#### Department of Veterans Affairs M21-1, Part I, Chapter 5

**Veterans Benefits Administration May 27, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

|  |  |
| --- | --- |
| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part I, “Claimants Rights and Responsibilities,” Chapter 5, “Appeals.”***Notes***: * The term “regional office” (RO) also includes 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 survivors file with VA.
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update obsolete terminology, where appropriate
* renumber each topic based on the standard that the first topic in each section is Topic 1
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic,
* clarify block labels and/or block text, and
* bring the document into conformance with M21-1 standards.
 |

|  |  |
| --- | --- |
| Reason(s) for the Change | Citation |
| To update contact information when determining issues under appeal. | M21-1,Part I, Chapter 5, Section J, Topic 1, Block b(I.5.J.1.b)  |
| To add specific processing procedures for paper versus electronic claims folder into the procedural table. | I.5.J.1.c |
| To update contact information handling claims unrelated to an issue before the U.S. Court of Appeals for Veterans Claims (CAVC) | I.5.J.1.e |
| To update contact information when handling supplemental service treatment secords pertinent to an appeal before CAVC. | I.5.J.1.f |
| To remove old Block a and relocate the content to I.5.A.1.o. | I.5.J.2.a (old) |
| * To provide updated guidance on how to handle appeals pending with Board of Veterans’ Appeals (BVA) at the time of the appellant’s death.
* To update the procedural table describing the necessary actions for processing appeals at the time of the Veteran’s death depending on which office has jurisdiction of the claims folder.
* To update BVA Field Representative fax number.
 | I.5.J.3.a |

|  |  |
| --- | --- |
| Rescissions | None |

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

|  |  |
| --- | --- |
| Signature | Thomas J. Murphy, DirectorCompensation Service |

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |