### Section B. Handling Power of Attorney (POA) Appointments

#### Overview

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| In this Section | This section contains the following topics: |

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| Topic | Topic Name | See Page |
| 9 | Handling Representative Appointment Forms | 3-B-2 |
| 10 | Handling Appointment Forms/Letters for Special Cases | 3-B-9 |
| 11 | Updating the Benefits Delivery Network (BDN)/Share | 3-B-13 |
| 12 | Veterans Service Organization (VSO) Review of New Rating Decisions | 3-B-19 |
| 13 | Exhibit 1: POA Codes | 3-B-21 |

#### 9. Handling Representative Appointment Forms

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| Introduction | This topic contains information on handling representative appointment forms including   * when to process appointment forms * endorsing an appointment form as *limited* * reviewing a submitted *VA Form 21-22, Appointment of Veterans Service Organization as Claimant’s Representative* * policies pertaining to *VA Form 21-22* * handling an outdated *VA Form 21-22* * handling an incomplete *VA Form 21-22* * processing copies of *VA Form 21-22* * processing *VA Form 21-22a, Appointment of Individual as Claimant's Representative,* and appointment letters * filing or sending additional copies of appointment forms or letters, and * unclear declaration |

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| Change Date | March 26, 2013 |

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| a. When to Process Appointment Forms | Process representative appointment forms as soon as they are received from the claimant. |

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9. Handling Representative Appointment Forms, Continued

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| b. Endorsing an Appointment Form as Limited | If a claimant other than the Veteran appoints a representative, clearly endorse the appointment form as *Limited* to avoid erroneous referral of the Veteran’s claims folder to the claimant’s representative. |

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| c. Reviewing a Submitted VA Form 21-22 | When reviewing a *VA Form 21-22, Appointment of Veterans Service Organization as Claimant’s Representative:*   * check that the version of the form is current * check that the form is complete * process each copy of the properly completed and current form, and * update electronic systems to reflect the appointment   ***References***: For more information on   * policies pertaining to *VA Form 21-22*, see [M21-1MR, Part I, 3.B.9.d](imi-internal:M21-1MRI.3.B.9.d) * handling an outdated *VA Form 21-22*, see [M21-1MR, Part I, 3.B.9.e](imi-internal:M21-1MRI.3.B.9.e) * handling an incomplete *VA Form 21-22*, see[M21-1MR, Part I, 3.B.9.f](imi-internal:M21-1MRI.3.B.9.f) * processing each copy of the *VA Form 21-22*, see[M21-1MR, Part I, 3.B.9.g](imi-internal:M21-1MRI.3.B.9.g), and * updating the Benefits Delivery Network (BDN)/Share, see [M21-1MR, Part I, 3.B.11](imi-internal:M21-1MRI.3.B.11) |

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9. Handling Representative Appointment Forms, Continued

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| d. Policies pertaining to VA Form 21-22 | The following policies, specific to the *VA Form 21-22*, apply:   * Do not update any VA electronic system to show appointment of a veterans service organization (VSO) unless/until you receive a complete and current *VA Form 21-22*. * Accept only the current version of *VA Form 21-22*. * Prior versions of the form are considered outdated and are not acceptable *for new or changed appointments*. * Accept only a complete *VA Form 21-22*. * For the form to be considered complete, each applicable item of information requested by the *VA Form 21-22* must be provided and both the representative and the claimant must sign and date the form. * Where an item on the form states that information – such as an email address for the claimant – is optional, absence of that information does not render the form incomplete. * Where an item on the form requests information only conditionally, the information is only required where the condition is met. For example, the claimant’s name is required only if the claimant is not the Veteran named in item 1. * Failure to complete optional authorizations or limitations does not render the *VA Form 21-22* incomplete |

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| e. Handling an Outdated VA Form 21-22 | Refer to the table below for the procedure to follow when a claimant submits an outdated version of *VA Form 21-22*. |

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| If ... | Then ... |
| a claimant submits an outdated version of the *VA Form 21-22* | * send a development letter requesting completion of the current version of the *VA Form 21-22* * provide the current version of the form for completion, and * return the outdated version of the form. |

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9. Handling Representative Appointment Forms, Continued

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| f. Handling an Incomplete VA Form 21-22 | Use the procedure below if the *VA Form 21-22* is incomplete. |

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| If the VSO is ... | Then ... |
| * located in the same building as the regional office (RO) | * forward the form to the VSO for completion and * check all necessary incomplete items on the form. |
| * not located in the same building as the RO, and * there is an end product (EP) pending | * return the form to the claimant with a letter using the Modern Awards Processing and Development (MAP-D) paragraph “Form incomplete - Items checked in red needed,” and * check all necessary incomplete items on the form in red ink. |
| * not located in the same building as the RO, and there is **no** EP pending. | * establish an EP 400 * return the form to the claimant with a letter using the MAP-D paragraph “Form incomplete - Items checked in red needed,” and * check all necessary incomplete items on the form in red ink. * clear the EP 400 |

