



Newcomer's Information



WE ARE THE ARMY'S HOME



Area of Responsibility



USAG Benelux

✓ U.S. Army Garrison Benelux

- Website: <https://home.army.mil/benelux/index.php>
 - Facebook: <https://www.facebook.com/USAGBenelux/>
 - Digital Garrison App: <https://www.armymwr.com/happenings/digital-garrison-app>
 - Flickr: <https://www.flickr.com/photos/usagbenelux>
 - Instagram: usagbenelux
-
- PSAs are sent from Chièvres and Brunssum
 - To receive TriBorder specific information, Weekly Update, Chievres site specific PSAs send request to:
 - USARMY Benelux ID-Europe List PAO: usarmy.benelux.id-europe.list.pao@army.mil
 - Official work or gov't email is required to be added to the list.

✓ U.S. Army Garrison Benelux MWR

- Website and Facebook pages exist for Brunssum, Brussels & Chièvres
- Website: <https://chievres.armymwr.com/>
- Facebook: <https://www.facebook.com/ChievresMWR>

✓ AFN Benelux

- (Internet) radio: 99.7 FM
- Facebook: <https://www.facebook.com/afnbenelux>
- App: https://www.afneurope.net/Portals/100/360/AudioPlayer.html#AFNE_BLX

✓ Mission Partners

- Supreme Headquarters Allied Powers Europe (SHAPE)
- Website: <https://shape.nato.int>
- Community Portal: <https://shape2day.com>



ID Cards and Vehicle Registration

Obtain your CAC and Dependent IDs at the Central Processing Facility located on USAG Brussels in Bldg. 4 2nd Floor Rm 311.

Once you receive your CAC and Dependent ID's they must be registered at the Installation Access Control System Office (IACS) in order to gain access onto any USAG Benelux installation. IACS is located in Bldg.4 on USAG Brussels.

SHAPE ID:

Complete form SF 94 (form can be downloaded from <https://www.shape2day.com/page4234844> and email along with the COA to USNMR for stamp (email: shape.usnmr@army.mil)

Belgian Protocol ID: Applies to Civilians and Dependents (must have a Belgian address)

Items required – Married members bring 2 copies of Marriage Certificate or a Certificate of Legal Partnership.

2 copies of birth certificate.

2 color copies of passport.

2 passport photos (can be obtained at the SHAPE Central Processing Branch for 3€)

*For more information, visit: <https://www.shape2day.com/arriving--leaving-shape/inprocessing>

Vehicle Registration:

- Vehicles must be registered within 7 days of being imported.
- Vehicles must pass the Controle Technique (CT) inspection if:
 - the vehicle is over 4 years old.
 - you purchased a second hand car.

Required equipment which must be present at the time of the CT inspection:

- Fire extinguisher, safety vest and safety triangle.
- Registration Document / Title from previous country where the vehicle was registered.
- A green auto insurance card with address and vehicle identification number must be on the insurance card.
- Registration Fee of €35 cash (plus € 10 or € 20 depending on size of front plate, usually around €45 in total)



U.S. Medical Treatment Facilities: Brussels Health Clinic (USAG Benelux Brussels Sterrebeek Annex)
This is where you will receive information on health and dental services, and process TRICARE.

TRICARE Remote, International SOS Facts

- TRICARE beneficiaries must contact International SOS to request care/referral.
- In network care is designed to be cashless (meaning the provider receives a direct payment from TRICARE). Often the reimbursement is slow or late, resulting in the beneficiary being billed directly by the provider. Do not pay this bill. This just has to be communicated to TRICARE to resolve.
- Emergency Care: Best practice is to call TRICARE SOS prior to the ER visit. They will contact the local hospital and submit a rushed authorization. If unable to contact TRICARE prior to the visit, you will be treated as a private or uninsured patient. The hospital might be ask for a fee upfront (normally 50 Euro) and promissory signatures for payment. After the visit, you must make contact with TRICARE ISOS to inform them so they can issue a authorization and you can file a claim.
- Pharmacy: Prescriptions can be filled at a local pharmacy, and send a claim for reimbursement to TRICARE.

The Military Health System Nurse Advice Line (MHS)

The MHS a TRICARE service that is available 24/7 by phone, web, or chat.

- Beneficiaries can:
 - Receive evidence-based health care advice from an RN
 - Find an urgent care or emergency care facility
 - Receive recommendations for the most appropriate level of care
 - Schedule same or next day appointments
 - And parents can speak to a nurse with pediatric training; nurses will follow up by telephone within a couple of hours to check on the child and if needed, can make appointments for urgent care within 24 hours

TRICARE Healthcare Providers

TRICARE POCs

Vandriessche, Michael

Medical Treatment Facility

Brussels Health Clinic – USAG Benelux Brussels, Sterrebeek Annex
DSN 314-566-1515 or +32 (0)2 686 1515

TRICARE Network Providers – Michael Vandriessche

Hospitals

UZ Leuven Gasthuisberg Campus
+32 (0) 16 33 22 11
<https://www.uzleuven.be/en/campus-gasthuisberg>

Vilvoorde Ziekenhuis – A.Z. Jan Portaels
+32 (0)2 254 64 00
<https://www.azjanportaels.be/#>

For additional information, please contact Michael Vandriessche
DSN 314–566–1515 or COMM +32 (0)2 686 1515



Banking

Andrews Federal Credit Union (AFCU)

USAG Benelux Brussels

LOCAL BANK (ING)

ING Bank NATO: Boulevard Leopold III, 1030 Brussels

E-mail: bru.otan-nato@ing.be

Phone: +32 2 464 66 64

<https://promo.ing.be/promopage/EN/nato>

ING Zaventem: Stationsstraat 78, 1930 Zaventem

E-mail: zaventem@ing.be

Phone: +32 2 712 49 10

Find an ING Retail <https://www.ing.be/en/retail>

What is needed to open a bank account in Belgium?

If you open an account with Andrews Federal Credit Union you will need to bring your U.S. ID to the branch. With AFCU, you can pay your Belgian bills online. You can set up an allotment, you can easily transfer money from another U.S. account or you can deposit cash (USD or EUR).

If you open an account at ING, you can begin your registration online and via email, and then make an appointment with the branch to complete the registration. The website provides information on what documents are required.

If you open an account with a local Belgian bank, different banks have different requirements and you will need to contact the bank to find out what their requirements are. In most cases you will need your Passport and Protocol ID, and in some cases they will require that you have your physical address on the ID.

