



# DEPARTMENT OF VETERANS AFFAIRS

Evidence Intake Center  
PO BOX 4444  
Janesville, WI, 53547-4444

Oct 31, 2019

Carl Jensen  
9518 BURNING RD  
FAIRFAX, VA USA 22030-0000

In Reply Refer To: 796147571  
Jensen, Carl Jensen

Dear Carl Jensen :

We made a decision on your claim for additional benefits for your dependents received on Oct 30, 2019. This notification letter only pertains to the dependency claim we received on the date above. Any additional pending dependency claims will be decided separately.

This letter tells you what we decided, how we made our decision and the evidence used to decide your claim. We have also included information about what to do if you disagree with our decision, and who to contact if you have questions or need assistance.

## Your Award Amount and Payment Change Date

Your monthly payment amount is shown below:

Total VA Benefit	Amount Withheld	Amount Paid	Effective Date	Reason For Change
\$3439.28	\$0.00	\$3439.28	Oct 1, 2019	Dan was added to your award as a school child
\$3165.70	\$0.00	\$3165.70	Jul 1, 2021	Dan will be removed from your award since they will not be attending school

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## You Can Expect Payment

Your payment begins the first day of the month following your effective date. You will receive a payment covering the initial amount due under this award, minus any withholdings, in approximately 15 days. Payment will then be made at the beginning of each month for the prior month. For example, benefits due for May are paid on or about June 1.

We noticed that you are receiving paper checks. Direct deposit is the safest and easiest way to get your VA benefit payments. Additionally, the Department of Treasury has mandated that all recurring federal benefits be paid electronically and we must comply with the law. Therefore, please provide VA with your bank account information and let us direct-deposit your VA benefits to your bank account.

Signing up is fast, easy and free. If you do not have a bank account, you can sign up for a Direct Express® Debit MasterCard® card with the Department of Treasury. For more information on how to sign up, contact Treasury's Electronic Payment Solution Center toll-free at 1-800-333-1795. You may also update your bank account information directly with VA by calling 1-800-827-1000 or online at <http://www.ebenefits.va.gov/>.

## What We Decided

We are paying you as a Veteran with 1 dependent(s). Your payment includes an additional amount for your child Dan effective Oct 01, 2019. We made this decision because your reported dependents meet the criteria for establishing a relationship and you are in receipt of at least 30% service-connected disability benefits. *Let us know right away if there is any change in the status of your dependents.*

Your claim indicated your school-aged child DAN attended a prior school term from September 02, 2019 to June 01, 2019. This information did not qualify for additional benefits because one or more of the reasons stated below:

- We are already paying you for DAN for these dates
- The dates you provided are before you are eligible to add this dependent
- We received discrepant information

If you wish to claim additional school attendance, please verify that prior school term dates are correct, and that we are not already paying you for the claimed prior school term. You may resubmit your claim to add the prior school term.

### **Evidence Used to Decide Your Claim**

In making our decision, we considered:

FORM\_21\_674

### **What You Should Do If You Disagree With Our Decision**

If you do not agree with this decision, you have one year from the date of this letter to select a review option to preserve your earliest effective benefit date. The review options and their proper applications are as follows, for a(n):

- **Supplemental Claim**, complete **VA Form 20-0995**, *Decision Review Request: Supplemental Claim*
- **Higher-Level Review**, complete **VA Form 20-0996**, *Decision Review Request: Higher-Level Review*
- **Appeal to the Board**, complete **VA Form 10182** - *Decision Review Request: Board Appeal (Notice of Disagreement)*

Please see the enclosed VA Form 20-0998, *Your Rights to Seek Further Review of Our Decision*. It explains your options for an additional review. You may obtain any of the required applications by downloading them from [www.va.gov/vaforms/](http://www.va.gov/vaforms/) or by contacting us. You can also learn more about the disagreement process at [www.va.gov/decision-reviews](http://www.va.gov/decision-reviews). If you would like to obtain or access evidence used in making this decision, please contact us as noted below. Some evidence may be obtained by signing in at [www.va.gov](http://www.va.gov).

