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**Chapter 5 - Retirement and Recall of Inactive Insurance Folders**

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**5.01 GENERAL**

a.   All paper folders were retired to the appropriate Federal Records Center (FRC) in 1999.  VA Insurance conducted the retirement in accordance with Records Control Schedule VB-1, Part 1-Field.

1.  The retired paper folders included policy information, correspondence, and beneficiary information.

2.   VA created an electronic record from the information in the retired paper folder for all active insureds at the time of retirement.  Before retirement, the Beneficiary and Option Designation Form from each retired paper folder was scanned and stored to the electronic folder.

3.  Inactive records at the time of the retirement were sent to the appropriate FRC without creating an electronic record or scanning any documents into VA systems.  VBA systems contain retired records locations for retrieval, as necessary.

b.  Retirement and recall procedures as outlined in the Records Control Schedule, VB-1, Part 1-Field will be followed.

**5.02  LOCATION OF RETIRED INSURANCE RECORDS**

a.  All V, H, RH and RS folders retired by the St. Paul and Denver VA centers are maintained in separate groups at the following address:

Federal Records Center

General Services Administration

7358 South Pulaski Road

Chicago, Illinois 60629

b.  Most K, V, H, RH, RS and J folders retired by the Philadelphia VA Center are located at the following address:

Federal Records Center

Facility – 01

14700 Townsend Road

Philadelphia, PA 19154

*NOTE:*  Insurance records archived in 1963 were destroyed under the authority of title 36 of the Code of Federal Regulations.  These records were no longer active because of lapse due to non-payment of premiums, cash surrender, matured endowment policy, or death claims proceeds issued.

c. All K, T, N, V, H, RH and RS Premium Record Cards are located at the following address:

National Personnel Records Center #061  
(Civilian Personnel Records)  
General Services Administration  
111 Winnebago Street  
St. Louis, Missouri 63118

Requests for these record cards should be made using the following process:

1. Complete VA Form 29-5714 "Requisition - Photocopy PRC/Folder Request Temporary Charge".

2. Fax the form to the National Personnel Records Center at 618-935-3042/3032.

3. Wait 2-3 weeks for a reply.  If no reply in that time frame, make a second request.

**5.03    REQUESTS FOR RETIRED PAPER FOLDERS**

Management of all paper folders that are recalled from the FRC are controlled by Clerical Support.

a.     Requests for retired folders are processed by Clerical Support. Insurance Specialists who need a retired paper folder send a request to Clerical Support through the Insurance System. The Clerical Support Staff obtains the location of the retired paper folder and other necessary information needed, such as the year retired, accession number, and box number.

b.     To request the folder, the Clerical Support Staff must access a National Archives website, [www.arcis.gov](http://www.arcis.gov/). This is the Archives and Records Centers Info System website.

c.     Clerical Support keeps a log of all retired paper folder requests made, which includes when it was received and when it is returned.

d.     Once a retired paper folder is received from a FRC, Clerical Support gives it to the requesting Insurance Specialist.

e.     When the Insurance Specialist is finished with the paper folder, they return it to Clerical Support.

f.      Clerical Support retains all retired paper folders until there are enough to fill a standard issue FRC box (a one-foot cube) to send to the appropriate FRC location.

g.     Once a box is full, Clerical Support gives it to the Records Management Officer (RMO) who mails it back to the FRC. The RMO keeps track of when the box was sent and when it was received by the FRC.