

## Key Changes

### Changes Included in this Revision

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part VII, Insurance Quality Control Procedures.

Notes:

- [M29-1, Part VII, Insurance Quality Control Procedures] has been rewritten in its entirety for the purpose of improving clarity and readability.
- Minor editorial changes have also been made to
  - improve clarity and readability,
  - update incorrect or obsolete references and terminology,
  - reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic, and
  - update the labels of individual blocks and the titles of sections and topics to reflect their content more accurately.
- Any substantive changes are itemized in the table below.

<b>Reason(s) for Notable Change</b>	<b>Citation</b>
Updated to provide procedures on the newly established in-house operational reviews.	M29-1, Part VII, Chapter 4, Subsection 4.06
All subsequent subsections were shifted down	M29-1, Part VII, Chapter 4, Subsection 4.07-4.14

**Rescissions**            None

**Authority**            By Direction of the Under Secretary for Benefits

**Signature**            Daniel J. Keenaghan  
Executive Director, Insurance Service

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<b>Reason(s) for Notable Change</b>	<b>Citation</b>
Updated to provide guidance on conducting biannual comprehensive operational reviews.	M29-1, Part VII, Chapter 4, Subsection 4.04
Updated to provide new procedures on the Strategic Oversight and Analysis Review (SOAR) Program.	M29-1, Part VII, Chapter 4, Subsection 4.05

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<b>Reason(s) for Notable Change</b>	<b>Citation</b>
Updated to require supporting citations and correct actions that should have been taken on called errors. Citations can include laws, regulations, manual references, Circulars, Standard Operating Procedures and training guides.	M29-1, Part VII, Chapter 1, Subsection 1.02
Updated to include the proper procedures to submit a request for reconsideration.	M29-1, Part VII, Chapter 1, Subsection 1.15
Updated to include the requirement to include supporting citations when submitting a request for a reconsideration	M29-1, Part VII, Chapter 1, Subsection 1.16
Updated to include procedures on what actions to take when multiple tasks are pending at the same time for the same action.	M29-1, Part VII, Chapter 1, Subsection 1.17
Summary section moved from subsection 1.15 to subsection 1.18	M29-1, Part VII, Chapter 1, Subsection 1.18

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Reason(s) for Notable Change	Citation
Updated language to provide guidance noting that there will be a 30 day grace period on substantive manual updates before an error is called on an SQC.	M29-1, Part VII, Chapter 1, Subsection 1.02 Note

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