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| ***Note***: The MAP-D paragraph “Form incomplete - Items checked in red needed,” can be found under the category “General Development Type.”  ***Reference***: For more information about MAP-D, see the [MAP-D User’s Guide](http://vbaw.vba.va.gov/VetsNet/Claims_Docs/webhelp/Claim_Development1.htm). |

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9. Handling Representative Appointment Forms, Continued

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| g. Processing Copies of VA Form 21-22 | Follow the instructions contained in the table below to process the three copies of *VA Form 21-22*. |

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| Copy/Name | Action |
| 1 – *Claims Folder* | * In the *Acknowledged* block enter * the current date, and * your initials * As applicable, complete the block *Copy of VA Form 21-22 Sent to*, and   reverse file on the right flap of the claims folder. |
| 2 – *Service Organization* | Send to the VSO. |
| 3 – *Other* | ***First***, use the Beneficiary Identification and Records Locator System (BIRLS) Folder Location screen to determine if any other folders exist.  ***Then*** either   * file copy in any other relevant folders, such as Vocational Rehabilitation and Employment (VR&E), Education, Insurance, or Loan Guaranty, or * dispose of copy, in accordance with the *Records Control Schedule* VBA, Part I, 13-052.300. |

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| ***Reference***: For more information on the relevant folders and third parties that should receive copy 3 of *VA Form 21-22*, see [M21-1MR, Part I, 3.B.9.i](imi-internal:M21-1MRI.3.B.9.i). |

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9. Handling Representative Appointment Forms, Continued

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| h. Processing VA Form 21-22a and Appointment Letters | Use the table below to process *VA Form 21- 22a*, *Appointment of Individual as Claimant's Representative,* in order to acknowledge the appointment of an agent, attorney, or a non-licensed individual.  ***Notes***:   * An accredited agent or attorney may only establish representation by using a *VA Form 21-22a*. * Non-licensed individuals may establish representation by using the *VA Form 21-22a* or appointment letter. |

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| Copy of Form/Letter | Action to Process |
| Original | * Annotate with * the current date, and * *Acknowledged*, and * reverse file on the right flap of the claims folder. |
| Photocopy 1 | Send to the agent or non-licensed individual representative to acknowledge VA’s receipt of *VA Form 21- 22a* or appointment letter. |
| Additional Photocopies | File in any relevant folders or send to any relevant third parties to note the existence of the agent or non-licensed individual as a representative.  ***Reference***: For more information on the relevant folders and third parties that should receive a copy of *VA Form 21-22a*, see [M21-1MR, Part I, 3.B.9.i](imi-internal:M21-1MRI.3.B.9.i). |

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9. Handling Representative Appointment Forms, Continued

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| i. Filing or Sending Additional Copies of Appointment Forms or Letters | Use the table below to determine circumstances that require additional filing or sending of   * copy 3 of *VA Form 21-22*, or * additional photocopies of *VA Form 21-22a* or the appointment letter. |

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| If … | Then … |
| there is a Counseling, Evaluation and Rehabilitation (CER) folder  ***Exception***: CER folders retired to a Federal Records Center (FRC). | file copy 3 or an additional photocopy in the CER folder. |
| the appointment was filed for loan guaranty purposes andthe loan guaranty records involve waiver of indebtedness ordenial of basic eligibility | file copy 3 or an additional photocopy in the loan guaranty folder. |
| the claim involves disability insurance benefits | send copy 3 or an additional photocopy to the insurance office of jurisdiction. |
| a Chapter 30 file exists on the BIRLS LOC screen | * annotate the copy 3 or an additional photocopy with the phrase *for CH 30 purposes*, and * send copy 3 or the additional photocopy to the RO with jurisdiction over the Chapter 30 file. |

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| j. Unclear Declaration | If a private attorney’s declaration of representation is unclear whether it is limited or unlimited, write to the attorney and ask for clarification. Back-file any such clarification in the claims file. |

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#### 10. Handling Appointment Forms/Letters for Special Cases

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| Introduction | This topic contains information on handling appointment forms or letters for special cases, including   * handling * *VA Form 21-22* when the claims folder is permanently transferred * *VA Form 21-22a* or appointment letter when the claims folder is permanently transferred * appointment forms/letters when the claims folder is temporarily transferred, and * appointment forms/letters when there is no record of the claims folder, and * validating informal claims without appointment forms/letters. |

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| Change Date | August 4, 2009 |

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| a. Handling VA Form 21-22 When Claims Folder Is Permanently Transferred | The table below describes the process for handling *VA Form 21-22* when the claims folder is permanently transferred. |

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| Stage | Who is Responsible | Description |
| 1 | Office that receives *VA Form 21-22* | * Spells out the VSO name (***Example***: Spell out ALA-DVA as *ALA State Department of Veterans Affairs)* on *VA Form 21-22*, and * uses *Optional Form (OF) 41, Routing and Transmittal Slip,* to forward the *VA Form 21-22* to the office having jurisdiction over the claims folder.   ***Note***: For State or local VSOs, use authorized State abbreviations. |
| 2 | Office of jurisdiction | * Updates the BDN/Share, and * files *VA Form 21-22* in the claims folder.   ***Reference***: For more information on updating the BDN/Share, see [M21-1MR, Part I, 3.B.11](imi-internal:M21-1MRI.3.B.11). |

