#### 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, Director  Compensation Service |

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