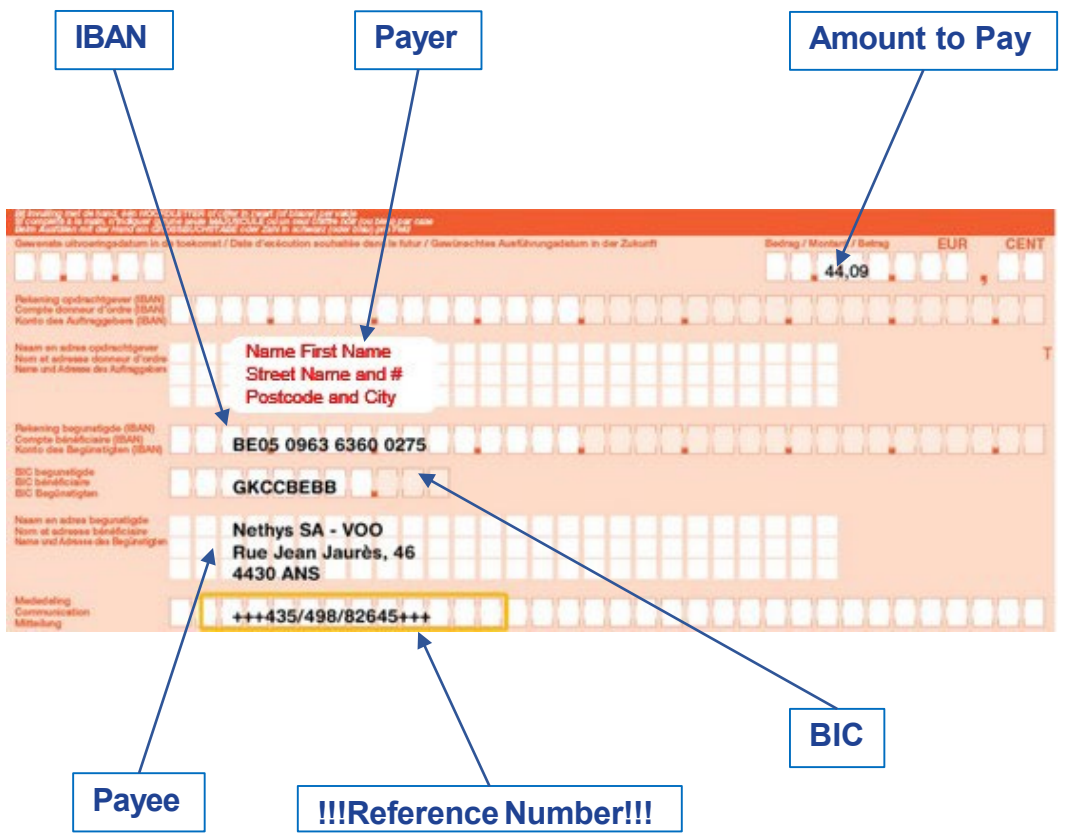
Paying your Belgian Bills

In Belgium you must:

- Pay on time
- Do not ignore bills because you don't think it belongs to you, or if you are not sure what the bill is for. You will continue to receive the bill and you may incur late/penalty fees. If you are not sure what the bill is for, you can contact your local ACS office and someone will assist you.

How to pay bills:

On your Belgian bill there will be an **IBAN** number (the payees account number) and a **BIC** number (the payees bank identification number), and a payment **reference number**, this is the number that identifies the account to which the payment is to be applied. You **MUST** include this number when paying your bill otherwise the payment will not be applied to your account and you can incur late/penalty fees.



Housing

USAG Benelux Brussels

DSN: 314-597-9921/22/24

COMM: +32 (0)2 280 9921/22/24

Location: Bldg. 4, Rm. 306

Centralized Furnishings Management Office (CFMO)

DSN: 597-5388

COMM: +32 (0)68 25 5388

Location: Chievres, Bldg. 20023

Finding a Home

When renting a home, a deposit of up to 3-months rent is typically required. If you select a home that is not coordinated through the housing office, ask the landlord if they are willing to include the military clause into the lease. It is not recommended to sign a lease without the military clause.

Once you find a home, contact the Housing Office to assist you with coordinating the lease with the landlord.

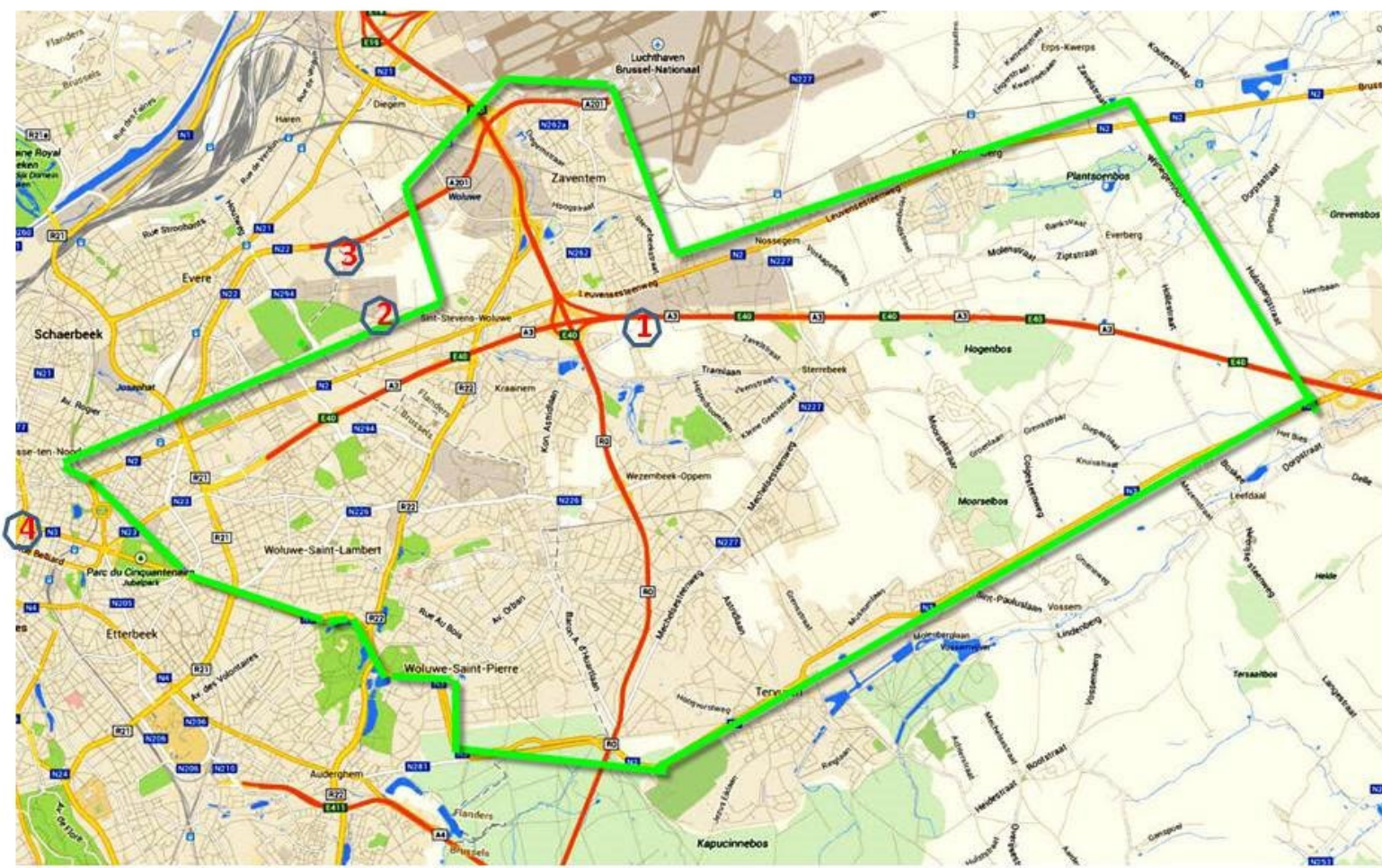
Note that some homes may not come with an equipped kitchen and/or lighting fixtures. Discuss this with the housing office representative to explore available options.

