#### Department of Veterans Affairs M21-1, Part I, Chapter 3

**Veterans Benefits Administration June 19, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part I, “Claimant Rights and Responsibilities,” Chapter 3, “Power of Attorney.”***Notes***: * The term “ regional office” (RO) includes the pension management center (PMC) where appropriate.
* Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her dependent(s) file with VA.
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update the term “veteran” to “Veteran”
* update obsolete terminology, where appropriate
* remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
* update section and topic titles to more accurately reflect their content
* clarify block labels and/or block text, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| • To add that the term “signed” includes electronic signatures received through VA electronic systems.• To provide a reference to III.ii.3.C.5.g, “*Processing Copies of VA Forms 21-22 With Paper Claims Folders*.” • To provide a reference to III.ii.3.C.5.h, “*Processing Copies of VA Forms 21-22 With Electronic Claims Folders*.” | M21-1, Part I, Chapter 3, Section A, Topic 2, Block b(I.3.A.2.b) |
| To move old Topic 5, “*Authority to Review a Claims Folder*,” to I.3.B to better organize related information. | I.3.A.5 (old) |
| To add a note stating, “*VA does not honor requests by an attorney for exclusive contact to restrict the communication between VA and the claimant*,” which was previously located in the introduction block of new Topic 5. | I.3.A.5.a  |
| To add a reference to I.5.F.6.e for guidance on changing representation after certification and transfer of an appeal. | I.3.A.6.a |
| To provide guidance on annotating the revocation or termination of representation in an eFolder. | I.3.A.6.d |

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| Rescissions | None |

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

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| Signature | Thomas J. Murphy, DirectorCompensation Service |

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