## If You Have Questions or Need Assistance

If you have any questions or need assistance with this claim, you may contact us by telephone, e-mail, or letter. **Please note that the quickest, easiest, and most secure way to submit any documents to us is via the eBenefits website.** Just visit [www.eBenefits.va.gov](https://www.eBenefits.va.gov) to register. Please also refer to the 'What is eBenefits?' section of this letter for more information.

If you	Here is what to do.
Telephone	Call us at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the Federal number is 711.
Use the Internet	Send electronic inquiries through the Internet at <a href="https://iris.va.gov">https://iris.va.gov</a> .
Write	Put your full name and VA file number on the letter. You can send what we need to the appropriate address listed on the attached <i>Where to Send Your Written Correspondence</i> chart

In all cases, be sure to refer to your VA file number 796147571. Please mail or fax all responses to the appropriate address listed on the attached *Where to Send Your Written Correspondence* chart.

If you are looking for general information about benefits and eligibility, you should visit our website at <https://www.va.gov>, or search the Frequently Asked Questions (FAQs) at <https://iris.va.gov>. Please give us your VA file number, when you do contact us.

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## What is eBenefits?

eBenefits provides electronic resources in a self-service environment to Service members, Veterans, and their families. Use of these resources often helps us serve you faster! Through the eBenefits website you can:

- Submit claims for benefits and/or upload documents directly to the VA
- Request to add or change your dependents
- Update your contact and direct deposit information and view payment history
- Request a Veterans Service Officer to represent you
- Track the status of your claim or appeal
- Obtain verification of military service, civil service preference, or VA benefits
- And much more!

Enrolling in eBenefits is easy. Just visit [www.eBenefits.va.gov](http://www.eBenefits.va.gov) for more information. If you submit a claim in the future, consider filing through eBenefits. Filing electronically, especially if you participate in our fully developed claim program, may result in a faster decision than if you submit your claim through the mail.

We have no record of you appointing a service organization or representative to assist you with your claim. You can contact us for a listing of the recognized Veterans' service organizations and/or representatives. Veterans' service organizations, which are recognized or approved to provide services to the Veteran community, can also help you with any questions.

Sincerely yours,

Regional Office Director

Enclosure(s):

VA Form 20-0998

Where to Send Your Written Correspondence

### Where to Send Your Written Correspondence

The time it takes your response to reach VA affects how long it takes us to process your claim. We recommend responding electronically whenever possible. Only claimants or representatives can upload responses electronically currently. If you are not a claimant or representative, we recommend faxing so VA can receive your responses without wasting the time and money required to mail your documents.

The **fastest** way to respond to VA is to upload your response electronically through VA.gov.

Visit <https://www.va.gov> and under **Disability** click “**Upload evidence to support your claim.**”

VA.gov provides one easy location to upload correspondence as well as learn about filing claims, check claim status, find out how much money you have left to pay for school or training, or refill prescriptions and communicate with your health care team among many items.

If you need to fax or mail your correspondence, identify the benefit type; then, use the corresponding fax number or mailing address below:

#### Faxing:

<b>Compensation Claims</b> Toll Free: 1-844-531-7818	<b>Pension and Survivor Benefit Claims</b> Toll Free: 1-844-655-1604
<b>Board of Veterans' Appeals</b> Toll Free: 1-844-678-8979	<b>Fiduciary</b> Toll Free: 1-888-581-6826

#### Mailing Addresses:

<b>Compensation Claims</b> Department of Veterans Affairs Compensation Intake Center P.O. Box 4444 Janesville, WI 53547-4444	<b>Pension &amp; Survivors Benefit Claims</b> Department of Veterans Affairs Pension Intake Center P.O. Box 5365 Janesville, WI 53547-5365
<b>Board of Veterans' Appeals</b> Department of Veterans Affairs Board of Veterans' Appeals P.O. Box 27063 Washington, DC 20038	<b>Fiduciary</b> Department of Veterans Affairs Fiduciary Intake Center P.O. Box 5211 Janesville, WI 53547-5211

These addresses serve **all United States and foreign locations.**



You can also send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. For more information, visit [www.veteranscrisisline.net](http://www.veteranscrisisline.net)