If you have children attending school, be sure to confirm that a school bus-stop is established nearby if you intend on your child taking the bus to school.

CFMO can provide appliances for the duration of your assignment, and the Lending Closet can lend household items on a temporary basis.



Finding a Home



*Student Transportation Office
Brussels American School
DSN 368 9548*

- 1 BRUSSELS AMERICAN SCHOOL
- 2 USAG-BRUSSELS
- 3 NATO
- 4 US EMBASSY

Schools K-12th Grade

Students moving will most likely attend Brussels American School (BAS). BAS is a Department of Defense Dependent School (DODDS).

Brussels American School

DSN: 597-9000 or COMM: +32 (0) 2 280 9000

J.F. Kennedylaan 1, 1933 Zaventem

Local Belgian or International Schools

Local Belgian Schools - Pre-school to 12th grade, tuition free.

International Schools - Pre-school to 12th grade, tuition required.

*If you are interested in sending your child to a local school, you can contact the local Army Community Service Office for assistance.



Child and Youth Services (CYS)

Child & Youth Services (CYS), Child Development Center (CDC), School Age Center (SAC), Youth Center (YC), and Youth Sports & Fitness (YS&F)

- **CYS offers hourly care and full day programs for children 6 weeks to 5 years old, Mon-Fri 0700-1800 (hourly care is available on a space available basis).**
- **Camps**
- **SAC offers before and after school care for children in K-5th grade. Before school care is open from 0700 0845, after school care is from 1400 - 1800. SAC provides care from 0700-1800 on school out days.**
- **The Youth Center is open to all registered youth in 6th – 12th grade.**
- **The Youth Sports and Fitness Program offers a variety of individual and team sports for children and youth between 3 -18 years old.**
- **CYS programs are open to all NATO and U.S. ID Card holders.**

To register for all **CYS Programs please contact
Central Registration
DSN: 597-9534 or COMM: +32 (0) 2 280 9534**

School Liaison

- Youth Sponsorship Program
- DODEA School Contact
- Home School Program
- Local School Information
- Contact Info: +32/2 280-9535



US Mail

- The post office is located on USAG Benelux Brussels

DSN: 597-9719

COMM: + 32 (0) 2 280 9719

Location: USAG Brussels Bldg. 2

- Your APO address is considered a U.S. address and U.S. postal rates apply.
- When using your APO address do NOT include the Belgian on the address.

Your APO address should look like this:

PSC 79 Box 100 or CMR 450 Box 100

APO, AE 09703 APO, AE 09703 City and State are: APO (city), AE
(state)



Driving in Belgium

SHAPE Driver's License:

All incoming personnel who are eligible to drive must go to the Driver's Testing Station at SHAPE Bldg. 220, Rm. 104 to sign up for the mandatory class and receive study materials for the SHAPE driver's license. The SHAPE drivers license allows you to drive within Belgium only.

A certificate will be given upon passing which must be taken to the SHAPE Central Processing Branch in Bldg. 210 in order to receive the drivers license.

Belgian Driver's License:

Upon receiving the SHAPE drivers license, you can apply for a Belgian drivers license which will allow you to drive throughout the EU. The drivers testing station on SHAPE will assist you with completing the required forms. You will need to take the documents your local commune along with the fee of 16 Euro. The commune will inform you when your license is ready to be picked up.

GOV License:

GOV licenses can be obtained at USAG Benelux Brussels, Bldg. 4, Rm. 312 or SHAPE Bldg. 220, Rm. 104.

Driving in Europe is different that driving in the U.S. The driving class is not only mandatory, but it is VERY beneficial as you will learn the rules of the road in Europe.





Army Community Service (ACS) Programs and Services

- Relocation Readiness
- Lending Closet
- Information & Referral
- Financial Readiness
- Employment Readiness
- Army Volunteer Corps
- Army Family Action Plan
- Mobilization & Deployment
- Army Family Team Building
- Family Advocacy Program
- Exceptional Family Member Program
- New Parent Support Program

