

DEPARTMENT OF VETERANS AFFAIRS

July 28, 2016

Dear Mr. [REDACTED]

We are working on your appeal.

How Should You Submit What We Need?

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 to register. Please also refer to the 'What is eBenefits?' section of this letter for more information.

You can also send what we need to the appropriate address listed on the attached Where to Send Your Written Correspondence chart.

How Soon Should You Send What We Need?

We strongly encourage you to send any information or evidence as soon as you can. **If we do not hear from you, we may make a decision on your claim after 30 days.**

What Have We Done?

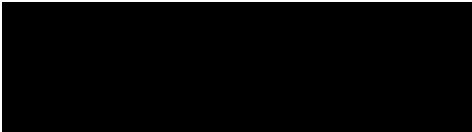
- We have requested copies of treatment records or other evidence from:

[REDACTED] ote: This is our first request for this information.)

Even though we have asked for this information, it is your responsibility to see that VA receives it (except for any evidence kept by the VA, military or any other federal government agency).

What is eBenefits?

eBenefits provides electronic resources in a self-service environment to Servicemembers, 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 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.

How Can You Contact Us?

If you are looking for general information about benefits and eligibility, you should visit our web site at <http://www.va.gov>. Otherwise, you can contact us in several ways. Please give us your VA file number, **227 86 0971**, when you do contact us.

- Call us at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the Federal number is 711 (international number is 1-800-829-4833).
- Send us an inquiry using the Internet at <https://iris.va.gov>.
- Please mail or fax all responses to the appropriate address listed on the attached *Where to Send Your Written Correspondence* chart.

We look forward to resolving your claim in a fair and timely manner.

Sincerely yours,

RO Director
VA Regional Office

Enclosures: Where to Send Your Written Correspondence

