Service Breakout Sessions



## Financial Readiness Mobile App Preview

Opens 9:45am Tuesday – closes 11am Thursday



## Mr. Fred Drummond

**Deputy Assistant Secretary of Defense (Force Education and Training) | Office of the Assistant Secretary of Defense (Readiness)**

Mr. Fred Drummond serves as the Deputy Assistant Secretary of Defense for Force Education and Training in the Office of the Assistant Secretary of Defense for Readiness. He oversees the development of policies and plans for military training and education and is responsible for: Service

and joint training policy, cyber training policy, joint professional military education, training capability modernization, and enabling access to the land, air, and sea live training domains.

Mr. Drummond leads voluntary education programs including Troops to Teachers and the Tuition Assistance program. He is responsible for policy and oversight of financial readiness and to educate the Force on the new Blended Retirement System. He also leads the Defense Language and National Security Education Office in their efforts to recruit, train, sustain, and enhance language and culture capabilities to ensure national security and readiness. Mr. Drummond oversees the Advanced Distributed Learning Initiative to encourage collaboration among federal agencies, facilitate interoperability, and promote best practices for using distributed learning to provide the highest-quality, cost effective education and training programs. He also oversees the Department of Defense's licensing and credentialing policies to assist Service members in effectively translating their military skills and experience into the civilian workforce.

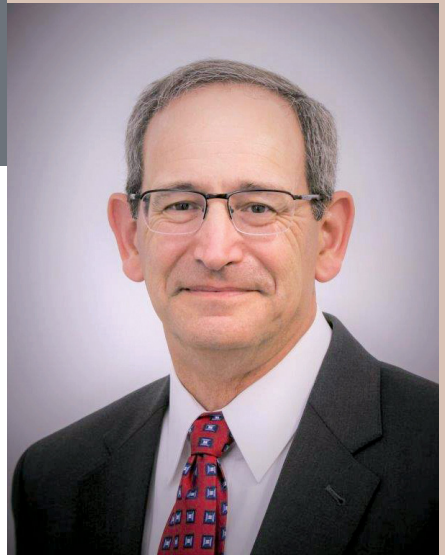
Prior to joining the Office of the Secretary of Defense, Mr. Drummond was responsible for the Navy's strategy, policy, resource allocation and execution oversight for all officer, graduate and voluntary education programs.

A career Naval Officer, Mr. Drummond served as a Naval Flight Officer deploying across the globe conducting combat and peacetime operations, including assignments in education, training and manpower. Mr. Drummond's military awards include the Defense Superior Service Medal, the Legion of Merit, the Distinguished Flying Cross, and the Air Medal (1 individual and 7 Strike/Flight). He is a graduate of Virginia Tech and received a master's of political science from Auburn University of Montgomery.

## Mr. Andrew (Andy) Cohen

**Director, Office of Financial Readiness |  
Office of the Deputy Assistant Secretary  
of Defense (Force Education and Training)**

Mr. Andrew (Andy) Cohen is the Director, Office of Financial Readiness in the Office of the Deputy Assistant Secretary of Defense for Force Education and Training. As Director, he leads the Financial Readiness team in the planning, direction, control and coordination of policies and programs to meet the financial literacy and preparedness needs of Service members and their families.



Mr. Cohen began his career in the Federal Civil Service in July 2017 as a senior program analyst. Prior to accepting an appointment to the Federal Civil Service, he served nine years as Deputy Director for Finance and Treasurer, Army Emergency Relief (AER). AER is a private 501(c)(3) charity providing, on average, \$75 million a year in no interest loans and grants to Soldiers and their families to meet unexpected financial needs.

Prior to joining AER, he served 27 years as a Commissioned Officer in the U.S. Army, retiring with the rank of Colonel.

“The earlier you start with saving and investing, the better off you’ll be. You have to be an educated consumer who says, ‘what is my money going to do for me in the future.’”

— PERSONAL FINANCIAL MANAGER,  
MARINE CORPS BASE QUANTICO, VIRGINIA



## Ms. Michelle Singletary

### **Nationally Syndicated Columnist | Personal Finance Advisor**

Ms. Michelle Singletary is a nationally syndicated personal finance columnist for The Washington Post. Her award-winning column, “The Color of Money,” is carried in about 100 newspapers across the country. Ms. Singletary hosts a popular weekly live online chat on the Post’s website, [washingtonpost.com](http://washingtonpost.com). She also has a widely read weekly online newsletter distributed by The Washington Post.