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10. Handling Appointment Forms/Letters for Special Cases, Continued

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| b. Handling VA Form 21-22a or Appointment Letter When Claims Folder Is Permanently Transferred | If *VA Form 21-22a* or an appointment letter is received after the claims folder has been permanently transferred, the office that receives *VA Form 21-22a* or the appointment letter   * forwards the form or letter to the office of jurisdiction, and * uses a locally generated letter to advise the agent, non-licensed individual, or attorney of this referral. |

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| c. Handling Appointment Forms/Letters When Claims Folder Is Temporarily Transferred | The table below describes the process for handling *VA Form 21-22, VA Form 21-22a,* or an appointment letterwhen the claims folder is temporarily transferred to another RO. |

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| Stage | Who is Responsible | Description |
| 1 | Office of permanent jurisdiction | * Reviews the form/letter for completeness * annotates *VA Form 70-3029, Transfer of Veteran’s Miscellaneous Records*, to show the date and reason for the transfer of the folder * attaches the original *VA Form 70-3029*to *VA Form 21-22, VA Form 21-22a,* or the appointment letter * sends the form/letter to the office having temporary custody of the claims folder, and * maintains a copy of *VA Form 70-3029* with *VA Form 70-7216a* in the suspense file.   ***Exception***: If the claims folder is temporarily transferred to a medical center, outpatient clinic, or Central Office (CO), the office of permanent jurisdiction holds *VA Form 21-22, VA Form 21-22a,* or the appointment letter for processing pending the return of the folder. |

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10. Handling Appointment Forms/Letters for Special Cases, Continued

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| c. Handling Appointment Forms/Letters When Claims Folder Is Temporarily Transferred (continued) |

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| Stage | Who is Responsible | Description |
| 2 | RO having temporary jurisdiction of claims folder | * Acknowledges receipt of *VA Form 21-22*, *VA Form 21-22a*, or the appointment letter, and * updates BDN/Share.   ***References***: For more information on   * handling *VA Form 21-22, VA Form 21-22a*, or the appointment letter, see [M21-1MR, Part I, 3.B.9](imi-internal:M21-1MRI.3.B.9), and * updating BDN/Share, see [M21-1MR, Part I, 3.B.11](imi-internal:M21-1MRI.3.B.11). |
| 3 | RO having temporary jurisdiction of claims folder | Furnishes copy of *VA Form 21-22a* to the office of permanent jurisdiction for   * distribution to the newly designated VSO, agent, non-licensed individual, or attorney, and * filing copies in related records. |

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10. Handling Appointment Forms/Letters for Special Cases, Continued

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| d. Handling Appointment Forms/Letters When There Is No Record of Claims Folder | Use the table below to handle the receipt of *VA Form 21-22, VA Form 21-22a,* or the appointment letter when there is no record of a claims folder or a pending claim. |

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| If … | Then … |
| the form/letter indicates a claim for disability insurance only | forward the form/letter to the appropriate insurance center. |
| there is no record of a claim for disability insurance | return the form/letter to the VSO, agent, non-licensed individual, or attorney with an explanation for the return.  ***Important***: Before returning the document, check the BIRLS LOC screen for the existence of a Chapter 30 or Notice of Death (NOD) folder since the appointment could relate to a Chapter 30 claim or NOD claim. |

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| e. Validating Informal Claims Without Appointment Forms/Letters | Some cases require validation of an informal claim filed by an accredited representative of a VSO, agent, non-licensed individual, or attorney before the necessary *VA Form 21-22, VA Form 21-22a,* or appointment letter is received.  In the absence of evidence to the contrary, presume the existence of a valid appointment in favor of the accredited representative of a VSO, agent, non-licensed individual, or attorney filing an informal claim as of the date the claim was received. |

#### 11. Updating the Benefits Delivery Network (BDN)/Share

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| Introduction | This topic contains information on   * updating the appointments of * accredited representatives of VSOs, and * agents, individuals, or attorney representatives * handling letters for agents, non-licensed individuals or attorney representatives * handling preexisting representative relationships, and * updating SHARE to reflect POA authorized access to sensitive information |

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| Change Date | July 10, 2014 |

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| a. Updating Appointments of Accredited Representatives of VSOs | Follow the steps in the table below to update the BDN/Share for the appointment of an accredited representative of a VSO.  ***Note***:Applications other than BDN that may require input of agent/attorney representation include MAP-D and, if there is an active appeal, VACOLS. |

