

Key Changes

Rescissions M29-1, Part 8, Memorandum, Insurance Awards Unit SQC Program, is being removed in its entirety and content incorporated into M29-1, Part 7.

Authority By Direction of the Under Secretary for Benefits

Signature

Vincent E. Markey, Director
Insurance Service

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Key Changes

Changes Included in This Revision

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 1

Notes:

- **M29-1, Part 8, Chapter 1** has been rewritten in its entirety for 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 8, Chapter 1** 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.

Reason(s) for Notable Change	Citation
Adds a reference to current government insurance programs including the Service-Disabled Veterans' Insurance (S-DVI) and the Veterans' Mortgage Life Insurance (VMLI) programs	Subchapter 1.01
Removes historical information regarding closed government insurance programs as duplicative of material already in M29-1, Part 1, Chapter 1	Subchapter 1.01
Describes the type of material and information included in the term records for insurance purposes; eliminates the phrase insurance folders and inserts the word records as more reflective of current electronic records system	Subchapter 1.02
Clarifies the type of documents formerly kept in the Insurance Center's paper insurance records (retired folders) and in the Insurance Center's electronic record-keeping system; explains the process for requesting retired folders.	Subchapter 1.03
Removes both subchapters related to paper insurance folders for disability benefits and on-site paper folders as no longer applicable to the insurance program	Prior Subchapters 1.04 & 1.05
Explains that the information in the Subchapter only applies to the retired paper folders that have been retired to a Federal Archive Records Center (FARC); removes the category of retired paper folder "Retired – XC" as no longer applicable to the insurance programs	New Subchapter 1.04

Explains that electronic insurance records include both active records, and records that have been deactivated (are no longer in force), as well as a message indicating if there is no electronic insurance record.

New Subchapter
1.05

Reason(s) for Change	Citation

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Key Changes

Changes Included in This Revision

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 2.

Notes:

- **M29-1, Part 8, Chapter 2** has been rewritten in its entirety for 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 8, Chapter 2** 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.

Reason(s) for Notable Change	Citation
Clarifies that information contained in either paper insurance folders or electronic records is privileged and confidential	Subchapter 2.01
Explains that sensitive insurance files will be established electronically and maintained at differing levels of security; explains that employee access to a sensitive file will differ based on the level of security attached to a file; provides a table of sensitivity levels for key VA systems	Subchapter 2.02
Explains that sensitive files include records of those persons listed as missing in action (MIA) or who have an active IRS tax levy or are in receipt of VA benefits	Subchapter 2.02
Removes outdated language on how requests for release of Veteran's records are handled	Subchapter 2.02
Removes subchapter regarding protection of paper folders as all paper folders have been retired to a Federal Records Center	Prior Subchapter 2.04
Explains that physical records are no longer maintained by the Insurance Center Program Management Division, rather they are maintained electronically on a shared drive, accessible to authorized staff	New Subchapter 2.05
Removes outdated language on a recharge system for insurance paper folders	Prior Subchapter 2.06
Explains that applicable federal laws (Privacy Act and Freedom of Information Act) govern the release of information from insurance	New Subchapter 2.06

records; provides guidance on locating internal VA, VBA, and Insurance Center guidance on these laws for application in the release of information from insurance records	
Removes outdated language on handling of paper folders out of the files for 30 days or more	Prior Subchapter 2.07

Reason(s) for Change	Citation
Explains that physical records will be scanned for storage in Insurance Center systems by the Clerical Support Staff	Subchapter 2.03
Explains that physical records are imaged and processed in accordance with the VBA Records Control Schedule (RCS) and destroyed in accordance with Appendix b of VBA Directive 6300	New Subchapter 2.04

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Key Changes

**Changes
 Included in
 This Revision**

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 3.

Notes:

- **M29-1, Part 8, Chapter 3** has been rewritten in its entirety for 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 8, Chapter 3** 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.

Reason(s) for Notable Change	Citation
Clarifies that insurance information is currently retained in the form of electronic records, rather than paper folders	Subchapter 3.01
Eliminates language in Subchapters 3.03, 3.04 and 3.05 that references insurance information retained and organized in physical folders as no longer applicable to the insurance programs	Prior Subchapters 3.03 to 3.05
Eliminates language that references placement of documents in a physical folder as no longer applicable to the insurance programs	New Subchapter 3.03
Explains how paper records are handled, including imaging, destruction and retirement; explains how electronic records are created and organized	New Subchapter 3.03
Explains the process by which access is requested and obtained for electronic insurance records	New Subchapter 3.04
Explains the workflow process for electronic insurance records—the process by which documents received by the Insurance Center are bar-coded, scanned, and assigned to staff members as part of their workload	New Subchapter 3.05
Explains the process by which records categorized as lost are searched for by Insurance staff	Subchapter 3.06

Reason(s) for Change	Citation

Rescissions None

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Vincent E. Markey, Director
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Key Changes

Rescissions M29-1, Part 8, Chapter 4, is being removed in its entirety as it no longer applicable to the insurance programs.

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Key Changes

Changes Included in This Revision

The table below describes the changes included in this revision of Veterans Benefits Insurance Manual M29-1, Part 8, Chapter 5

Notes:

- **M29-1, Part 8, Chapter 5** has been rewritten in its entirety for 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 8, Chapter 5** 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.

Reason(s) for Notable Change	Citation
Explains Insurance retired paper folders to the appropriate Federal Records Center and created an electronic record from the retired folder information; eliminates reference to the St. Paul Regional Office in administering insurance policies as no longer applicable to the insurance programs; clarifies that retirement and recall of the insurance folders is done in accordance with the appropriate Records Control Schedule	Subchapter 5.01

Reason(s) for Change	Citation
Updates the address of the Philadelphia Federal Records Center; eliminates reference to insurance premium record cards as no longer applicable to the insurance programs	Subchapter 5.02
Updates and explains the process for requesting retired paper folders from the appropriate Federal Records Center	Subchapter 5.03

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None

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