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

**Veterans Benefits Administration August 4, 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***:* 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 obsolete terminology, where appropriate, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| * To add guidance to the table with specific actions to take depending on whether the case is a claim for Compensation benefits or Pension/survivor benefits.
* To add guidance to the table specific to requesting a trouble ticket from the National Service Desk for Pension/survivor benefit claims.
 | M21-1, Part III, Subpart ii, Chapter 4, Section E, Topic 5, Block a(III.ii.4.E.5.a) |

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| Rescissions | None |

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

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| Signatures | Thomas J. Murphy, DirectorCompensation ServiceDavid R. McLenachan, DirectorPension and Fiduciary Service |

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