

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)
<ul style="list-style-type: none"> • To update Introduction to include formatting of written and electronic correspondence and preparing customer-requested letters for visually impaired customers. Moved amount letters for estranged spouses and civil service preference letters from I.5.1 to I.5.5. • To update section title to specify application to outgoing correspondence. 	I.5.1	I-5-3
To relocate information on the need for correspondence to be clear, concise, and free of errors from I.5.4.a to I.5.1.a.	I.5.1.a	I-5-3
To update with Customer Relationship Management Unified Desktop-Optimized (CRM/UD-O) as a system used to create correspondence.	I.5.1.b	I-5-3
To relocate information on formatting written correspondence from I.5.4.b to I.5.1.d.	I.5.1.d	I-5-4
To relocate information on formatting electronic correspondence from I.5.4.c to I.5.1.e.	I.5.1.e	I-5-4
To relocate guidance on preparing customer-requested letters for the visually impaired customer from I.5.5.h to I.5.1.f	I.5.1.f	I-5-4
To update section title to specify application to outgoing correspondence.	I.5.2	I-5-6
To update section title to specify application to incoming special controlled correspondence	I.5.3	I-5-7

<ul style="list-style-type: none"> • To clarify “mail” includes email correspondence • To add definition and 10 day response requirement for Simple Controlled Correspondence • To add definition and 30 day response requirement for Complex Controlled Correspondence • To add note on calculation of business days for timely response • To add note indicating correspondence with a requested due date earlier than the standard timeframes for response must be responded to by the requested due date 	I.5.3.a	I-5-7
<ul style="list-style-type: none"> • To relocate information about processing special controlled correspondence from I.5.5.b to I.5.3.b • To remove interim response requirement for simple controlled correspondence • To change interim response time for complex controlled correspondence from 5 days to 10 days 	I.5.3.b	I-5-7
<ul style="list-style-type: none"> • To relocate information about identifying special controlled correspondence in the eFolder from I.5.5.c to I.5.3.c • To change interim response time for complex controlled correspondence from 5 days to 10 days 	I.5.3.c	I-5-7
To remove information on submitting special controlled correspondence for a rating decision	(old I.5.5.d)	
To relocate information about non-controlled correspondence from I.5.3 to I.5.4	I.5.4	I-5-12
<ul style="list-style-type: none"> • To add that a final response for non-controlled correspondence must be provided within 10 business days • To add note on calculation of business days for timely response 	I.5.4.a	I-5-12
To clarify requirement to provide continuing correspondence on when subsequent correspondence is received	I.5.4.d	I-5-14
To delete information on handling misdirected mail dealing with appellate issues	(old I.5.5.i)	
To delete information on DOOR WIDs	(old I.5.5.j)	
To relocate and re-title section for customer-requested outgoing correspondence from I.5.6 to I.5.5	I.5.5	I-5-15
<ul style="list-style-type: none"> • To add information regarding gross and net amounts paid • To add information regarding unauthorized third party requests for benefit verification 	I.5.5.a	I-5-15
To add requirement to verify information in system prior to issuing a service verification letter	I.5.5.c	I-5-17
To add instructions to send a VAI to the station of jurisdiction for state-specific letters	I.5.5.d	I-5-17
<ul style="list-style-type: none"> • To change preference for civil service preference letters from “mothers” to “parents” • To add a notice regarding Privacy Act • To add a reference to M21-1 III.vi.7.2 	I.5.5.e	I-5-18
To add a block for letters requested by Veterans who returned to active duty	I.5.5.f	I-5-18
To add a block advising outgoing correspondence may be mailed or	I.5.5.h	I-5-19

faxed to a first party requestor		
To relocate content from I.5.7 to I.5.6	I.5.6	I-5-20
To include information regarding the use of the 27-0820 series and requirement to route the forms appropriately	I.5.6.c	I-5-21
To relocate content from I.5.8 to I.5.7	I.5.7	I-5-22
To remove information regarding notification letters	I.5.7.b	I-5-22
To delete content in old I.5.8.c	(old I.5.8.c)	
To relocate content from I.5.9 to I.5.8	I.5.8	I-5-23
To add as purpose of 27-0820 to request action be taken in response to information provided	I.5.8.a	I-5-23
To add requirement that 27-0820 series must include date of contact and identifying information for Veteran and contact	I.5.8.b	I-5-23
To remove as use of 27-0820 documentation of explanation of awards, disallowances, or related circumstances in cases where the claimant does not appear satisfied	I.5.8.c	I-5-24
To add that 27-0820 must not be used to document information that must be submitted in writing by the customer	I.5.8.d	I-5-24

Rescissions None

Authority By Direction of the Under Secretary for Benefits

Signature /s/
Robert Carr
Deputy Director
Benefits Assistance Service

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