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| Step | Action |
| 1 | Is the person appointing the VSO the Veteran or the primary beneficiary in a death case?   * If *yes,* go to Step 2 * If *no,* do not enter a power of attorney (POA) code into the BDN/Share record. |
| 2 | Is there a pending EP?   * If ***yes****,* enter the VSO’s two-digit code in the pending issue file by using the pending issue change (PCHG) command. This ends the procedure. See the ***Note*** below. * If ***no***, go to Step 3.   ***Note***: A change to the pending issue under the PCHG or claims establishment (CEST) commands also updates the master record and the BIRLS record.  ***Reference***: For a list of VSO codes, see [M21-1MR, Part 1, 3.B.13](imi-internal:M21-1MRI.3.B.13). |

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11. Updating the Benefits Delivery Network (BDN)/Share, Continued

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| a. Updating Appointments of Accredited Representatives of VSOs (continued) |

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| Step | Action |
| 3 | Is there a compensation, pension, or education master record?   * If ***yes****,* enter the VSO’s code in the master record by using the master record correction (CORR) command. This ends the procedure. See the ***Note*** below. * If ***no***, go to Step 4.   ***Note***: A change to the master record under the CORR command also updates the BIRLS record with the next processing cycle, but does *not* update any pending issues that exist.  ***Reference***: For a list of VSO codes, see [M21-1MR, Part 1, 3.B.13](imi-internal:M21-1MRI.3.B.13). |  |
| 4 | Enter the appropriate numerical POA code in the BIRLS record by using the BIRLS update (BUPD) command on the VID screen.  ***Result***: This will give the VSO’s representative access to all BIRLS inquiry screens. If a POA code is not entered, the representative’s access to BIRLS is limited to the NAM Screen, LOC Screen, and an abbreviated VID Screen.  ***Note***: A change to the BIRLS record under the BUPD command updates only the BIRLS records and not the master record or any pending issues that exist.  ***Reference***: For a list of POA codes, see [M21-1MR, Part I, 3.B.13](imi-internal:M21-1MRI.3.B.13). |

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11. Updating the Benefits Delivery Network (BDN)/Share, Continued

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| b. Updating Appointments of Agents, Non-Licensed Individuals, or Attorney Representatives | Follow the steps in the table below to update the BDN/Share for the appointment of agents, non-licensed individuals, or attorney representatives.  ***Note***:Applications other than BDN that may require input of agent/attorney representation include CAPS/MAP-D and (if there is an active appeal) VACOLS. |

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| Step | Action |
| 1 | Is the person appointing the agent, non-licensed individual, or attorney the Veteran or the primary beneficiary in a death case?   * If yes,go to step 2 * If no, do not enter a POA code into the BDN/Share record. |
| 2 | Is there a pending EP?   * If yes, enter the attorney’s specific code in the POA field of the pending issue file by using the PCHG command. If the attorney has no specific code, use code 099. This ends the entire procedure. See ***Note*** below. * If no, proceed to Step 3.   ***Note***: A change to the pending issue under the PCHG or claims CEST commands also updates the master record and the BIRLS/corporate record.  ***Reference***: For a list of attorney POA codes, see [M21-1MR, Part I, 3.B.13](imi-internal:M21-1MRI.3.B.13). |

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11. Updating the Benefits Delivery Network (BDN)/Share, Continued

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| b. Updating Appointments of Agents, Non-Licensed Individuals, or Attorney Representatives (continued) |

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| Step | Action |
| 3 | Is there a compensation, pension, or education master record?   * If yes, enter the attorney’s specific code in the master record by using the CORR command. If the attorney has no specific code, use code 099. This ends the entire procedure. See the ***Note*** below. ***Result***: An extra copy of all BDN letters is generated and code 99 is displayed at the top of the first page of the letters. ***Reference***: For procedures regarding these letters, see [M21-1MR, Part I, 3.B.11.c](imi-internal:M21-1MRI.3.B.11.c). * If *no*, go to Step 4.   ***Note***: A change to the master record under the CORR command also updates the BIRLS record, but does not update any pending issues that exist.  ***Reference***: For a list of POA codes, see [M21-1MR, Part I, 3.B.13](imi-internal:M21-1MRI.3.B.13). |
| 4 | Enter the attorney’s specific code in the BIRLS record by using a BUPD command on the VID screen. If the attorney has no specific code, use code 099. See ***Note*** below.  ***Note***: A change to the BIRLS record under the BUPD command updates only the BIRLS record and not the master record or any pending issues that exist.  ***Reference***: For a list of attorney POA codes, see [M21-1MR, Part I, 3.B.13](imi-internal:M21-1MRI.3.B.13). |

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11. Updating the Benefits Delivery Network (BDN)/Share, Continued

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| c. Handling Letters for Agents, Non-Licensed Individuals or Attorney Representatives | For any BDN-generated letter displaying code 099   * pull the claims folder * obtain the name and address of the agent, non-licensed individual, or attorney, and * mail the copy of the BDN-generated letter to that person.   ***Note***: If, when working a claim without the claims folder, a locally-generated letter is required, and code 099 is in the master record, then pull the folder in order to obtain the name and address of the agent, non-licensed individual, or attorney. Mail a copy of the locally-generated letter to that person. |

