



June 1, 2016

BEHIND THE BADGE

OFFICIAL INFORMATION SOURCE FOR THE AIR FORCE RECRUITING PROFESSIONAL



Talladega race

Maj. Gen. Thomas Deale, left, swears in 25 Delayed Entry Program members from the 331st Recruiting Squadron B-Flight before the NASCAR GEICO 500 race in Talladega, Alabama, May 1. Deale is director of operations, Headquarters Air Combat Command, Joint Base Langley-Eustis, Virginia. (U.S. Air Force photo)

Congratulations

Master sergeant selectees

Congratulations to the following technical sergeants from the 344th Training Squadron (Recruiting Schoolhouse) who were selected for promotion to master sergeant:

- Ken Marcomb Jr.
- Tiffani Arlington
- Justin Pope
- James Porter

AFRS award winners

Congratulations to the Air Force Recruiting Service 1st Quarter calendar year 2016 award winners:

Junior Enlisted Member: **Senior Airman Melany Faculo**, 368th Recruiting Squadron

NCO: **Tech. Sgt. Matthew Simpson**, 337th RCS

Senior NCO: **Master Sgt. Brian Higgins**, 336th RCS

Company Grade Officer: **1st Lt. Erin Ranaweera**, Headquarters AFRS

Civilian Category I: **Jennifer Pagan**, 345th RCS

Civilian Category II: **Mary Hale**, HQ AFRS

Civilian Category III: **Dale Eckroth**, HQ AFRS

HQ AFRS award winners

Congratulations to the HQ AFRS 1st Quarter Award winners:

NCO: **Staff Sgt. Jonathan J. Troup**, RSI

Senior NCO: **Master Sgt. Brandon Miller**, RSS

Company Grade Officer: **1st Lt. Erin Ranaweera**, PA

Civilian Category II: **Mary Hale**, RSO

Civilian Category III: **Dale Eckroth**, RSM



Hollister K. Petraeus, assistant director of the Consumer Financial Protection Bureau, visited Headquarters Air Force Recruiting Service, May 11, to talk about the ways the CFPB can assist servicemembers in protecting their consumer rights. From left are Tanya Harencak, Maj. Gen. Garrett Harencak, AFRS commander, Petraeus, and Chief Master Sgt. Charles Lamer, AFRS command chief. (U.S. Air Force photo/Annette Crawford)

Bureau helps protect, educate consumers

By Maj. Anthony Coggin
Air Force Recruiting Service Staff Judge Advocate

Are you being harassed by a debt collector? Is your bank refusing to waive a fee that you shouldn't owe? Have you been trying unsuccessfully for months to get negative information off of your credit report that shouldn't be there?

The Consumer Financial Protection Bureau (CFPB) is the first federal agency solely focused on consumer financial protection. It was created in 2010 to protect consumers of financial products or services and to encourage the fair and competitive operation of consumer financial markets. The CFPB handles complaints regarding banking, credit cards, credit reporting, debt collection, money transfer, mortgages, payday lending, student loans, and vehicle or consumer loans.

In the short time it's been around, the CFPB has been remarkably successful in resolving consumer complaints. Not only does the CFPB have the ability to investigate complaints and take enforcement action against companies, it maintains a robust complaint database posted publicly on its website. This database allows consumers to research which companies have the most complaints, what the complaints are about, how the company responded to the complaint, etc. Companies don't want to be at the top of the naughty list!

Filing a complaint is simple. The consumer contacts the CFPB call center with a financial complaint. The CFPB

intakes the complaint and forwards it to the company for response.

The company has 15 days to review the complaint and provide a response to the CFPB. The consumer then has the opportunity to provide feedback.

