Filipino Service Request for VA Benefits

**Department of Veterans Affairs (VA)**

1. **Request Benefits**

   VA Completes VA Form 3101 (VA signs Form 3101) then submits:
   - Completed/Signed VA Form 3101 containing whether Guerilla or USAFFE Soldier.
   - Include ALL available supporting documents.

2. **NPRC Tech Search for Claim Folder in stacks based on name in VA Form 3101.**

   - Claim Folder Found?**
     - **YES**
     - NPRC Tech gathers all available documents and sends to Army HRC/TAGD/APRD to validate service.
     - **NO**

3. **Name Found?**

   - **YES**
   - NPRC Tech reviews AGO Form 23 Found?
     - **YES**
     - NPRC Tech compares AGO Form 23 data against index cards/rosters.
   - **NO**

4. **Name Matches?**

   - **YES**
   - Negative Service Verification - NPRC Tech sends negative response to VA Form 3101 – Claim Invalid.
   - **NO**

5. **VA Provides AGO Form 23?**

   - **YES**
   - Positive Service Verification - NPRC Tech sends Form 632 and VA Form 3101 to VA – Claim Valid.
   - **NO**

6. **NPRC Tech requests copy of AGO Form 23 from VA.**

7. **VA Decides Claim.**

8. **Customer Notified of Claim Denial**

9. **Customer Notified of Claim Approval**

**Army Service Determination Process**

**ARMY / NPRC**

- Validates Service

**ARMY / HRC / TAGD / APRD**

- Served?

- Negative Service Verified - Notify VA & NPRC.

- Positive Service Verified - Notify VA & NPRC.
Army Service Determination Process

*Notes:

(1) The claim folders established for the Filipino claimants are not Official Military Personnel Files and were created from documents gathered by the Department of the Army after military control was re-established following World War II. In some cases information in the claim folders was provided by the Filipino claimants without independent verification by the Department of the Army.

(2) The approved rosters were created by the Department of the Army as a result of a massive effort to capture the contributions of units and their associated staff who supported US forces during World War II. Unfortunately, since Filipino claimants did not have unique identifiers like Service numbers or Social Security Numbers, the names listed on the rosters can not be used to independently verify service. The Army reviewed claim folders along with approved rosters to determine if the claimant met the established threshold for service. Not all support provided by individuals and units to U.S. Forces during World War II meets the threshold to establish service.

(3) The AGO Form 23 is the key document in the Claim Folder, which enabled the Department of the Army to cross-walk the claimed service documented by the claimant with the information contained on the rosters.

(4) During the demobilization of forces in the Philippines after World War II, the Department of the Army made payments to Filipino’s who claimed to be supporting US forces during the war. Because of the overwhelming number of Filipino’s claiming service, the Department of the Army quickly recognized that they needed to conduct a thorough review of the support provided by Filipino claimants. This was the genesis for the creation of the approved rosters. Therefore, documents contained in the claim folders reflecting payments made to Filipino claimants can not be used to verify service.