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| d. Handling Preexisting Representative Relationships | If an attorney files a limited declaration of representation with respect to a particular claim or claims it is possible that a preexisting representative relationship with a VSO, agent, or other licensed attorney remains in effect with respect to all other claims.  However, even if the attorney’s limited declaration of representation does not completely revoke all preexisting representative relationships, change the POA code to 99.  ***Notes***:   * If the claimant was previously represented by a VSO, changing POA code to 99 blocks the VSO’s access to BDN records concerning the claimant. Therefore, access to the claimant’s record under the preexisting representative relationship will be limited to a review of the claims folder. * Update MAP-D to reflect the limited representation by noting the particular claim or claims that the attorney indicates in his or her declaration of representation. |

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11. Updating the Benefits Delivery Network (BDN)/Share, Continued

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| e. Updating SHARE to Reflect POA Authorized Access to Sensitive Information | Update Share as indicated in the table below to reflect whether the claimant has authorized disclosure to an appointed representative of records protected by [38 U.S.C. 7332](http://www.law.cornell.edu/uscode/html/uscode38/usc_sec_38_00007332----000-.html) (relating to drug abuse, alcoholism or alcohol abuse, infection with Human Immunodeficiency Virus (HIV) or sickle cell anemia. |

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| If ... | Then ... |
| a claimant authorizes a representative’s access with no limitations to records protected by Section 7332 | claims personnel establishing a claim in Share must select the name of the representative and select “Y” in the “Auth’d POA Access” box. |
| a claimant indicates any limitation to or does not authorize a representative’s access to records protected by Section 7332 | claims personnel establishing a claim in Share must select the name of the representative and select “N” in the “Auth’d POA Access” box. |

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| ***Important***: When there is a pending claim and claims personnel must change an existing representative to another via BIRLS, they must remember to execute a PCHG to update Share to reflect whether or not the claimant authorized disclosure of records.  ***Note***: Details regarding POA access are viewable on the “All Relationships” tab of Corporate Inquiry and also on the General Information screen under Awards/Ratings. |

#### 12. Veterans Service Organization (VSO) Review of New Rating Decisions

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| Introduction | This topic contains information about VSO review of new rating decisions, including   * the purpose of VSO review of new rating decisions * establishing time limits for VSO review * VSO review at brokered-work sites, and * the process for VSO rating decision review. |

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| Change Date | June 19, 2006 |

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| a. Purpose of VSO Review of New Rating Decisions | The purpose of a VSO review of new rating decisions is to provide VSOs an opportunity to review the decision and discuss the case with VA personnel prior to promulgation. This review may result in the correction of errors in rating decisions, discussion of differing points of view, and more favorable decisions for VA claimants.  ***Note***: Local policy determines whether to make deferred ratings and examination requests available for VSO review. |

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| b. Establishing Time Limits for VSO Review | ROs will provide VSOs a *minimum* of two business (see ***Important*** below) days to review a rating decision before promulgation. The two business days will begin on the date the claims folder is placed on the VSO review table. Cases not reviewed after two business days will be released to the authorization activity for promulgation.  ***Important***: Station management and VSOs may negotiate a longer pre-promulgation review time period, but it will not be less than two business days. Consideration of special circumstances will be allowed when negotiating an extended review period.  The VSO must comply with these controls to ensure that the review does not cause unnecessary delays in processing the rating decision.  ***Note***: This policy applies to rating decisions completed in the RO of jurisdiction and at brokered-work sites. |

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12. Veterans Service Organization (VSO) Review of New Rating Decisions, Continued

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| c. VSO Review at Brokered-Work Sites | If no authorized VSO is available at the brokered-work site   * promulgate the completed rating decision without VSO review, and * return the case to the RO of jurisdiction.   ***Note***: Resource Centers may return completed rating decisions to the RO of jurisdiction without promulgating the decision. |

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| d. Process for VSO Rating Decision Review | The table below describes the process for VSO representatives to review new rating decisions. |

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| Stage | Description |
| 1 | The new rating decision is placed in an area designated for VSO review by the Veterans Service Center (VSC) management. |
| 2 | The VSO reviews the new rating decision. |
| 3 | If the VSO notes a mistake or wants clarification of the rating decision prior to promulgation, the VSO will bring the rating decision to the person designated by local management to resolve the issue.  If the designated person agrees with the VSO, or a different decision resolution is decided, a new decision will be prepared. |
| 4 | If   * changes are made after the review, the Rating Veterans Service Representative (RVSR) * calls the changes to the representative’s attention, and * goes to Stage 5. * a new rating is required, the RVSR * makes a new rating, and * repeats Stages 1, 2, and 3. |
| 5 | The RVSR refers the case to authorization. |

#### 13. Exhibit 1: POA Codes

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| Introduction | This topic contains information on the POA codes, including   * Notes on POA codes * National Organization POA codes listed alphabetically * National Organization POA codes listed numerically * State Organization POA codes listed alphabetically * State Organization POA Codes listed numerically * Attorney POA codes listed alphabetically, and * Attorney POA codes listed numerically. |

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| Change Date | July 10, 2014 |

