

Hey Team,

I just wanted to follow-up on my action item from today's meeting. Below is the regulatory requirements for a "substantially complete claim:"

### 38 CFR §3.160 Status of claims.

(a) *Complete claim.* A submission of an application form prescribed by the Secretary, whether paper or electronic, that meets the following requirements:

(1) A complete claim must provide the name of the claimant; the relationship to the veteran, if applicable; and sufficient information for VA to verify the claimed service, if applicable.

(2) A complete claim must be signed by the claimant or a person legally authorized to sign for the claimant.

(3) A complete claim must identify the benefit sought.

(4) A description of any symptom(s) or medical condition(s) on which the benefit is based must be provided to the extent the form prescribed by the Secretary so requires.

(5) For nonservice-connected disability or death pension and parents' dependency and indemnity compensation claims, a statement of income must be provided to the extent the form prescribed by the Secretary so requires; and

(6) For supplemental claims, potentially new evidence must be identified or included.

In the attached VA Form 21-526EZ, I've highlighted the sections that I feel meet the "substantially complete claim" criteria in **GREEN**, helpful information that may allow for a faster claim decision in **YELLOW**, and additional information that a BDD claimant can fill out, but is not required and does not lead to operational efficiencies in **RED**.

I'll work with Barry to validate my assumptions, but hopefully this gives you a little bit of a head start on your user interview flow.

Thank you,

**Paul Shute**