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**CHAPTER 27. ISSUANCE OF REPLACEMENT POLICIES AND RIDERS**

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**27.01 GENERAL**

Insurance policies and/or total disability income provision riders may be issued to replace those that have been lost or destroyed.

**27.02 REQUIREMENTS**

1. A request by an insured or by a third party for a replacement policy and/or rider will be accepted as a valid application.
2. When the correspondence is not signed by the insured or is submitted by a third party, the policy and/or rider will be sent to the insured at the address of record.
3. If the request is signed by the insured, the document(s) may be mailed to anyone they request.
4. If the request is for a term policy, the effective date of the current term period will be shown.
5. In most instances, the replacement policy and/or rider will be prepared by a computer-generated input. However, if the policy cannot be systematically generated, the request will be forwarded to the Policyholders Services Division, manually prepared, and released.
6. Replacement policies and/or riders will not be marked as a duplicate or replacement policy.
7. Replacement of policies and/or riders will be authorized only when the insurance is in force under premium-paying conditions, extended term insurance, or paid up insurance.
8. When the insurance is lapsed and not in force under extended insurance, a replacement policy will not be issued. Instead, the Veteran will be furnished reinstatement requirements provided the contract is eligible for reinstatement.