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| a. Notes on POA Codes | ***Notes***:   * POA codes are shown by the corporate record as 2-digit codes. However, BIRLS shows them prefixed by a zero. * State VSO codes are based on the last two digits of the RO number. Only one number is used when there is more than one RO to a state. * States not listed have no recognized VSO. * The entry code for the corporate record is the numerical entry. Legends under the corporate record codes may also be used. |

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| b. National Organization POA Codes Listed Alphabetically | The table below lists the POA codes for National VSOs alphabetically. |

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| --- | --- |
| National Organization Name | Code |
| African American PTSD Association | 091 |
| American Ex-Prisoners of War, Inc. | 065 |
| American GI Forum, National Veterans Outreach Program | 068 |
| American Legion | 074 |
| American Red Cross | 075 |
| American Veterans /AMVETS | 077 |
| Armed Forces Services Corporation | 078 |
| Army and Navy Union, USA | 079 |
| Associates of Vietnam Veterans of America | 011 |
| Blinded Veterans Association | 080 |

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13. Exhibit 1: POA Codes, Continued

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| --- |
| b. National Organization POA Codes Listed Alphabetically (continued) |

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| --- | --- |
| National Organization Name | Code |
| Catholic War Veterans of the U.S.A. | 081 |
| Disabled American Veterans | 083 |
| Fleet Reserve Association | 085 |
| Gold Star Wives of America, Inc. | 012 |
| Italian American War Veterans of the United States, Inc. | 095 |
| Jewish War Veterans of the United States | 086 |
| Legion of Valor of the United States of America, Inc. | 087 |
| Marine Corps League | 088 |
| Military Officers Association of America | A21 |
| Military Order of the Purple Heart | 089 |
| National Amputation Foundation, Inc. | 024 |
| National Association for Black Veterans, Inc. | 084 |
| National Association of County Veterans Service Officers | 064 |
| National Veterans Legal Services Program | 082 |
| National Veterans Organization of America | 094 |
| Navy Mutual Aid Association | 093 |
| Non Commissioned Officers Association of the U.S.A. | 062 |
| Paralyzed Veterans of America, Inc. | 071 |
| Polish Legion of American Veterans, U.S.A. | 003 |
| Swords to Plowshares, Veterans Rights Organization, Inc. | 043 |
| The Retired Enlisted Association | 007 |
| The Veterans Assistance Foundation, Inc. | 063 |
| The Veterans of the Vietnam War, Inc. & The Veterans Coalition | 092 |
| United Spanish War Veterans of the United States | 096 |
| United Spinal Association, Inc. | 090 |
| Veterans of Foreign Wars of the United States | 097 |
| Veterans of World War I of the U.S.A., Inc. | 098 |
| Vietnam Era Veterans Association | 029 |
| Vietnam Veterans of America | 070 |
| The Wounded Warrior Project | 00V |

Continued on next page

13. Exhibit 1: POA Codes, Continued

|  |  |
| --- | --- |
| c. National Organization POA Codes Listed Numerically | The table below lists the POA codes for National organizations numerically. |

|  |  |
| --- | --- |
| Code | National Organization Name |
| 003 | Polish Legion of American Veterans, U.S.A. |
| 007 | The Retired Enlisted Association |
| 011 | Associates of Vietnam Veterans of America |
| 012 | Gold Star Wives of America, Inc. |
| 024 | National Amputation Foundation, Inc. |
| 029 | Vietnam Era Veterans Association |
| 043 | Swords to Plowshares, Veterans Rights Organization, Inc. |
| 062 | Non-commissioned Officers Association of the U.S.A. |
| 064 | National Association of County Veterans Service Officers |
| 065 | American Ex-Prisoners of War, Inc. |
| 068 | American GI Forum, National Veterans Outreach Program |
| 070 | Vietnam Veterans of America |
| 071 | Paralyzed Veterans of America, Inc. |
| 074 | American Legion |
| 075 | American Red Cross |
| 077 | American Veterans /AMVETS |
| 078 | Armed Forces Services Corporation |
| 079 | Army and Navy Union, USA |
| 080 | Blinded Veterans Association |
| 081 | Catholic War Veterans of the U.S.A. |
| 082 | National Veterans Legal Services Program |
| 083 | Disabled American Veterans |
| 084 | National Association for Black Veterans, Inc. |
| 085 | Fleet Reserve Association |
| 086 | Jewish War Veterans of the United States |
| 087 | Legion of Valor of the United States of America, Inc. |
| 088 | Marine Corps League |
| 089 | Military Order of the Purple Heart |
| 090 | United Spinal Association, Inc. |
| 091 | African American PTSD Association |
| 092 | The Veterans of the Vietnam War, Inc. & The Veterans Coalition |
| A21 | Military Officers Association of America |

Continued on next page

13. Exhibit 1: POA Codes, Continued

|  |
| --- |
| c. National Organization POA Codes Listed Numerically (continued) |

|  |  |
| --- | --- |
| Code | National Organization Name |
| 093 | Navy Mutual Aid Association |
| 094 | National Veterans Organization of America |
| 095 | Italian American War Veterans of the United States, Inc. |
| 096 | United Spanish War Veterans of the United States |
| 097 | Veterans of Foreign Wars of the United States |
| 098 | Veterans of World War I of the U.S.A., Inc. |
| 00V | The Wounded Warrior Project |