She has authored three books, “The 21 Day Financial Fast: Your Path to Financial Peace and Freedom,” “Spend Well, Live Rich: How to Live Well with the Money You Have” (Random House), and “Your Money and Your Man: How You and Prince Charming Can Spend Well and Live Rich” (Random House). Ms. Singletary has written for “O, The Oprah Magazine,” and was a personal finance columnist for “O at Home” magazine.

Ms. Singletary was the financial expert for “The Revolution,” a daytime program on ABC. For two years she hosted her own national television program “Singletary Says” on TV One. In 2011, “Spend Well, Live Rich with Michelle Singletary” premiered on the PBS station WNED-TV Buffalo/Toronto.

For several years, Ms. Singletary was a regular personal finance contributor for National Public Radio’s afternoon program “Day To Day,” and frequently contributed to NPR programs including American Public Media’s “Marketplace Money.” She has appeared on NBC, ABC and CBS and prepared personal finance segments for local and national news programs, and for cable and nationally syndicated programs.

Ms. Singletary is the recipient of numerous national awards including: the Generations United Media Award, the National Foundation for Credit Counseling Making the Difference Award, the Consumer Federation of America Betty Furness Consumer Media Service Award and the Distinguished Alumni Award from Johns Hopkins University.

She is a graduate of the University of Maryland at College Park, and Johns Hopkins University, where she earned a master’s degree in business and management. Ms. Singletary resides in Maryland with her husband and three children.



# Biographies of speakers

## Ms. Mei Shan Kammer, Mr. Stewart Kaplan, Mr. Jim Walsh

### **TSP Training and Liaison Specialists | Federal Retirement Thrift Investment Board**

Ms. Kammer, Mr. Kaplan and Mr. Walsh are Training and Liaison Specialists at the Federal Retirement Thrift Investment Board, the agency that administers the Thrift Savings Plan (TSP). They are responsible for educating participants and beneficiaries about their TSP and also train Payroll and Benefits Specialists and Personal Financial Managers. Combined, they have decades of experience counseling and educating civilian and military personnel about personal finance and the TSP.

- FRTIB Official Site: <https://www.frtib.gov>
- TSP Official Site: <https://www.tsp.gov>
- TSP Facebook: <https://www.facebook.com/tsp4gov>

**Subject areas of expertise:** Thrift Savings Plan, Blended Retirement System, Retirement Planning and Personal Finance Education and Counseling.

**Symposium session:** TSP Overview

**Contact information:** mei-shan.kammer@tsp.gov; stewart.kaplan@tsp.gov; james.walsh@tsp.gov

## Ms. Briana Flowers and Ms. Aldrena (Allie) Harvey

### **Program Operations and Customer Support | Defense Health Agency J10 TRICARE**

Ms. Briana Flowers and Ms. Aldrena (Allie) Harvey are subject matter experts at TRICARE Regional Offices East and West in San Antonio, Texas and San Diego, California. Together they have served in customer support for 22 years.

Ms. Flowers was in healthcare public relations and marketing prior to joining J10. Ms. Harvey served as a Yeoman in the U.S. Coast Guard and retired after 23 years.

Ms. Flowers and Ms. Harvey serve as part of the customer support and contract oversight team for the \$60 billion TRICARE healthcare plan covering 9.2 million military members, retirees, and their families.

- <http://www.tricare.mil/changes>

**Subject areas of expertise:** TRICARE Reserve Component Programs, Communications and Customer Service, and Beneficiary Counseling and Assistance Coordination

**Symposium session:** TRICARE Changes and Financial Implications

**Contact information:** briana.n.flowers.civ@mail.mil, aldrena.l.harvey.civ@mail.mil

## Mr. Andrew Corso

### **Assistant Director, Military Compensation Policy | Office of the Deputy Assistant Secretary of Defense (Military Personnel Policy)**

Mr. Andrew Corso is Assistant Director of the Office of Military Compensation Policy within the Office of the Secretary of Defense (OSD) at the Pentagon and a commander in the U.S. Navy Reserve. He administers Department of Defense policies on military retirement and annuity programs for both the Active and Reserve Components. Mr. Corso has served in OSD for two years, previously serving in the OSD's Officer and Enlisted Personnel Management (OEPM) office overseeing a comprehensive review of Military Decorations and Awards. Mr. Corso is also a Commander in the U.S. Navy Reserve.

