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

**Veterans Benefits Administration July 18, 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 v, “General Authorization Issues and Claimant Notifications.” ***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 or obsolete references
* update the term “veteran” to “Veteran”
* update fiduciary and field examination (F&FE) activity to fiduciary hub
* update obsolete terminology, where appropriate
* remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
* update section and topic titles to more accurately reflect their content
* 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 add a note stating that in most cases fiduciary hubs will be responsible for requesting the appointment (certification) of a fiduciary but in some exceptions when regional offices (ROs) will have to request the appointment of a fiduciary.
* To add a reference to the Fiduciary Program Manual for more information on terms associated with incompetency and fiduciary cases.
 | M21-1, Part III, Subpart v, Chapter 9, Section A, Topic 1, Block a (III.v.9.A.1.a) |
| To include a table with updated procedures for preparing *VA Form 21-592, Request for Appointment of a Fiduciary, Custodian or Guardian, Documents*, based on Enclosure 1 of Training Letter (TL) 11-04, *Processing Virtual VA Electronic VA Form 21-592*. | III.v.9.A.1.c |
| To delete old Block d as it contained outdated information. | -- |
| To add a new Block d with instructions for completing *VA Form 21-592* based on Enclosure 1 of TL 11-04. | III.v.9.A.1.d |
| To add a new Block e that contains the jurisdictions of the fiduciary hubs as described in Enclosure C from *Fast Letter (FL) 14-07*, *Fiduciary Hub Promulgation Teams*. | III.v.9.A.1.e |
| * To add a note stating that in most cases fiduciary hubs will be responsible for requesting temporary fiduciaries but in some exceptions ROs will have to request the appointment of a temporary fiduciary.
* To add a reference to the Fiduciary Program Manual for additional information about the appointment of temporary fiduciaries.
 | III.v.9.A.1.g |
| To add a reference to the *Veteran Benefits Management System (VBMS)-Awards User Guide* for additional information about establishing or reviewing fiduciary information. | III.v.9.A.1.h |
| To remove outdated and unnecessary Benefits Delivery Network (BDN) based processing procedures. | III.v.9.A.2.a |
| * To remove and update BDN based processing procedures.
* To add a reference to the *VBMS-Award* and *VETSNET Awards User Guides* for more information on suspending benefits to an incompetent beneficiary pending the appointment or change of a fiduciary.
 | III.v.9.A.2.b |
| To remove old Blocks c and d because they contain instructions for processing insurance deductions and suspending a Veteran’s award in BDN, which is a retired system. | --- |
| * To remove and update BDN based processing procedures.
* To add a reference to the *VBMS-Award* and *VETSNET Awards User Guides* for more information on suspending benefits to an incompetent beneficiary pending the appointment or change of a fiduciary.
 | III.v.9.A.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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