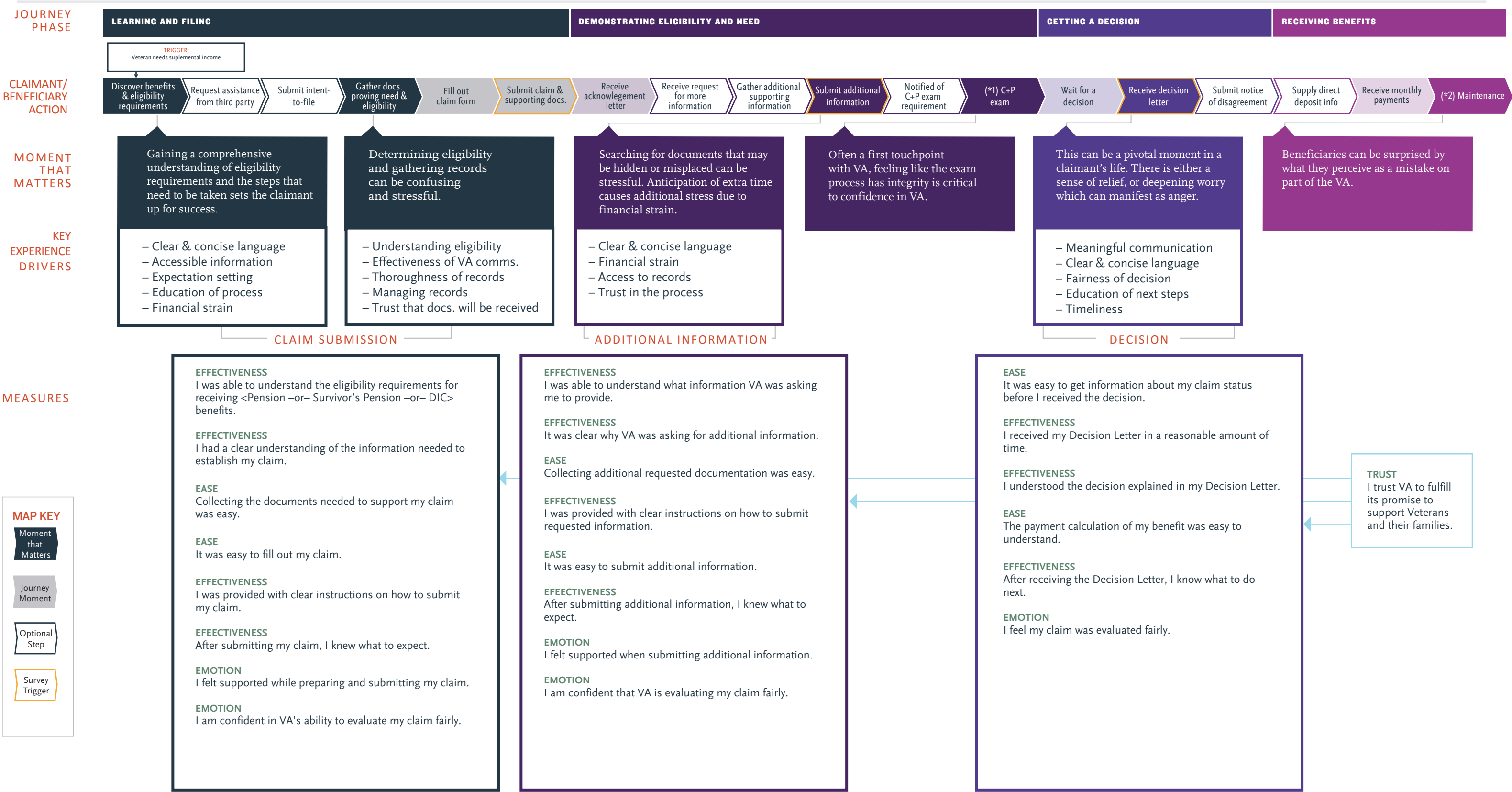


APPLYING FOR LIVE PENSION BENEFITS

A Measurable Journey | v1.0

This map looks at the steps Veterans take when filing new Veteran Pension claims. Interviews with employees, Veteran Service Organizations, and Veterans' family members, revealed the complexity of eligibility rules, lack of clarity in what impacts an award decision, and an overwhelming amount of information at a time of financial strain.