Mr. Corso is DoD's project manager for the implementation of the Blended Retirement System (BRS), a substantial modernization of the military retirement program that will directly impact 1.6 million current Service members; and many more over future decades. He also chairs the DoD's Survivor Benefit Plan Board, overseeing all aspects of this annuity program benefiting the survivors of military retirees, and is the Uniformed Services' representative to the Employees' Thrift Savings Plan (TSP) Advisory Board.

**Subject areas of expertise:** Military Retired Pay Programs, Retiree Activities, Blended Retirement System (BRS), Thrift Savings Plan, Survivor Benefit Plan, Non-Regular Retirement.

**Symposium session:** The Blended Retirement System

**Contact information:** andrew.r.corso.civ@mail.mil

**Website:** <http://militarypay.defense.gov/BlendedRetirement/>

## LTC David Dulaney, U.S. Army

### **Judge Advocate; Executive Director, Armed Forces Tax Council**

#### **Office of the Under Secretary of Defense (Personnel and Readiness)**

LTC David Dulaney is an active-duty Judge Advocate at the Pentagon in the Office of the Under Secretary of Defense (Personnel and Readiness) Legal Policy. He has served in the Army for 18 years. LTC Dulaney previously served as the Deputy Chief, Legal Assistance Policy Division, where he oversaw and provided guidance on the provision of legal assistance services to over 230 legal offices worldwide.

In his current duty position, LTC Dulaney provides legal counsel to the Department of Defense on matters affecting the readiness of the military community, including tax and compensation issues. In previous assignments, he has provided direct legal assistance to Service members, retired members, DoD civilians, and their dependents on their personal legal affairs, including estate planning.

**Subject areas of expertise:** Federal and State Income Tax Law; Trusts and Estates

**Symposium session:** Basic Estate Planning

**Contact:** david.a.dulaney.mil@mail.mil

## COL John Williams, U.S. Army

### **Assistant Director, Military Compensation Policy | Office of the Deputy Assistant Secretary of Defense (Military Personnel Policy)**

COL John Williams is the Assistant Director Military Compensation Policy in the Office of the Deputy Assistant Secretary of Defense (Military Personnel Policy) at the Pentagon. He has served in this position for two years. COL Williams previously served as the Human Capital Senior Operations Research Systems Analyst (ORSA) for the United States Army Reserve Command at Fort Bragg, North Carolina, where he was responsible for development and lead of all Human Capital ORSA-related activities.

As the Assistant Director of Military Compensation Policy, COL Williams is heavily involved with the implementation of the new Blended Retirement System (BRS) and all aspects of compensation as related to the Reserve Components.

- <http://militarypay.defense.gov>

**Subject areas of expertise:** Reserve Component Compensation; The Blended Retirement System (BRS)

**Symposium session:** Military Pay and Compensation: Non-Regular Retirement Basics

**Contact:** john.f.williams.mil@mail.mil

## Ms. Carole Reynolds

### **Senior Attorney | Federal Trade Commission**

Ms. Carole Reynolds is a Senior Attorney in the Federal Trade Commission's (FTC) Division of Financial Practices, and has served for over 25 years at the FTC. She is active in enforcement, regulatory work, and policy areas of military lending, retail credit and leasing, payment systems and electronic banking. She conducts compliance workshops, addressing domestic and international organizations. Ms. Reynolds is the recipient of the FTC's Janet D. Steiger Award (team leader for the Military Consumer Team), the Robert Pitofsky Lifetime Achievement Award, the Paul Rand Dixon Award for Consumer Protection, Meritorious Service Awards, and Bureau of Consumer Protection Director's Awards. She is a member of the Virginia and District of Columbia Bars, and holds JD, M.A. and B.A. degrees.

The FTC supports military consumer initiatives via enforcement actions and education activities, including military consumer workshops and economic liberty roundtables, Twitter chats and other information and resources.

**Subject areas of expertise:** Consumer Financial Services Law, including Installment Credit, Retail Credit and Leasing, Electronic Banking, Payment Systems, Military Lending, among other areas.

**Symposium session:** Consumer Financial Protections

**Contact:** creynolds@ftc.gov

**Social media:** Twitter accounts: @FTC; @milconsumer

“Our incomes represent one of the most powerful resources at our disposal. How we manage our finances defines the direction of our lives, and the quality of our work and home experience.”

— FORMER FINANCIAL COUNSELOR, FLEET AND FAMILY SUPPORT CENTER, TENNESSEE



Join the conversation with the Office of Financial Readiness on:

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 YouTube: <https://www.youtube.com/channel/UCg0MPnnOV4wVimcGH1i-T8Q>