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

**Veterans Benefits Administration April 6, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | Incorporation of the following documents into the M21-1 required the creation of a new section (Section D) in M21-1, Part III, General Claims Process,” Subpart ii, “Initial Screening and Determining Veterans Status,”Chapter 1, “Initial Screening Process”:   * Veterans Service Center Managers Compensation (VSCM) Service Bulletin, December 2013, *Criteria for Hardship Claims* * Veterans Benefits Administration (VBA) Letter 20-13-19, *Homeless Claims Processing and Outreach* * Addendum to VSCM Compensation Service Bulletin, September 2014, *Revised Priority Mail Guidance*. * VBA Letter 20-09-07, *Priority Processing for Global War On Terrorism (GWOT) Veterans* * VBA Letter 20-07-19, *Priority Processing for Operations Iraqi Freedom & Enduring Freedom (OEF/OIF) Veterans*, and * VBA Letter 20-05-14, *Operation Enduring Freedom & Operation Iraqi Freedom* |

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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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