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

**Veterans Benefits Administration August 6, 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 iii, “General Development and Dependency Issues.”***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 references, and add hyperlinks.
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| Reason(s) for the Change | Citation |
| * To add a table clarifying instructions pertaining to the action to take depending where the FOLDER LOCATION in the Beneficiary Identification and Records Locator (BIRLS) shows service treatment records (STRs) are located.
* To add a note clarifying that paper claims erroneously sent to the RO from the records management center (RMC) should be referred for vendor scanning first.
 | M21-1, Part III, Subpart iii, Chapter 2, Section B, Topic 3, Block a(III.iii.2.B.3.a) |

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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 Service |

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