The process of applying for and receiving a Veteran Pension involves the following phases: learning about and filing for Veteran Pension, demonstrating eligibility and financial need, going for the Compensation and Pension (C+P) exam (when applicable), receiving a decision, and maintaining benefits.

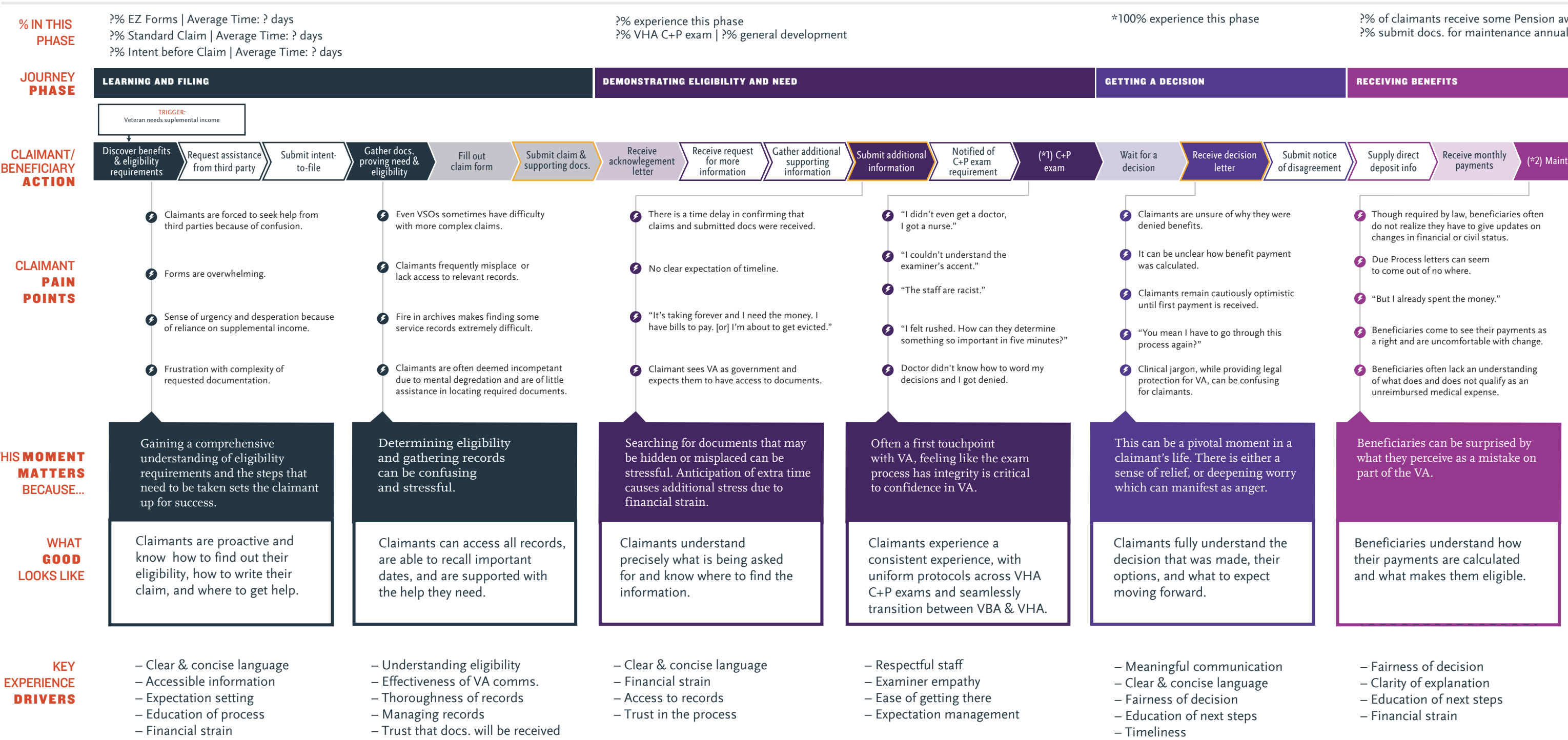


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MAP KEY

Survey Trigger

Optional Step

Journey Moment

Moment that Matters