#### Department of Veterans Affairs M29-1, Part 6, Chapter 11

**Veterans Benefits Administration March 19, 2020**

**Washington, DC 20420**

#### Key Changes

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 6, Chapter 11.  ***Notes***:   * **M29-1, Part 6, Chapter11** has been rewritten in its entirety for the purpose of improving clarity and readability. Any substantive changes are itemized in the table below. * Minor editorial changes have also been made to * improve clarity and readability * add references * update incorrect or obsolete references * update obsolete terminology, where appropriate * reorganize/relocate content within **M29-1, Part 6, Chapter 11** so that it flows more logically * reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic * update the labels of individual blocks and the titles of sections and topics to more accurately reflect their content, and * bring the document into conformance with M29-1 standards. |

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| Reason(s) for Notable Change | Citation |
| Removes outdated information on local indexing of unidentified correspondence as the process has been replaced by Imaging, which is explained in M29-1, Part VIII | Subchapter 11.01 |
| Clarifies that Insurance staff should send a letter to a correspondent stating that no coverage is in force if there is no Insurance electronic record | Subchapter 11.01 |
| Clarifies that Insurance staff should forward an explanation to a correspondent when VA systems report that a policy was in force prior to the death of the insured | Subchapter 11.01 |
| Explains that inquiries regarding paid insurance claims or any other related inquiries should be handled via the procedures listed in M29-1, Part 1, Chapter 12—Miscellaneous | Subchapter 11.02 |
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| **Reason(s) for Change** | **Citation** |
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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Timothy Sirhal, Acting Director  Insurance Service |

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