#### Department of Veterans Affairs M21-1MR, Part III, Subpart iii

**Veterans Benefits Administration January 23, 2014**

**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 M21-1MR, Part III, “General Claims Process,” Subpart iii, “General Development and Dependency Issues.”  ***Notes***:   * The term regional office (RO) also includes pension management center (PMC), where appropriate. * The term Veterans Service Center Manager (VSCM) also includes Pension Management Center Manager (PMCM), where appropriate. * Minor editorial changes have also been made to * update incorrect or obsolete hyperlink references * update obsolete terminology, where appropriate * clarify block labels and/or block text, and * bring the documents into conformance with M21-1MR standards. |

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| Reason(s) for the Change | Citation | Page(s) |
| To replace the requirement for preparation of a formal finding of record unavailability with a hyperlink to M21-1MR, Part III, Subpart iii, Chapter 2, Section I, Topic 61, Block a (III.iii.2.I.61.a), which discusses use of the “final-attempt letter” in lieu of the formal finding of record unavailability. | III.iii.2.E.26.d | 2-E-5 |
| To add an exception that refers readers to III.iii.2.E.29.e, which discusses treatment records that are accessible through the Compensation and Pension Record Interchange (CAPRI). | III.iii.2.E.29.c | 2-E-15 |
| To add a block that explains the availability of certain treatment records through CAPRI. | III.iii.2.E.29.e | 2-E-15 |
| To add a hyperlink to III.ii.2.D.17.d, which contains instructions for handling lost claims. | III.iii.2.E.31.c | 2-E-21 |
| To update the dates during which service members may have been exposed to contaminated drinking water at Camp Lejeune. | III.iii.2.E.32.a | 2-E-23 |
| To identify the six regional offices (RO) that are authorized to process claims involving a Veteran’s exposure to contaminated drinking water at Camp Lejeune. | III.iii.2.E.32.c | 2-E-24 |
| To state that service members who served in Thailand were sometimes awarded the Vietnam Service Medal. | III.iii.2.E.33.b | 2-E-28 |
| To explain the action to take if information the Joint Services Records Research Center (JSRRC) requires to perform its research is not of record. | III.iii.2.E.33.d | 2-E-29 |

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Transmittal Sheet, Continued

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| Changes Included in This Revision (continued) |

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| Reason(s) for the Change | Citation | Page(s) |
| To add the requirement for, and details regarding, the preparation of formal findings that the Department of Veterans Affairs lacks the information the JSRRC requires to determine whether a Veteran served in the Republic of Vietnam. | III.iii.2.E.33.e, f, and g | 2-E-32 and 2-E-33 |
| To update discharge dates of Veterans whose personnel records are available through DPRIS. | III.iii.2.E.35.a and b | 2-E-36 and 2-E-37 |

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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, Director  Compensation Service |

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