ACS Office
USAG Benelux Brussels Bldg. 4
DSN: 597-9931, COMM: +32 (0)2 280 9931



ACS Programs Overview

| Program | Program Services |
|--|--|
| Relocation Readiness | <ul style="list-style-type: none"> • Cross-cultural training for bicultural families • Guidance counseling before, during, and after the move • Outreach to waiting families • Lending closet • Sponsorship training |
| Information, Referral & Follow-up (IR&F) | <ul style="list-style-type: none"> • Provides Soldiers and Families with timely, comprehensive information on both military and community resources that will assist in meeting basic needs and improve quality of life. |
| Family Advocacy Program (FAP) | <ul style="list-style-type: none"> • Stress and anger management classes • Victim advocacy • Emergency placement care • Family violence prevention briefings |
| New Parent Support | <ul style="list-style-type: none"> • Provide educational and supportive services to new parents • Assist families to cope with stress, isolation, pre and post deployment, homecoming reunions, and the everyday demands of parenting in the military |
| Exceptional Family Member Program (EFMP) | <ul style="list-style-type: none"> • Mandatory enrollment program for family members who require special medical or educational services such as physical, emotional, developmental, intellectual and learning disabilities to medical conditions such as asthma, seizure activity and/or mental health conditions that requires special treatment, therapy, education, training, or counseling. The program ensures medical and educational needs are accessible and appropriate to accommodate these individuals' needs |
| Financial Readiness Program | <ul style="list-style-type: none"> • Army Emergency Relief (AER) • Education and financial planning, Consumer Affairs and Financial Assistance Program (CAFAP) • Confidential budget counseling and debt management assistance • Emergency food voucher • Consumer information and advocacy |
| Employment Readiness Program | <ul style="list-style-type: none"> • Up-to-date information employment opportunities, job market trends and education • Classes and seminars on self-assessment and career exploration, resume writing, interviewing techniques, dressing for success, and networking • Résumé critiques, career counseling and individual career assessments • Job fairs and other hiring events |
| Army Volunteer Corps (AVC) | <ul style="list-style-type: none"> • Provide information on installation volunteer opportunities to individuals seeking opportunities and to agencies who need volunteers • Coordinate various volunteer awards such as the MOVSM and PVSA for service members; coordinate and conduct annual volunteer recognition ceremonies • Provide volunteer service records for college students, job applicants, and to service members seeking promotion points |
| Army Family Action Plan (AFAP) Army Family Team Building (AFTB) | <ul style="list-style-type: none"> • AFAP - Platform to voice quality-of-life issues, feedback, ideas, and suggestions • AFTB - Basic Army knowledge and specialized training, to maximize personal and professional potential, personal and Family preparedness, which enhances overall Army readiness |
| Mobilization, Deployment & Support Stability | <ul style="list-style-type: none"> • Provides assistance to Soldiers, Civilians and Family members to maintain individual readiness throughout the Army Force Generation (ARFORGEN) cycle Assistants (FRSAs) - Operations (MD&SSO) - Survivor Outreach Services (SOS) |



Relocation Readiness Program

Moving is a part of life for Soldiers, Government Civilians and their Families. The Army Community Service Relocation Readiness Program provides assistance to the Total Army Family. We are dedicated to ensuring you are capable of surviving and thriving through the PCS and ETS processes, finding information and resources to make you more resilient and agile as you navigate your next move.

We provide :

- Sponsorship opportunities
- Cultural orientation
- Lending Closet
- Installation check-in/check-out procedures
- Overseas orientation
- Immigration issues
- Support for foreign born spouses
- Relocation stress management



Military and Family Life Counselors

SERVICE PROVIDERS AND LEADERS

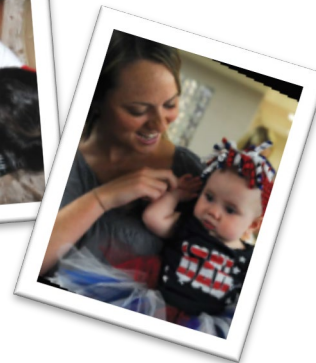
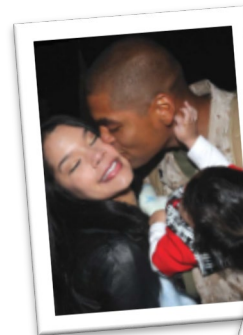
Military and Family Life Counseling services are available at installation Military and Family Support Centers.

If an installation is not nearby, military service providers and leaders can request non-medical counseling services for unit events at <https://supportrequest.militaryonesource.mil>

Who is eligible?

Free and confidential non-medical counseling is available to service members, Department of Defense, expeditionary civilians, their families and survivors.

Child and youth behavioral counselors are available to support children and youth up to age 18. They also offer guidance to families, staff and support personnel.



Employment Readiness Program

The Employment Readiness Program helps spouses pursue many opportunities, including employment in the Benelux. Individual appointments are available and virtual classes are offered regularly.

- Website assistance for government jobs

- Interview essentials

- Resume building

- One-on-one career coaching

- Information about local job listings

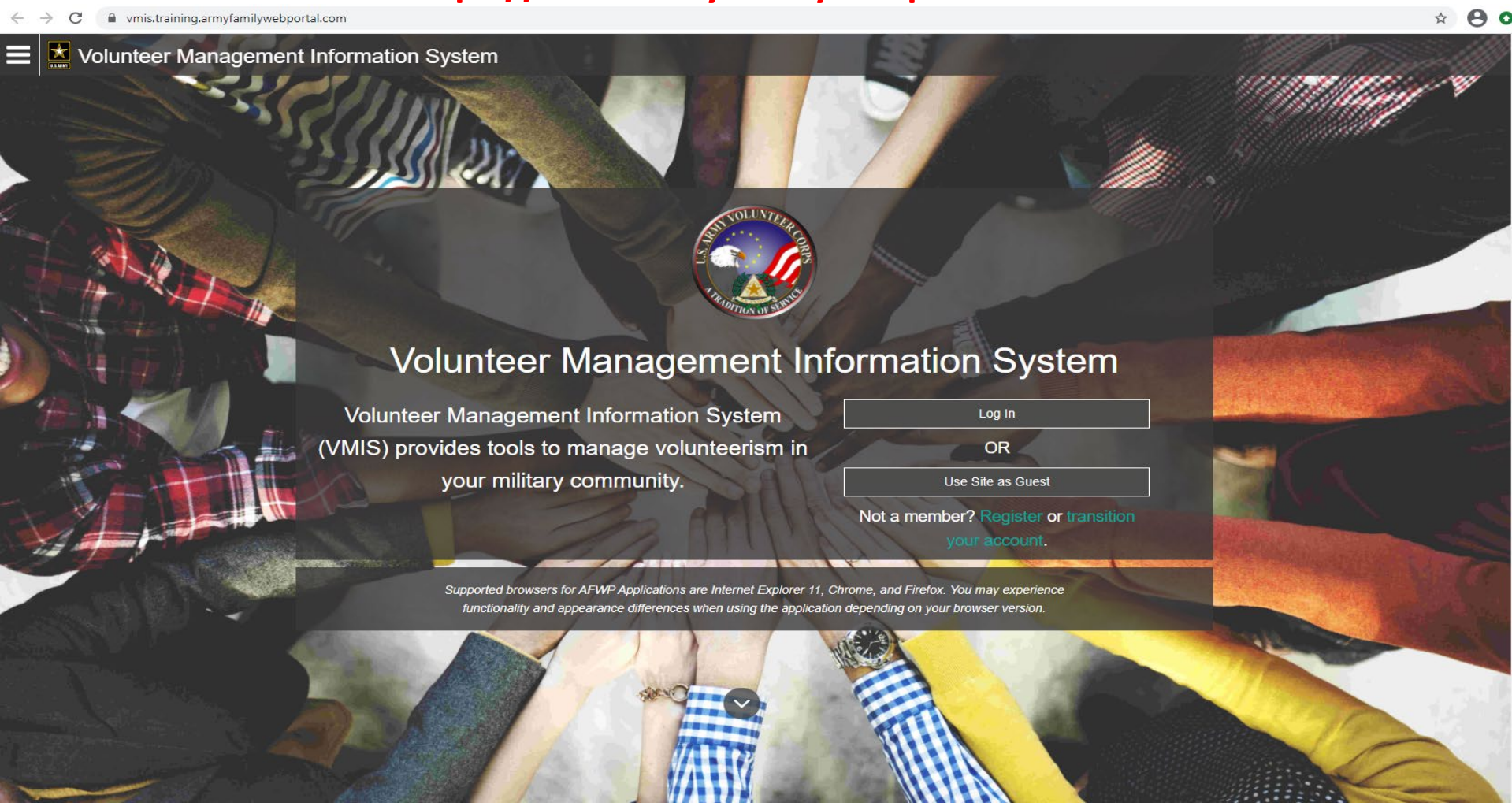
- Computers/printers/scanners for employment use