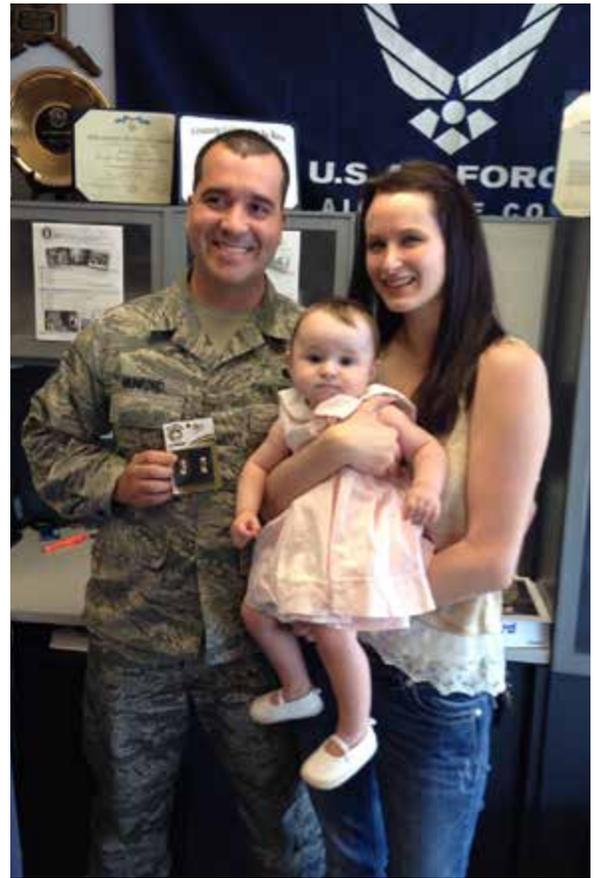
Companies are expected to close out all but the most complicated complaints within 60 days. If the complaint is not resolved, the CFPB may investigate further and take enforcement action against the company if warranted.

In addition to its complaint resources, the CFPB website also has a number of educational resources and FAQs. These include information on specific topics such as planning for retirement, paying for college and owning a home, as well as general financial education and money management tips.

Finally, the CFPB has information and resources that caters specifically to servicemembers. An office within the CFPB, the Office of Servicemember Affairs, focuses exclusively on military consumer complaints and issues. To date, this office's action has led to \$200 million in refunds to servicemembers.

Visit the website at www.consumerfinance.gov. They can be reached by email at military@CFPB.gov or by phone at 855-411-CFPB. Frequently asked questions can be found at www.consumerfinance.gov/askcfpb/.

For more information, contact me at 210-565-4736 or david.coggin@us.af.mil, or Master Sgt. Lashundra Howard at 210-565-4734 or lashundra.howard@us.af.mil.



Selected for commissioning

Three members of the 345th Recruiting Squadron were presented gold lieutenant bars upon their selection for Total Force Officer Training. Lt. Col. Thomas Koory, 345th RCS commander, made the presentation at Scott Air Force Base, Illinois, May 5. ABOVE LEFT: Tech. Sgt. Nick Miano, his wife, Jessica, and their son, stand with Master Sgt. Daniel Stone and his wife, Staff Sgt. Davina Stone. ABOVE RIGHT: The third selectee is Staff Sgt. Nathan Munford, shown with his wife, Jessica, and their daughter. Stone and Miano will serve as acquisition officers, and Munford will serve as an aircraft maintenance officer. (U.S. Air Force photos)



344th RCS reunion

Col. Sean McKenna, Air Education and Training Command director of Public Affairs and former 344th Recruiting Squadron commander, commissioned 2nd Lt. John Bowerman at Total Force Officer Training, Maxwell Air Force Base, Alabama, May 20. Bowerman, a former master sergeant, was most recently assigned to the 338th RCS as a flight chief in Lafayette, Indiana. He will now be an acquisitions officer at Edwards AFB, California. Bowerman served as a line officer recruiter with McKenna in the 344th in 2008-09. (U.S. Air Force photo)



Formula Drift

Approximately 20,000 people attended the 2016 Formula Drift Race in Braselton, Georgia, May 6-7. ABOVE: Tech. Sgt. Darren Wittmann, 336th Recruiting Squadron F-Flight, practices the swear-in ceremony with Delayed Entry Program members from F- and H-Flights. Capt. Myles Morales, 336th RCS Support Flight commander, officiated at the ceremony. LEFT CENTER: The Air Force footprint at the race. LEFT BOTTOM: The U.S. Air Force Honor Guard Drill Team presented the colors and performed at the race. (U.S. Air Force photos)





Veterans First

Members of the 369th Recruiting Squadron and their Delayed Entry Program gathered at Veterans First in Orange County, California, May 14, to assist with cleaning up. Veterans First has as many as 40 veterans living at the community-based facility. The residents aren't able to take care of themselves and receive the resources they need so Veterans First steps in to help. The volunteers helped clean up trash and organize their food pantry. They included Master Sgt. Alan Pickford, H-Flight chief, Tech. Sgt. Maria Pineda, Staff Sgt. John Ramsey and Staff Sgt. Adriana Arscott. (U.S. Air Force photos)





Play ball!

