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

**Veterans Benefits Administration July 11, 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 III, “General Claims Process,” Subpart ii, “Initial Screening and Determining Veterans Status.”***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.
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| Reason(s) for the Change | Citation |
| To move guidance for processing of *VA Form 21-22* and *VA Form 21-22a* from I.3.B, and incorporate guidance from IPC Reference Guid, and Compensation Service Bulletins dated April 2015 and May 2015 by creating* renamed Section C, “System Updates”
* new Topic 1, “Change of Address and Direct Deposit Processing”
* new Topic 2, “Change of Name Processing”
* new Topic 3, “Processing Third Party Information Requests”
* new Topic 4, “Handling Power of Attorney (POA) Appointments
* new Topic 5, “Updating Electronic Systems for POA,” and
* new Topic 6, “POA Codes.”
 | M21-1, Part III, Subpart ii, Chapter 3, Section C (III.ii.3.C) |
| To delete old Topic 7, “Handling Original Records,” as the Veterans Benefits Administration (VBA) no longer returns original records to claimants per III.ii.1.C.1.e. | III.ii.3.C.7 (old) |
| To delete old Topic 8, “Filing Material in Folders,” which is being incorporated into III.ii.4.B. | III.ii.3.C.8 (old) |
| To delete old Topic 9, “Removing Material From Folders,” which is being incorporated into III.ii.4.B. | III.ii.3.C.9 (old) |

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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 ServiceDavid R. McLenachen, DirectorPension and Fiduciary Service |

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