- Off post local employment (Loss of SOFA)



Volunteer Program

<https://vmis.armyfamilywebportal.com/>



Volunteer Management Information System

Volunteer Management Information System (VMIS) provides tools to manage volunteerism in your military community.

Log In

OR

Use Site as Guest

Not a member? [Register](#) or [transition your account](#).

Supported browsers for AFWP Applications are Internet Explorer 11, Chrome, and Firefox. You may experience functionality and appearance differences when using the application depending on your browser version.



Exceptional Family Member Program (EFMP)



- An Exceptional Family Member is defined as a child or adult with any physical, emotional, developmental, or intellectual disorder that requires special treatment, therapy, education, training, and counseling.
- Manager works as an advocate for families to ensure needs are being met.



Army Continuing Education System (ACES)

Active Duty

- Academic planning and counseling services to help you navigate your path
Funds for college including Tuition Assistance (TA)
- Testing services, including CLEP and DANTES tests that turn your knowledge and experience into college credit
- Academic Basic Skill building courses, including Math and English to prepare you for college
- Tutoring and writing services to help succeed in your classes Math and English to prepare you for college

Civilian:

GoArmyEd.com a site that provides streamlined, automated processes for Army Civilians requesting funds for their professional development courses.

GoArmyEd

- Provides Army Civilians with a single location to submit applications and create Standard Form (SF) 182s for training approval.
- Provides Army Civilian Administrators greater visibility into the professional development of Army Civilians.

ACES Overview

| Basic Skills Academic Program (BSEP) | Education Programs | Testing | Post Secondary |
|--|--|---|--|
| <ul style="list-style-type: none"> • GT score improvement • Math, English, reading comprehension • Preparation for college | <ul style="list-style-type: none"> • Education Counseling • Tuition Assistance • GI Bill Benefits • Veterans Education Assistance Programs • MyCAA Program • Yellow Ribbon Program • Credentialing Assistance | <ul style="list-style-type: none"> • CLEP • DSST • APT • TABE • National Testing Center • Air Force Testing • Proctor services • Kuder Interest Inventories | <ul style="list-style-type: none"> • On-site Education Institutions: University of Maryland Global Campus and University of Oklahoma • Enrollment for institutions conducting postsecondary programs • Certificates, Associate, Bachelor and Master Degree's Programs • Professional and Self Development |
| <ul style="list-style-type: none"> • GT improvement • Pre/post TABE and GT predictor • On duty instruction in math and reading • AFCT | <ul style="list-style-type: none"> • Manage, fund, and executes the delivery of ACES programs and services • Conduct needs assessments and program evaluations and submit data to ACES region chief triennially • Integrate ACES programs into installation and/or local unit training schedules • Ensure statutory pre-separation counseling services and mandatory veterans education benefits counseling is provided • Provide each Soldier counseling within 30 days of arrival • Market education programs to the community | <ul style="list-style-type: none"> • Manage and appoint TCO and ATCO to include current on qualifications • Ensure compliance with all academic testing programs | <ul style="list-style-type: none"> • Assist with tuition assistance • Provide financial assistance information • Provides information on the GI Bill • Provides information on the Veterans Education Assistance Program • Provide information on MyCAA for qualified spouses • Provide information on scholarships • Academic and career counseling • Provide information and assist on Credentialing Assistance Programs |
| <ul style="list-style-type: none"> • Title 10 USC 4302 • Title 10 USC 2007 • Title 10 USC 2005 • Title 10 USC 1142 • AR 621-5 | <ul style="list-style-type: none"> • AR 621-5 • AR 2014-18 • AR 600-18 | <ul style="list-style-type: none"> • AR 611-5 • AR 11-6 • DANTES | <ul style="list-style-type: none"> • AR 621-5 • AR 621-1 • AR 621-108 • DODI 1322.25 |

Area of Responsibility

STAY CONNECTED



Family and MWR
 USAG Benelux Brussels
 DSN: 314-597-9865
 COMM: +32 (0) 2 280 9865



ChievresFMWR
 BrusselsMWR
 BrunssumMWR



BeneluxFMWR



BeneluxFMWR



Brussels.armymwr.com

LIKE, FOLLOW, SHARE



Northern Law Center

Services

- Legal research, consultation, document preparation, notary, or legal support.
- Areas of law:
 - Family Law
 - Trusts, Estates, & Wills
 - Belgian Legal Issues
 - Immigration / VISA
 - Some criminal defense
- Military Matters
- Administrative Notes
- Criminal Jurisdiction in Belgium
- Constitutional Rights in Belgium
- Legal Assistance
- House Hold Good Claims
- Privately Owned Vehicle Claims

USAG Benelux Brussels
Bldg. 4, Rm 330
DSN: 423-4868 COMM: +32 (0)65 44 4868



Better Opportunities for Single Soldiers (BOSS)

The mission of the BOSS program is to enhance the morale and welfare of single Soldiers, increase retention and sustain combat readiness. BOSS is the collective voice of single Soldiers through the chain of command, which serves as a tool for commanders to gauge the morale of single Soldiers regarding quality of life issues. Additionally, BOSS also sponsors a variety of activities before, during and after deployment to maintain the morale of single Soldiers affected by increased operational tempo and deployment stress.