ABOVE: Staff Sgt. Chris Foscardo, 332nd Recruiting Squadron, stands with Penn Murfee of the Vanderbilt baseball team at the Vanderbilt vs. Georgia Military Appreciation game in Nashville, Tennessee, May 1. BELOW: Foscardo throws the first pitch to Murfee before the game. Foscardo, who threw a perfect strike, was greeted with a standing ovation. The Vanderbilt men's team was the 2014 College World Series Baseball Champions. (U.S. Air Force photos)





Supporting the Air Force

The Four County Career Center in Archbold, Ohio, provides experienced-based education to prepare students to excel in college, secondary education and a range of careers. They have partnered with 22 school districts and offer 30 career and technical programs including medical, law enforcement, EMT, and more. ABOVE: Kevin Thomas receives a Certificate of Appreciation from Staff Sgt. John Burns, 339th Recruiting Squadron, in Archbold, Ohio, May 4. Thomas, a law enforcement instructor, allowed Burns to speak to students about special operations and security forces career fields. Airman 1st Class Amanda Lillemon and Airman 1st Class Patrick Saddoris, kneeling in front, helped Burns with the presentation. LEFT: Shawne Booney receives a Certificate of Appreciation from Burns at the Four County Career Center, May 4. Booney, a Four County guidance counselor, has supported the 339th RCS by allowing recruiters to visit the school and introducing Burns to other faculty members. (U.S. Air Force photos)



Fort Lauderdale Air Show

The 333rd Recruiting Squadron B-Flight was out in full force at the 2016 Fort Lauderdale Air Show in Fort Lauderdale, Florida, May 7-8.

ABOVE: Standing in front of Rapid Strike are, from left: Staff Sgt. Jose Ward, Tech. Sgt. David Hicks, Tech. Sgt. Nicholas Chambers, Tech. Sgt. David Albanese, B-Flight chief, Staff Sgt. Amanda McDowell and Tech. Sgt. Alexander Martinez-Garcia.

BELOW: Members of the USAF Air Demonstration Squadron Thunderbirds stand with Delayed Entry Program members after their swear-in ceremony at the air show. Thunderbird team members are, from left: Maj. Kevin Walsh, No. 7, operations officer; Capt. Angelina Urbina, No. 10, executive officer; and Capt. Sarah Harper, No. 12, public affairs officer. (U.S. Air Force photos)





Applying to be a PJ

Staff Sgt. Kyle Miller, 311th Recruiting Squadron E-Flight, stand with Riley Wires, pararescue applicant before her initial screening at the Cleveland Military Entrance Processing Station in Canton, Ohio, May 4. Wires is Miller's first female PJ applicant. (U.S. Air Force photo)



Recruiters meet the Browns

Recruiters from the 311th Recruiting Squadron G-Flight take a photo with Josh McCown and Robert Griffin III, center, quarterbacks for the Cleveland Browns National Football League team, after the Our Community Salutes event in Cleveland, May 4. McCown and Griffin are shown with, from left: Master Sgt. Lucas Bistor, Staff Sgt. Sean Morris, Staff Sgt. Ryan McFall and Tech Sgt. Sergio Melendez. The recruiters ran into the Browns after the ceremony, which recognized 14 future Airmen. (U.S. Air Force photo)



Our Community Salutes

Members of the 314th Recruiting Squadron F-Flight took part in the Our Community Salutes event at Wilmington University in Wilmington Manor, Delaware, May 10. From left are: Staff Sgt. Nelson Vasquez-Guinand, Capt. Kimberly Mortimer, Staff Sgt. Denise Buffoni, Staff Sgt. Emanuel Rivera and Master Sgt. Bryan Smith. Our Community Salutes events are held across the country at graduation time to recognize students enlisting in the military. (U.S. Air Force photo)



Career Day in Philly
Staff Sgt. Keshia Hunt, 314th Recruiting Squadron A-Flight, speaks to students at a career day at Randolph A. Phillip AVT High School in Philadelphia, May 5. Hunt was able to gain leads who were interested in mechanical career fields. In the background is Tech. Sgt. Edgar Valpais, a local Air Force Reserve recruiter. (U.S. Air Force photo)



