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.

<table>
<thead>
<tr>
<th>Reason(s) for the Change</th>
<th>Citation</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changed name of Specially Controlled Correspondence to Special Correspondence throughout M27-1.1.5</td>
<td>I.5</td>
<td></td>
</tr>
<tr>
<td>Changed name of Non-Controlled Correspondence to Routine Correspondence throughout M27-1.1.5</td>
<td>I.5</td>
<td></td>
</tr>
<tr>
<td>Added VBA’s Office of Client Relations as a referral option for White House mail</td>
<td>I.5.3.a</td>
<td>I-5-7</td>
</tr>
<tr>
<td>Reordered sequence of bullets to move “Clear EP 500” to last bullet entry</td>
<td>I.5.3.b</td>
<td>I-5-9</td>
</tr>
<tr>
<td>Added VBA’s Office of Client Relations as additional clarification for the White House third party reference</td>
<td>I.5.3.c</td>
<td>I-5-10</td>
</tr>
<tr>
<td>Updated to replace statement that routine mail is not controlled with statement that requires that all correspondence be controlled</td>
<td>I.5.4.a</td>
<td>I-5-12</td>
</tr>
<tr>
<td>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.</td>
<td>I.5.4.b</td>
<td>I-5-12</td>
</tr>
<tr>
<td>Reordered sequence of bullets to move “Clear EP 400” to last bullet entry</td>
<td>I.5.4.b</td>
<td>I-5-13</td>
</tr>
</tbody>
</table>
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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