The BOSS program is facilitated through its three core components aimed at maintaining a balanced life: leisure and recreation, community service and quality of life. BOSS affords Soldiers the opportunity to assist in planning and execution of recreational activities for single Soldiers and provides direction for Soldiers interested in performing military and civilian community service-related projects. Community service projects provide Soldiers valuable experience, skills and a sense of community pride and ownership.

The BOSS program also serves as a tool to address many of the issues and concerns that our Army faces today. The program gives the Army the ability to tackle tough issues through peer to peer leadership. Single Soldiers assist the chain of command in dealing with suicide prevention, sexual assault and sexual harassment issues that single Soldiers living in barracks might experience.

Garrison BOSS programs are managed by a Senior Enlisted Advisor, MWR Advisor and BOSS President. BOSS serves the Single Soldier Community - active, guard and reserve - and single parents, geographical bachelors, and other branches of service and Foreign Service Members.



Welcome to Belgium

Basic Principles: Your Contracts (cont'd)

Belgian vehicle insurance policies usually cover a one-year term. To stop or cancel your insurance contract, you must send a registered letter to the insurance company at least three months before the end of the coverage period. Failure to do so will likely result in automatic renewal.

Personal Liability. Under both Belgian and US law, courts may order persons to compensate others for personal injury or property damage caused by that person's negligence. Negligence is defined as failure to use the degree of care that a reasonable and prudent person would display under the circumstances. In the past, for example, courts have found the following to be negligent:

- (1) Driving while intoxicated;
- (2) Driving with bad tires;
- (3) Driving without a valid driver's license; and
- (4) Driving a vehicle which has not passed or could not pass the Contrôle Technique (CT) automobile inspection.

Alcohol-Abuse Test

Driving in Belgium with a blood alcohol concentration of **0.05 grams** is prohibited. (This could be one Belgian beer)

Drivers caught driving above the legal limit will face immediate suspension of their driving privileges for 3 hours and a fine of €125 to €2,500.

Drivers who refuse the breath test or drive during a suspension period will face immediate suspension of driving for 6 hours, a fine of €1,00 to €10,000 and imprisonment for 2 to 6 weeks. Repeat offenders face double fines and prison terms.

When stopped, you must submit to a preliminary breath test. If the results are above the legal limit, a breath-analyzer test will be administered. A 2nd test can be requested. If the result differs from the 1st test, a 3rd test is given. If the 3rd test differs with both the 1st and 2nd tests, a blood test is required.

Welcome to Belgium

The Belgian Traffic Code

If you are involved in an accident:

You are required to stop, do not leave the scene of the accident.

Call the police.

Do not settle (damages) with the other party, go through the proper channels (insurance).

Good Samaritan Law: Under Belgian law, you commit a criminal infraction if you do not stop to render assistance to an injured person. You should assist only commensurate with your abilities. Injuries resulting from assistance rendered in excess of your qualifications and ability, or rendered negligently, may be the subject of a civil suit.

Basic Traffic Rules

Unless otherwise indicated, the following speed limits apply:

30 km/h in school zone;

50 km/h in most construction zones

50 km/h in towns, cities, and incorporated communities

120 km/h on the Autoroutes and other four-lane roads;

All other roads: the speed limit is 90km/h unless otherwise indicated.

Maximum punishment for speeding: confinement for one month and/or a fine of up to €2,500.

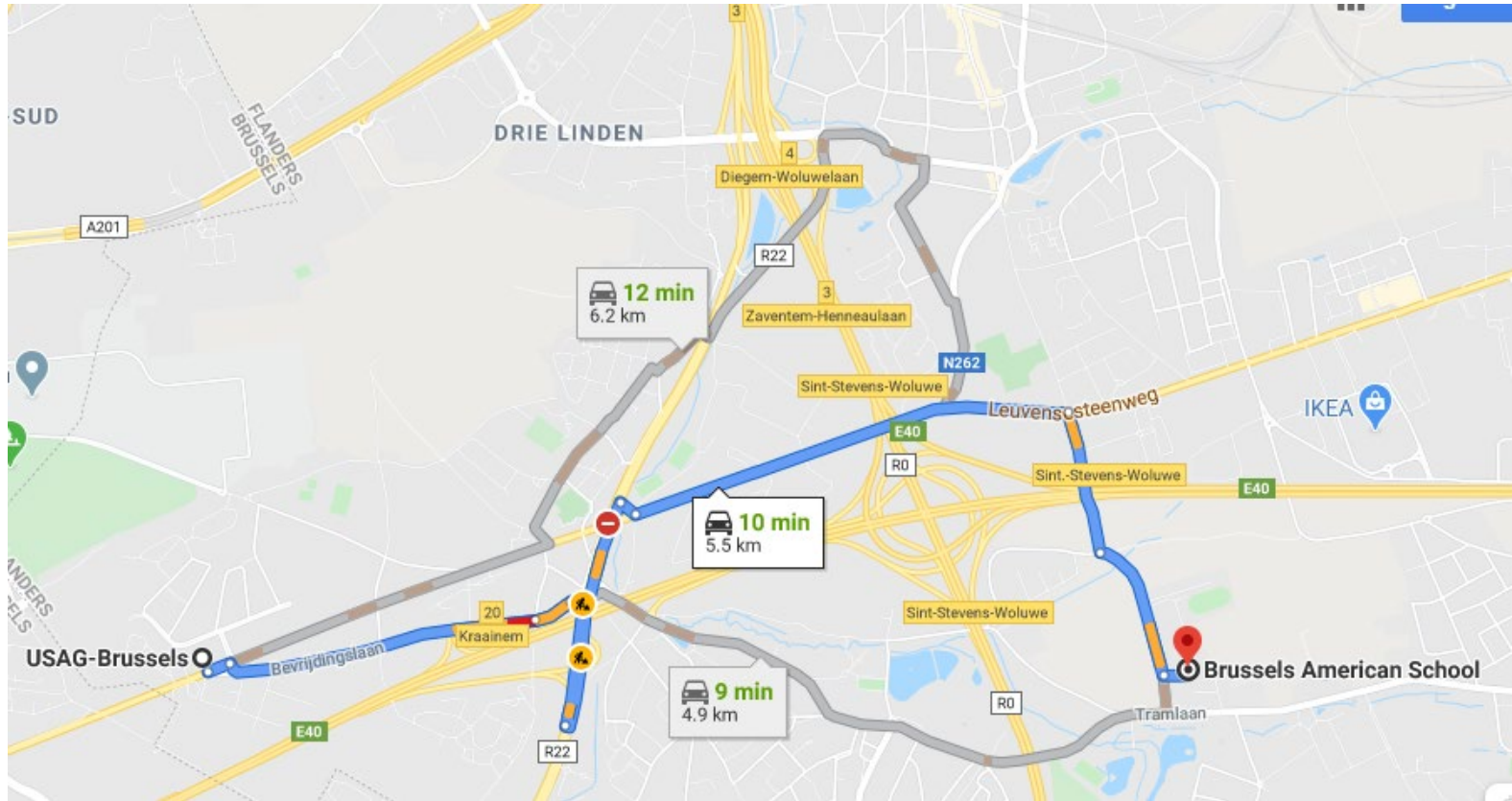
At an intersection, the right of way belongs to the driver coming from the right unless otherwise indicated.

