#### Department of Veterans Affairs M27-1, Part I, Chapter 5

**Veterans Benefits Administration April 20, 2018**

**Washington, DC 20420**

#### Transmittal Sheet

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| 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.
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| Reason(s) for the Change | Citation | Page(s) |
| * 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 |
| * 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 |
| * 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 |
| * 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 |
| * 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 |
| * 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 |
| * 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 faxed to a first party requestor | I.5.5.h | I-5-19 |
| 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 |

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| Rescissions | None |

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

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| Signature |  /s/Robert CarrDeputy DirectorBenefits Assistance Service |
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