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|  |  |
| --- | --- |
| d. State Organization POA Codes Listed Alphabetically | The table below lists the POA codes for State organizations alphabetically by State. |

|  |  |  |
| --- | --- | --- |
| State | State Organization Name | Code |
| Alabama | Department of Veterans Affairs | 022 |
| American Samoa | Veterans Affairs Office | 067 |
| Arizona | Veterans Service Commission | 045 |
| Arkansas | Department of Veterans Affairs | 050 |
| California | Department of Veterans Affairs | 044 |
| Colorado | Division of Veterans Affairs | 039 |
| Connecticut | Department of Veterans' Affairs | 008 |
| Delaware | Commission of Veterans Affairs | 060 |
| Florida | Department of Veterans Affairs | 017 |
| Georgia | Department of Veterans Service | 016 |
| Guam | Office of Veterans Affairs | 056 |
| Hawaii | Office of Veterans Services | 059 |
| Idaho | Division of Veterans Services | 047 |
| Illinois | Department of Veterans Affairs | 028 |
| Iowa | Department of Veterans Affairs | 033 |
| Kansas | Commission on Veterans Affairs | 052 |
| Kentucky | Center for Veterans Affairs | 027 |
| Louisiana | Department of Veterans' Affairs | 021 |
| Maine | Department of Veterans Services | 002 |
| Maryland | Veterans' Service Commission | 013 |

Continued on next page

13. Exhibit 1: POA Codes, Continued

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| --- |
| d. State Organization POA Codes Listed Alphabetically (continued) |

|  |  |  |
| --- | --- | --- |
| State | State Organization Name | Code |
| Massachusetts | Department of Veterans Service | 001 |
| Michigan | Michigan Veterans Affairs Agency | 8FE |
| Minnesota | Department of Veterans Affairs | 035 |
| Mississippi | Veterans Affairs Board | 023 |
| Missouri | Veterans Commission | 031 |
| Montana | Veterans Affairs Division | 036 |
| Nebraska | Department of Veterans' Affairs | 034 |
| Nevada | Commission for Veterans Affairs | 054 |
| New Hampshire | State Veterans Council | 073 |
| New Jersey | Department of Military and Veterans' Affairs | 009 |
| New Mexico | Veterans' Service Commission | 040 |
| New York | Division of Veterans' Affairs | 006 |
| Northern Mariana Islands | Veterans Affairs Office | 053 |
| North Carolina | Division of Veterans Affairs | 018 |
| North Dakota | Department of Veterans Affairs | 037 |
| Ohio | Department of Veterans Services | 025 |
| Oklahoma | Department of Veterans Affairs | 051 |
| Oregon | Department of Veterans' Affairs | 048 |
| Pennsylvania | Department of Military Affairs Bureau for Veterans Affairs | 010 |
| Puerto Rico | Public Advocate for Veterans Affairs | 055 |
| Rhode Island | Division of Veterans Affairs | 004 |
| South Carolina | Division of Veterans Affairs | 019 |
| South Dakota | Division of Veterans Affairs | 038 |
| Tennessee | Department of Veterans' Affairs | 020 |
| Texas | Veterans Commission | 049 |
| Utah | Office of Veterans Affairs | 041 |
| Vermont | Veterans Affairs Section, Military Department | 005 |
| Virgin Islands | Office of Veterans Affairs | 032 |
| Virginia | Department of Veterans Affairs | 014 |
| Washington | Department of Veterans Affairs | 046 |
| West Virginia | Department of Veterans Assistance | 015 |
| Wisconsin | Department of Veterans Affairs | 030 |
| Wyoming | Wyoming Veterans Affairs Commission | 869 |

Continued on next page

13. Exhibit 1: POA Codes, Continued

|  |  |
| --- | --- |
| e. State Organization POA Codes Listed Numerically | The table below lists the POA codes for State organizations numerically. |

