

Key Changes

**Changes
Included in
This Revision**

The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part I, “Claimants’ Rights and Responsibilities,” Chapter 1, “Duty to Notify and Duty to Assist.”

Notes:

The term “regional office” (RO) also includes pension management center (PMC) and decision review operations center (DROC), where appropriate. Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her survivors file with VA.

Minor editorial changes have also been made to update/delete incorrect or obsolete references, and bring the document into conformance with M21-1 standards.

Reason(s) for Notable Change	Citation
To remove information on the acceptability of a faxed signature and replace it with information on submission by VA claims submission service websites, as VA is discontinuing use of centralized claim and evidence intake via fax.	M21-1, Part I, Chapter 1, Section B, Topic 1, Block b (I.1.B.1.b)
To more broadly refer to use of VA claims submission service websites.	I.1.B.1.d

Authority

By Direction of the Under Secretary for Benefits

Signature

Beth Murphy, Executive Director
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