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

**Veterans Benefits Administration May 28, 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 dependent(s) file with VA.
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update obsolete terminology, where appropriate
* renumber each topic based on the standard that the first topic in each section is Topic 1
* clarify block labels and/or block text, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To clarify that a reference for two Beneficiary Identification and Records Locator Subsystem (BIRLS) records existing for the same Veteran is duplicate claim (DUPC) processing. | M21-1, Part III, Subpart iii, Chapter 2, Section C, Topic 2, Block b (III.iii.2.C.2.b) |
| To clarify that the Regional Office should request service treatment records (STRs) from the Records Management Center (RMC) for a Notice of Death (NOD) Folder only if BIRLS does not show the STRs as “in-transit” upon claim establishment. | III.iii.2.C.2.c |

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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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