Math and Science Award

Tech. Sgt. Ariel Acosta, 314th Recruiting Squadron D-Flight, presents the Math and Science award to Larissa Lozano at the Riverside High School Junior ROTC awards banquet, in Riverside, New Jersey, May 4. (U.S. Air Force photo)



Posting the colors

Members of the 347th Recruiting Squadron present the colors at Wrigley Field in Chicago, May 10, before the Chicago Cubs played the San Diego Padres. From left are Master Sgt. Derek Bishop, Master Sgt. Jacques English, Tech. Sgt. Rosario Cristao, and Staff Sgt. Jacob Bailey. (U.S. Air Force photo)



IMPACT trained

These recruiting schoolhouse students, who graduated May 24, were the first active duty class to complete IMPACT training at the 344th Training Squadron, Joint Base San Antonio-Lackland, Texas. Kneeling in the front are, from left: Tech. Sgt. Shierra Paraiso, 362nd Recruiting Squadron; Staff Sgt. Exodus Azurin, 332nd RCS; and Staff Sgt. Nathan White, 364th RCS. Standing in the back row are, from left: Staff Sgt. Paula Baptiste, 317th RCS; Staff Sgt. Wesley Pope, 317th RCS; Bruce McCool, mannequin morale liaison; Tech. Sgt. Christopher Arthur, 344th RCS; Staff Sgt. Ahkiem Carter, 339th RCS; Staff Sgt. Lee Lanthorn, 337th RCS; Staff Sgt. Matthew Vargas, 364th RCS; Staff Sgt. Bobbie Guthrie, primary instructor; Staff Sgt. Brooke Maly, 319th RCS; Tech. Sgt. Anthony Young, 367th RCS; and Tech. Sgt. Derek Guerin, secondary instructor. (U.S. Air Force photo)



First Silver Badge
 Lt. Col. Alexander Ackerman, 311th Recruiting Squadron commander, presents Tech Sgt. Nathan Orr, 311th RCS E-Flight, his first Silver Badge alongside his family in Cuyahoga Falls, Ohio, May 4. (U.S. Air Force photo)



