

## Transmittal Sheet

### Changes Included in This Revision

The table below describes the changes included in this revision Benefits Assistance Service Procedures M27-1, Part I Chapter 4.

#### Notes:

- The change date was updated from “Initial Content load September 2012” to “August 2014” where appropriate.
- Minor editorial changes have also been made to:
  - Update incorrect or obsolete hyperlink references
  - Update obsolete terminology, where appropriate
  - Update section and topic titles to more accurately reflect their content
  - Reorganize blocks/tables to provide a more logical flow of information
  - Make grammatical changes where necessary
  - Adding links to forms and references throughout the chapter

Reason(s) for the Change	Citation	Page(s)
Removed and replaced all of “General Guidelines for Conduct Interviews” with “Waiting and Personal Interview Area” because the former is not considered actual policy, but guidelines and suggestions.	4.1	I-4-2 through I-4-3
Removed and consolidated “Waiting Area” with “Waiting and Personal Interview Area.” Replaced with “Tracking and Timeliness.”	4.2	I-4-4
Removed and consolidated “Interview Area” with “Waiting and Personal Interview Area”. Replaced with “The Intake Process”	4.3	I-4-5
Updated “Steps to Conduct a Personal Interview” to reflect what is required when conducting the interview.	4.4.a	I-4-6 to I-4-7
Shortened to reflect policy and not suggestions and recommendations.	4.4.b-h	I-4-7 through I-4-9
Removed “Tips for Successful Interviewing” as it is not policy. This was replaced with “Reporting Work Credit for Person Interview Activity” to give information on reporting work credit in DOOR.	4.5	I-4-11
Removed because this is not considered policy.	4.6	I-4-12

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**Rescissions**

None

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**Authority**

By Direction of the Under Secretary for Benefits

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**Signature**



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Robert T. Reynolds, Director  
Benefits Assistance Service

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