|  |  |  |
| --- | --- | --- |
| Code | State | State Organization Name |
| 001 | Massachusetts | Department of Veterans Service |
| 002 | Maine | Department of Veterans Services |
| 004 | Rhode Island | Division of Veterans Affairs |
| 005 | Vermont | Veterans Affairs Section, Military Department |
| 006 | New York | Division of Veterans' Affairs |
| 008 | Connecticut | Department of Veterans' Affairs |
| 009 | New Jersey | Department of Military and Veterans' Affairs |
| 010 | Pennsylvania | Department of Military Affairs Bureau for Veterans Affairs |
| 013 | Maryland | Veterans' Service Commission |
| 014 | Virginia | Department of Veterans Affairs |
| 015 | West Virginia | Department of Veterans Assistance |
| 016 | Georgia | Department of Veterans Service |
| 017 | Florida | Department of Veterans Affairs |
| 018 | North Carolina | Division of Veterans Affairs |
| 019 | South Carolina | Division of Veterans Affairs |
| 020 | Tennessee | Department of Veterans' Affairs |
| 021 | Louisiana | Department of Veterans' Affairs |
| 022 | Alabama | Department of Veterans Affairs |
| 023 | Mississippi | Veterans Affairs Board |
| 025 | Ohio | Department of Veterans Services |
| 027 | Kentucky | Center for Veterans Affairs |
| 028 | Illinois | Department of Veterans Affairs |
| 030 | Wisconsin | Department of Veterans Affairs |
| 031 | Missouri | Veterans Commission |
| 032 | Virgin Islands | Office of Veterans Affairs |
| 033 | Iowa | Department of Veterans Affairs |
| 034 | Nebraska | Department of Veterans' Affairs |
| 035 | Minnesota | Department of Veterans Affairs |
| 036 | Montana | Veterans Affairs Division |
| 037 | North Dakota | Department of Veterans Affairs |
| 038 | South Dakota | Division of Veterans Affairs |

Continued on next page

13. Exhibit 1: POA Codes, Continued

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| --- |
| e. State Organization POA Codes Listed Numerically (continued) |

|  |  |  |
| --- | --- | --- |
| Code | State | State Organization Name |
| 039 | Colorado | Division of Veterans Affairs |
| 040 | New Mexico | Veterans' Service Commission |
| 041 | Utah | Office of Veterans Affairs |
| 044 | California | Department of Veterans Affairs |
| 045 | Arizona | Veterans Service Commission |
| 046 | Washington | Department of Veterans Affairs |
| 047 | Idaho | Division of Veterans Services |
| 048 | Oregon | Department of Veterans' Affairs |
| 049 | Texas | Veterans Commission |
| 050 | Arkansas | Department of Veterans Affairs |
| 051 | Oklahoma | Department of Veterans Affairs |
| 052 | Kansas | Commission on Veterans Affairs |
| 053 | Northern Mariana Islands | Veterans Affairs Office |
| 054 | Nevada | Commission for Veterans Affairs |
| 055 | Puerto Rico | Public Advocate for Veterans Affairs |
| 056 | Guam | Office of Veterans Affairs |
| 059 | Hawaii | Office of Veterans Services |
| 060 | Delaware | Commission of Veterans Affairs |
| 067 | American Samoa | Veterans Affairs Office |
| 073 | New Hampshire | State Veterans Council |
| 869 | Wyoming | Wyoming Veterans Commission |
| 8FE | Michigan | Michigan Veterans Affairs Agency |

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| --- | --- |
| f. Attorney POA Codes Listed Alphabetically | The table below lists the POA codes for attorneys alphabetically. |

|  |  |
| --- | --- |
| Attorney Name | Code |
| Agent or Private Attorney–Exclusive Contact Not Requested | 099 |
| Attorney–Exclusive Contact Requested | 066 |
| Caldwell, Mark R. | 00A |
| Carpenter, Kenneth | 00B |
| Chisholm, Chisholm & Kilpatrick LLD | 00R |
| Cook, Barbara J. | 00P |

Continued on next page

13. Exhibit 1: POA Codes, Continued

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| --- |
| f. Attorney POA Codes Listed Alphabetically (continued) |

|  |  |
| --- | --- |
| Attorney Name | Code |
| DeVita, Stephen | 00C |
| El Malik, Rashid | 00H |
| Jones, Betty L.G. | 00N |
| Kileen, Nancy – Kileen and Associates | 00J |
| Law Firm of Berry Kelly Hanson and Reiman | 00I |
| Law Office of Theodore Jarvi | 00Q |
| Lee, Lisa Ann | 00M |
| Legal Aid Society of Cincinnati | 00E |
| Ponton, Carol – Hill and Ponton Professional Associates | 00K |
| Solotoff, Irving | 00F |
| St. John, Leroy | 00G |

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| g. Attorney POA Codes Listed Numerically | The table below lists the POA codes for attorneys numerically. |

|  |  |
| --- | --- |
| Code | Attorney Name |
| 066 | Attorney–Exclusive Contact Requested |
| 099 | Agent or Private Attorney–Exclusive Contact Not Requested |
| 00A | Caldwell, Mark R. |
| 00B | Carpenter, Kenneth |
| 00C | DeVita, Stephen |
| 00D | Smith, William |
| 00E | Legal Aid Society of Cincinnati |
| 00F | Solotoff, Irving |
| 00G | St. John, Leroy |
| 00H | El Malik, Rashid |
| 00I | Law Firm of Berry Kelly Hanson and Reiman |
| 00J | Kileen, Nancy – Kileen and Associates |
| 00K | Ponton, Carol – Hill and Ponton Professional Associates |
| 00M | Lee, Lisa Ann |
| 00N | Jones, Betty L.G. |
| 00P | Cook, Barbara J. |
| 00Q | Law Offices of Theodore Jarvi |
| 00R | Chisholm, Chisholm & Kilpatrick, LLD |