

Updated Voicemail Scripts for MFLC Counselors

Please include the following greeting on your business (Magellan-issued MFLC) mobile phone. For assistance accessing the voicemail settings on your device, please contact the MFLC Service Center.

General CONUS Voicemail

Hello. You have reached the confidential voice mail of a Military & Family Life Counselor. If this is an emergency, please hang up and call 911 or the Military Police (or Security Forces if you are on an Air Force base), or call 988 and press 1 to speak to a crisis counselor, visit www.veteranscrisisline.net/chat to chat with a crisis counselor over the internet, or text 838255 to text with a crisis line responder. If you would like to receive a return call or schedule an appointment with the MFLC Counselor, please leave a message and I will return your call within one business day. Or if you prefer, you may contact Military OneSource for confidential assistance at 1-800-342-9647. Goodbye.

General OCONUS Voicemail

Hello. You have reached the confidential voice mail of a Military & Family Life Counselor. If this is an emergency, please hang up and call the Military Police (or Security Forces if you are on an Air Force base), or the host country local police. Service members and families located in Europe can also call the crisis line by calling DSN 988 or 844-702-5495 to reach a crisis line responder. If you would like to receive a return call or schedule an appointment with the MFLC Counselor, please leave a message and I will return your call within one business day. Or if you prefer, you may contact Military OneSource for confidential assistance at 1-800-342-9647 or 703-253-7599. Goodbye.

Summer or Holiday Break (no coverage available) CONUS Voicemail

Hello. You have reached the confidential voice mail of a Military & Family Life Counselor. If this is an emergency, please hang up and call 911 or Military Police (or Security Forces if you are on an Air Force base), the Military Crisis line at 988 and press 1, reach them by chat online at www.veteranscrisisline.net/chat, or text 838255 to text with a crisis responder. (OCONUS locations may reach the military crisis line by calling DSN 988 or call 844-702-5495 in Europe.) Or if you prefer, you may contact Military OneSource for confidential assistance at 1-800-342-9647. Goodbye.

Holiday Break or Summer Break (coverage available) Voicemail

Hello. You have reached the confidential voice mail of a Military & Family Life Counselor. If this is an emergency, please hang up and call 911 or the Military Police. The Military Crisis line can be reached by calling 988 and press 1, by chat online at www.veteranscrisisline.net/chat, or text 838255 to text with a crisis responder. (OCONUS locations may reach the military crisis line by calling DSN 988 or call 844-702-5495 in Europe.) School MFLCs will return to work on [DATE]. If you would like to speak to an MFLC before that time, please call [PHONE NUMBER FOR BACK UP MFLC]. Or if you prefer, you may call the installation Chaplain at XXX-XXX-XXXX or Military One Source at 800-342-9647 for confidential assistance. Goodbye.”

Vacant Position (or forward phone) Voicemail

Hello. You have reached the confidential voice mail of a Military & Family Life Counselor. If this is an emergency, please hang up and call 911, or the Military Police (or Security Forces if you are on an Air Force base), or the host country local police. You can also reach the military crisis line by calling 988 and press 1 to speak to a crisis responder, chat online with a crisis counselor at www.veteranscrisisline.net/chat, or text 838255 to text with a crisis responder. (OCONUS locations may reach the military crisis line by calling DSN 988 or call 844-702-5495 in Europe.) If you would like to speak to someone at (Insert Military Installation), please call XXX-XXXXXXX or Military One Source at 800-342-9647 for confidential assistance. Goodbye.