

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 VIII, Chapter 2 Protection of Insurance Records.

Notes:

- [M29-1, Part VIII, Chapter 2 Protection of Insurance Records] has been rewritten in its entirety for the purpose of improving clarity and readability. Any substantive changes are itemized in the table below.
- Minor editorial changes have also been made to
 - improve clarity and readability
 - update incorrect or obsolete references
 - update obsolete terminology, where appropriate
 - 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.

Reason(s) for Notable Change	Citation
Updated language provide additional information on the Veterans right to access and request an amendment their records.	M29-1, Part VIII, Chapter 2, Subsection 2.05
Moved portion of 2.06 into its separate section under 2.07. Updated to provide additional information on the roles of the Privacy Officer when a request under the Privacy Act is received.	M29-1, Part VIII, Chapter 2, Subsection 2.07
Moved portion of 2.06 into its separate section under 2.08. Updated to provide additional information on the roles of the Privacy Officer when a Privacy Violation complaint is received.	M29-1, Part VIII, Chapter 2, Subsection 2.08

Reason(s) for Change	Citation

Rescissions **None**

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

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

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Reason(s) for Notable Change	Citation
Updated language to document procedures between OSGLI and VA Insurance on requests of information received by OSGLI, OSGLI's access to sensitive information and sensitive personal information violations disclosed by OSGLI.	M29-1, Part VIII, Chapter 2, Subsection 2.05

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Reason(s) for Notable Change	Citation
Provide updated guidance on what actions must be taken when a Freedom of Information Act (FOIA) and Privacy Act (PA) or Personally Identifiable Information (PII) violation is discovered.	M29-1, Part VIII, Chapter 2, Subsection 2.05

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Reason(s) for Notable Change	Citation
Updated language to provide guidance on when and how a Veteran's file should be marked as sensitive in conjunction with OBI Letter 20C-21-02 and updated VA Insurance systems.	M29-1, Part VIII, Chapter 2, Subsection 2.02
Provided updated language to state that all Privacy Act and FOIA requests are now handled by the Records Management Center (RMC).	M29-1, Part VIII, Chapter 2, Subsection 2.05

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