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

**Veterans Benefits Administration February 13, 2019**

**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) |
| Changed name of Specially Controlled Correspondence to Special Correspondence throughout M27-1.I.5 | I.5 |  |
| Changed name of Non-Controlled Correspondence to Routine Correspondence throughout M27-1.I.5 | I.5 |  |
| Added VBA’s Office of Client Relations as a referral option for White House mail | I.5.3.a | I-5-7 |
| Reordered sequence of bullets to move “Clear EP 500” to last bullet entry | I.5.3.b | I-5-9 |
| Added VBA’s Office of Client Relations as additional clarification for the White House third party reference | I.5.3.c | I-5-10 |
| Updated to replace statement that routine mail is not controlled with statement that requires that all correspondence be controlled | I.5.4.a | I-5-12 |
| Added guidance on how routine correspondence that is received and processed by a centralized mail hub site will be managed and brokered to the appropriate regional office for action. | I.5.4.b | I-5-12 |
| Reordered sequence of bullets to move “Clear EP 400” to last bullet entry | I.5.4.b | I-5-13 |

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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/  Michael J. Frueh  Executive Director  Benefits Assistance Service |
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