Public buses have the right to cut into traffic when departing a bus stop.

No vehicle may be operated on public roads unless the driver has a valid driver's license.

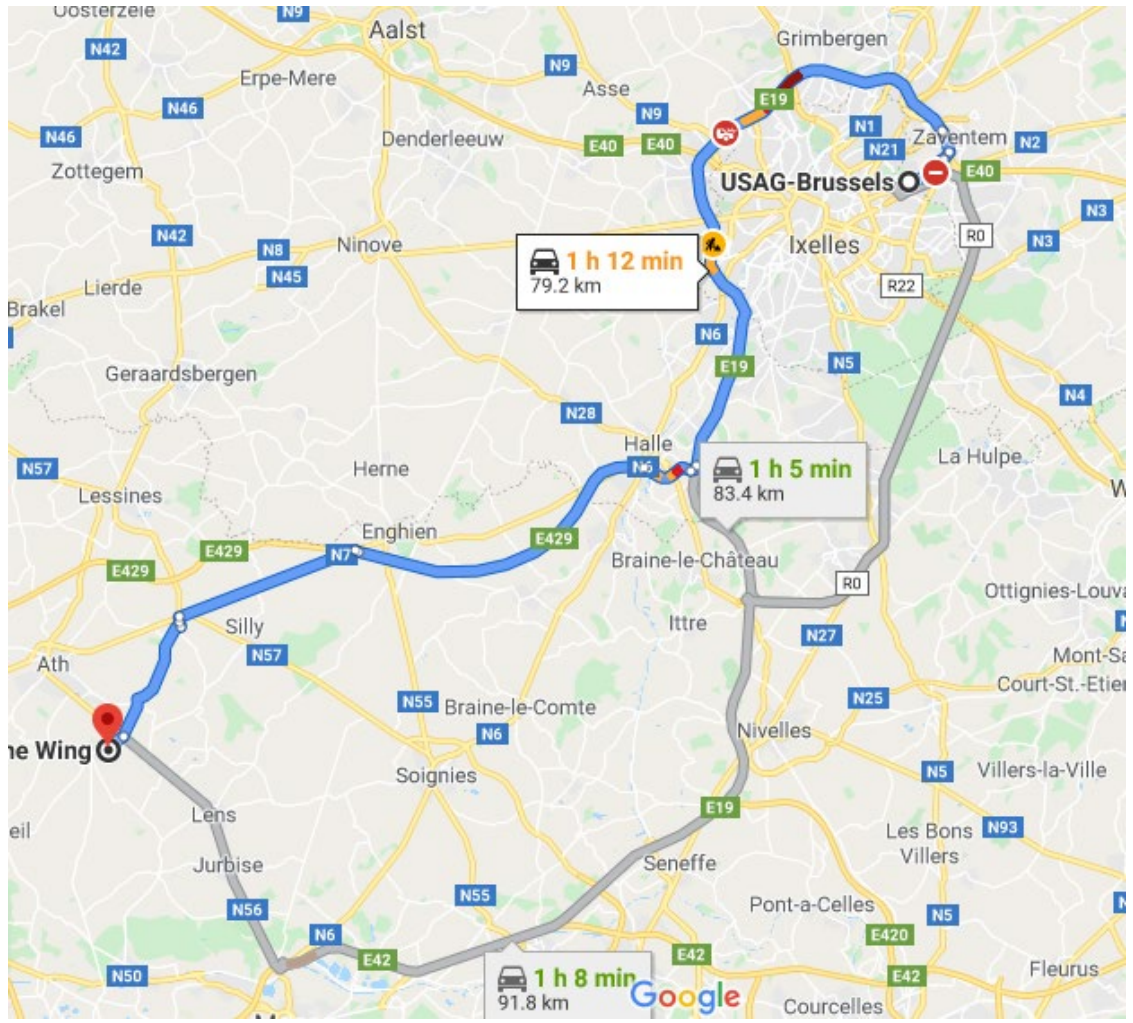


Map USAG Brussels to Sterrebeek Annex (BAS + Clinic)



Sterrebeek Annex is approximately a 10 minutes drive (5 km) from USAG Brussels

Map USAG Benelux Brussels to USAG Benelux (Chievres)



USAG Benelux is approximately a one-hour drive (80 km) from USAG Benelux - Brussels