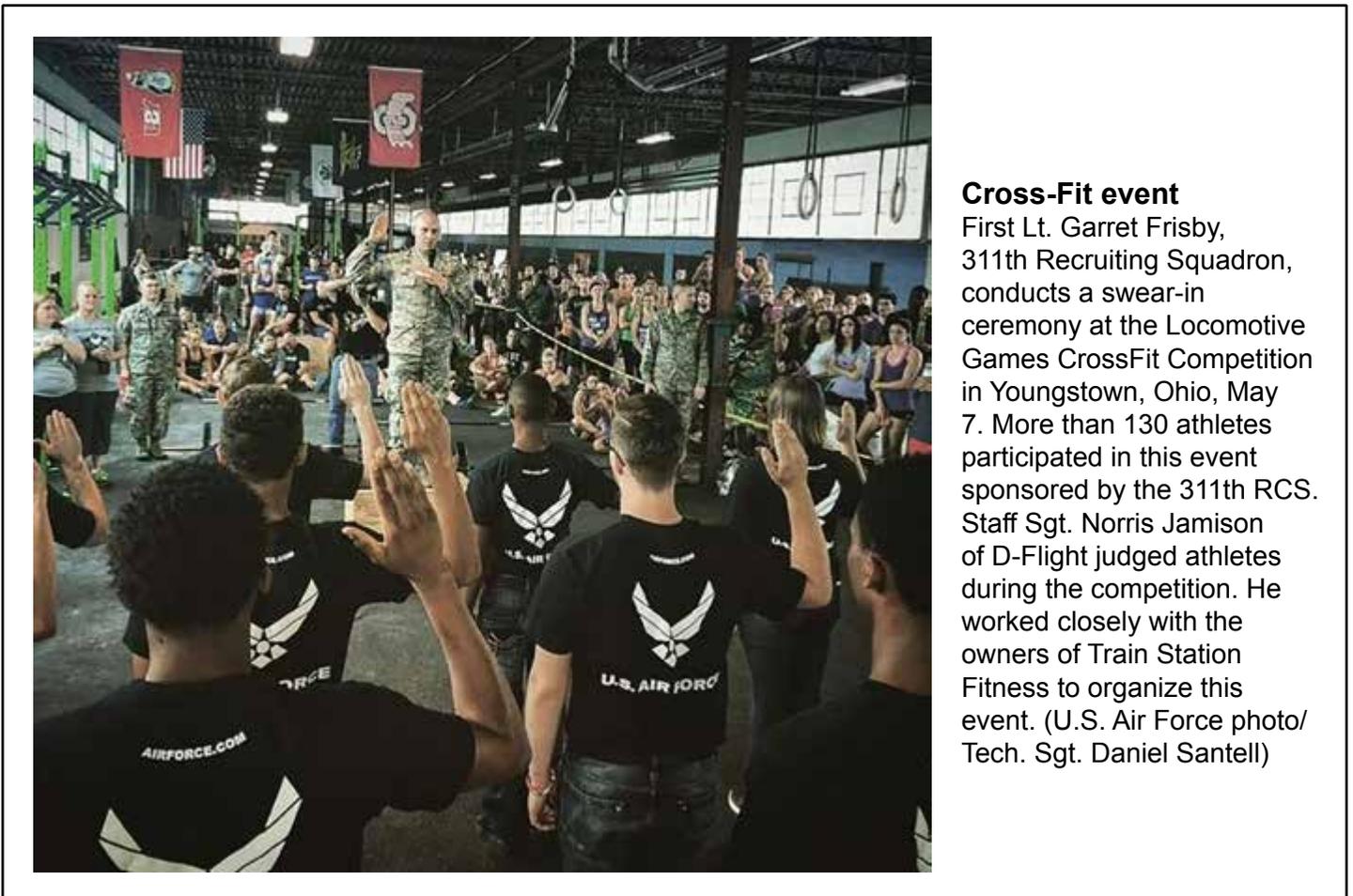
Oklahoma rodeo

Staff Sgt. Mark Pough, 349th Recruiting Squadron E-Flight, stands at his booth at the Cowboys of Color Rodeo in Oklahoma City, May 7. Pough was the only military presence at the event, which draws large crowds each year. (U.S. Air Force photo)



Visiting his zone

Master Sgt. Aaron Sandbakken, 343rd Recruiting Squadron, presents Barry Cervenka, Bemidji High School career and education counselor, with a Certificate of Appreciation in Bemidji, Minnesota, May 4. While at the school, Sandbakken also did a mechanical shop classroom presentation. He spent a week visiting schools in the outlying areas of his region. (U.S. Air Force photo)



Cross-Fit event

First Lt. Garret Frisby, 311th Recruiting Squadron, conducts a swear-in ceremony at the Locomotive Games CrossFit Competition in Youngstown, Ohio, May 7. More than 130 athletes participated in this event sponsored by the 311th RCS. Staff Sgt. Norris Jamison of D-Flight judged athletes during the competition. He worked closely with the owners of Train Station Fitness to organize this event. (U.S. Air Force photo/ Tech. Sgt. Daniel Santell)



Proud graduate

Tech. Sgt. Chris McClendon, 333rd Recruiting Squadron, poses for a photo with his wife, Amanda, and their children after receiving his diploma from the University of Phoenix in the central Florida ceremony, May 14. (U.S. Air Force photo/Lt. Col. Brian Clough)



In today's news

Staff Sgt. Heather Balderrama, 344th Recruiting Squadron G-Flight, sits at the news desk for CBS affiliate KTAB in Abilene, Texas, May 16. Balderrama conducted a center of influence event at the station. She was given a tour, and spoke to them about marketing and other on-air opportunities. (U.S. Air Force photo)



Warrior Dash

Three members of the 317th Recruiting Squadron A-Flight overcame 12 obstacles in the Warrior Dash 5k obstacle course in Mechanicsville, Maryland, May 14, and earned their medals. From left are Staff Sgt. Ronald Suchit, Staff Sgt. Shelby Hewitt and Master Sgt. Yakima Armstrong. (U.S. Air Force photo)



Out for a ride

Members of the 369th Recruiting Squadron stopped at The Rock Inn in Lake Hughes, California, during their Annual Motorcycle Safety Day ride May 13. They shared tips for safe riding habits and sharpened their cornering skills on a route through the Los Angeles National Forest. From left are Tech. Sgt. Jeremiah Smith, Staff Sgt. Alexandria Trempe, Jameson Trempe, Staff Sgt. Lowie Camat, Staff Sgt. Michael Sommer and Tech. Sgt. Christopher Potter. (U.S. Air Force photo)