

Transmittal Sheet

**Changes
 Included in
 This Revision**

The table below describes the changes included in this revision of Benefits Assistance Service Procedures (BAS) M27-1, Part I, Chapter 5 “Correspondence.”

Notes:

- The term regional office (RO) also includes pension management center, where appropriate.
- Minor editorial changes have also been made to
 - update incorrect or obsolete hyperlink references
 - update obsolete terminology, where appropriate
 - reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic
 - correct grammatical and spelling errors
 - reorganize content within sections for better readability
 - update Table of Contents, where appropriate
 - clarify block labels and/or block text, and
 - bring the document into conformance with M27-1 standards.

Reason(s) for the Change	Citation	Page(s)
Changed name of Specially Controlled Correspondence to Special Correspondence throughout M27-1.I.5	I.5	
Changed name of Non-Controlled Correspondence to Routine Correspondence throughout M27-1.I.5	I.5	
Added VBA’s Office of Client Relations as a referral option for White House mail	I.5.3.a	I-5-7
Reordered sequence of bullets to move “Clear EP 500” to last bullet entry	I.5.3.b	I-5-9
Added VBA’s Office of Client Relations as additional clarification for the White House third party reference	I.5.3.c	I-5-10
Updated to replace statement that routine mail is not controlled with statement that requires that all correspondence be controlled	I.5.4.a	I-5-12
Added guidance on how routine correspondence that is received and processed by a centralized mail hub site will be managed and brokered to the appropriate regional office for action.	I.5.4.b	I-5-12
Reordered sequence of bullets to move “Clear EP 400” to last bullet entry	I.5.4.b	I-5-13

Rescissions None

Authority By Direction of the Under Secretary for Benefits

Signature /s/
Michael J. Frueh
Executive Director
Benefits Assistance Service

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