- CAC/Dependent ID Cards at Central Processing Facility, USAG Brussels Bldg. 4 2nd Floor Rm 311, DSN: 597-9847, COMM: +32(0)2 280 9847 (Call for in-person appointment)
- Registration of CAC/Dependent ID cards at IACS office, USAG Brussels Bldg. 4 2nd Floor Rm 311, DSN: 597-9835, COMM: +32(0)2 280 9835 (Call for in-person appointment)
- NATO or SHAPE ID Cards, Make an appointment online at the SHAPE2DAY website for the Shape Central Processing Branch, Bldg. 210, SHAPE NATO Base. Must complete form SF 94 (form can be downloaded from <https://www.shape2day.com/resources/site1/General/ArrivingLeaving/SF%2094.pdf>). Email completed form, COA and supporting documents to the USNMR at shape.usnmr@army.mil for stamp/signature. USNMR will email stamped/signed forms, print and bring to your in-person appointment at the Central Processing Branch.
- CUI Training: Mandatory training located on the DoD's CUI webpage at <https://www.dodcui.mil>. Certificate must be submitted to the S3/5/7 Garrison Security Manager, DSN: 597-9788, COMM: +32 (0) 2 280 9788
- Medical: Service Members in-process at the Brussels Health Clinic, Sterrebeek Annex, DSN 314-566-1515 or +32(0)2-686-1515. (Call for appointment)
- ASAP, RSO/Suicide Prevention, EEO, SHARP (*required training within 72 hours) virtual training on USAG Benelux Official Website
- EFMP / FAP virtual training for Service Members on USAG Benelux Official Website
- Army Financial Readiness (Service Members) virtual training on USAG Benelux Official website. USAG Benelux SHAPE, DSN: 597-7351 COMM: +32(0) 65 75 7351
- ACS Newcomers Orientation Brief: Virtual Brief on the USAG Benelux Official website. USAG Benelux Brussels, Bldg 4, DSN: 597-9931, COMM: +32 (0)2 280 9931
- Behavioral Health/Social Work Services: Soldiers only. Call Gavin Carter or Marie-Hélène Giustit 566-5320 or 566-5002 for telephone appointment.
- Banking: Andrews Federal Credit Union: USAG Brussels, Bldg. 4, Ground Floor, COMM: +32 (0)2 717 9905, DSN: 368-9926 (Call for in-person appointment)
- Military Finance Office: USAG Brussels, Bldg. 2, 1st Floor, DSN: 597-9920, COMM: +32 (0)2 280 9720 (Service Members only– call for in-person appointment)
- CPAC In-processing Brief (Civilians) - Call for telephonic in-processing brief
- Housing In-Brief: Housing Office USAG Brussels, Bldg. 4, 2nd Floor, DSN:597-9921/22/24, COMM: +32(0)2 280 9921/22/24. (Call for telephonic housing brief)
- HHG / POV: Call Transportation office to track Household goods and Vehicle shipment, USAG Brussels, Bldg. 4, 2nd Floor, Room 313, DSN: 597-9947/48, COMM: +32(0)2 280 9947/48
- School and CYS Registration:
School: Brussels American School (BAS), Sterrebeek Annex, DSN: 597-9000 COMM: +32(0) 2 280 9000
CYS: USAG Brussels, Bldg. 3, DSN: 597-9534 COMM: +32 (0)2 280 9534
- Obtain APO/Post Office Box: USAG Brussels, Bldg. 2, Ground Floor, Room 151 DSN:597 9715, COMM: +32 (0)2 280 9715. Call for in-person appointment)
- Drivers License: USAG Benelux – Brussels, Bldg. 4, Rm. 312, DSN: 597-9944, COMM: +32(0)2 280 9944. (Call to request study materials and make appointment for drivers test)
- CIF: Soldiers call for in-person appointment. Chièvres Air Base Hangar 3, DSN: 314-597-6011/12 COMM: +32(0)68 25 6011/6012
- DES: Walk-in only. Bring Military ID and orders to MP Desk USAG Benelux Brussels Bldg. 1 DSN: 314-597-9760 COMM: +32(0)2 280-9760
- BOSS: DSN: 597-7447, COMM: +32-68-25-5547
- Veterinary Clinic, DSN: 597-5390, COMM: +32-65-32-5390



USAG Benelux – Brussels, Useful Information / Contacts

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|--|--|
| Relocation Program Manager | DSN: 597-9935 COMM: +32(0)2 280 9935 |
| USAG Benelux Official Website-Newcomers | Virtual training can be found at: home.army.mil/benelux/index.php?cID=1416 |
| Central Processing Facility (CPF) DEERS/ID Cards/Passports/In-Out Processing | USAG Brussels Bldg. 4 2 nd Floor, DSN: 597-9634/9847, COMM: +32(0)2 280 9634/9847 |
| IACS | USAG Brussels Bldg. 4 2 nd Floor Rm 311, DSN: 597-9835, COMM: +32(0)2 280 9835 |
| Garrison Security Manager – S3/5/7 | USAG Brussels Bldg. 3, 1 st Floor, DSN: 597-9788, COMM: +32 (0) 2 280 9788 |
| U.S. National Military Representative (USNMR) to SHAPE | SHAPE, Bldg. 101, DSN 423-4132/7650/4403 COMM: +32(0)65 44 4132/7650/4403 |
| SHAPE ID | Shape Central Processing Branch, Bldg. 210 |
| Belgian Protocol ID | Shape Central Processing Branch, Bldg. 210 |
| Vehicle Registration | SHAPE Bldg. 210, DSN 423-3310/5147/4148 COMM: +32(0)65 44 3310/5147/4148 |
| Vehicle Processing Center | Chièvres Air Base Bldg. 46, DSN: 314-361-5420, COMM: +32(0)68 27 5420 |
| Post Office | USAG Brussels, Bldg. 2, Ground Floor, Room 151 DSN:597-9717, COMM: +32 (0)2280 9717 |
| Housing Office | USAG Brussels, Bldg. 4, 2nd Floor, DSN:597-9921/22/24, COMM: +32(0)2 2809921/22/24 |
| CFMO Furniture | Chievres, Bldg. 20023, DSN 361-5452 or +32(0)68 27 5452 |
| Central Issue Facility (CIF) | DSN: 597-6012/6011, COMM: +32 (0)68 256012/6011Chievres AB, Hgr #3 (Bldg 20003) |
| VAT Office | SHAPE Central Processing Branch, Bldg. 210, COMM: +32(0)257 77367 |
| SHAPE Drivers License | SHAPE-DRIVERS TESTING-Bldg. 220, RM 104, DSN 597-7580/7595 , COMM: +32(0)65 75 7580/7595 |
| GOV License | USAG Benelux – Brussels, Bldg. 4, Rm. 312 DSN 314-597-9944, COMM: +32 (0)2 280 9944 |
| Schools | Brussels American School (BAS), Sterrebeek Annex, DSN: 368-9900 COMM: +32(0) 2 717 9900 |
| Banking Services | Andrews Federal Credit Union: USAG Brussels, Bldg. 4, Ground Floor, COMM: +32 (0)2 717 9905, DSN: 368-9779 |
| Children and Youth Services (CYS) | USAG Brussels, Bldg. 3, DSN: 597-9534 COMM: +32 (0)2 280 9534 |
| Army Community Service (ACS) | USAG Brussels, Bldg. 4, 2 nd Floor, Room 321, DSN: 597-9931 COMM: +32 (0)2 280 9931 |
| Religious Support Office (RSO) | USAG Brussels, Bldg. 2, Room 248, DSN: 597-9700/01 COMM: +32 (0)2 280 9700/01 |
| Army Substance Abuse Program (ASAP) | SHAPE, Bldg. 318, DSN: 597-7369, COMM: +32(0)65 75 7369 |
| Family and MWR | USAG Benelux Brussels, Bldg.3, DSN: 597-9865 COMM: +32 (0) 2 280 9965 |
| Brussels Health Clinic | USAG Benelux Brussels, Sterrebeek Annex, DSN 314-566-1515 or +32(0)2 686 1515 |
| TRICARE/International SOS | +44 20 8762 8384 |
| Military Health System (MHS) Nurse Advise Line | MHSNurseAdviceLine.com |

Thank You & Enjoy the Benelux!



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