



DEPARTMENT OF VETERANS AFFAIRS
BUFFALO REGIONAL OFFICE
P.O. BOX 4616
BUFFALO NY 14240-4616



JANUARY 26, 2022

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MR. TIMOTHY G. TIENG
20980 DEER RUN WAY
ASHBURN, VA 20147

307/22

TGTIENG

XXX-XX-1728

Dear Mr. Tieng:

Certificate of Eligibility

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill (38 CFR 21.9590).

You must take this letter to your school. Your school must certify your enrollment before you can get paid (38 CFR 21.9720).

You have 31 months and 27 days of full-time benefits remaining (38 CFR 21.9550).

You have no time limit to use your education benefits under the Post-9/11 GI Bill (38 USC 3321).

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on your length of creditable active duty service (38 CFR 21.9640; 38 USC 3311). We based our decision on the following service information:

Begin Date	End Date	Service Length (in days)	Training Length (in days)	Total (Service/Training)
05/26/2012	11/10/2020	1,265	0	1,265
Total:		1,265	0	1,265

Requirement to Verify Enrollment Status

Section 1010 of Public Law 116-315 now requires GI Bill beneficiaries who attend Institutes of Higher Learning and Non-College Degree programs to verify their continued enrollment status in order to continue receiving a monthly housing allowance (MHA) and/or kickers. If you do not receive either MHA or a kicker, you will not need to verify your enrollment status. **If you fail to verify your enrollment status for two consecutive months, VA will withhold your monthly housing allowance and/or kicker payments until we have received verification of your enrollment status (38 USC 3313(1)(1)(B)(3)).**

How to Prepare for this Change

The most important way you can prepare for this change is to make sure that your VA Education records have an up-to-date mobile phone number and/or email address. If you are unsure that your education record contains up-to-date contact information, please contact us using one of the following methods:

Call the **Education Call Center at 1-888-GI-BILL-1** (1-888-442-4551) or (001-918-781-5678 when calling from outside the U.S.); Monday to Friday, 7 a.m. to 6 p.m. Central Time - TTY Federal Relay: 711

Or

Through VA's secure **Ask a Question** system (follow this [link](https://gibill.custhelp.va.gov/app/) <https://gibill.custhelp.va.gov/app/> and click the "Ask a Question" button). If you have never used the system, you will need to follow the prompts to establish an account quickly and easily.

How to Verify Your Enrollment

Once we have processed a term that is affected by the change, you should receive a text message from VA asking if you would like to use text messages to verify your enrollment. When you **opt-in**, we'll send you a text message each month asking if you continue to be enrolled.

You should also receive a payment letter that contains additional information about the verification requirement, including your options to verify. If you do not receive an automated opt-in text message by the time you receive the payment letter, please contact the **Education Call Center** to manually opt-in.

Yellow Ribbon

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

***Note:** Individuals on active duty are not eligible for this program until August 1, 2022. The Yellow Ribbon Program is not available at all schools. To determine if your school participates, or to receive a list of Yellow Ribbon Program participating schools, please visit http://www.benefits.va.gov/gibill/yellow_ribbon/yellow_ribbon_info_schools.asp*

Choosing the Right Career and Training

CareerScope® assesses your interests and aptitudes, gives career recommendations and helps you decide which courses or training programs you should focus on. To access CareerScope® please visit <http://www.benefits.va.gov/gibill/careerscope.asp>.

The GI Bill® Comparison tool allows you to compare estimated benefits by school. To access the tool please visit <https://www.vets.gov/gi-bill-comparison-tool>.

What You Must Do

You should take this letter to your school's veterans certifying official as proof of your eligibility and ask him or her to submit your enrollment certification to VA. After your school submits your enrollment certification, your tuition and fees payment will be sent to the school on your behalf. All other payments will be sent directly to you.

Debt Information

You must promptly notify your school's veterans certifying official and the VA. If there is any change in your enrollment, it may create a debt due to overpayment. Generally, VA cannot pay for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

If you have a change of enrollment which resulted in an overpayment of tuition and fees or Yellow Ribbon, you may see that debt indicated as a tuition and fee or Yellow Ribbon debt amount to be collected. However, VA will not collect the tuition and fee or Yellow Ribbon debt from you. Rather, VA will collect this amount from your school. (Authority 38 U.S.C. 3685(b)) In turn, your school may require you to pay them any outstanding balance for tuition and fees or Yellow Ribbon. VA will not manage your tuition and fee or Yellow Ribbon debts anymore - schools will hold these debts. You will have to go through your school if you owe money for dropping a class or withdrawing from school. The school may be reaching out to you for the debt. It is important that you contact the school and work through any issues.

**For additional information regarding debts, please visit
http://www.benefits.va.gov/gibill/resources/education_resources/debt_info.asp**

- The Internet by visiting www.benefits.va.gov/gibill/
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

Career Counseling

The receipt of this Certificate of Eligibility (COE) means that you are also eligible for VA-provided professional career counseling services at any time during your eligibility period.

Please note: When considering the school(s) for which you would like to receive your educational training, we recommend that you research your perspective school using the GI Bill Comparison Tool and our "Factors to Consider When Choosing a School: A guide before using the G.I. Bill".

- GI Bill Comparison Tool: www.vets.gov/gi-bill-comparison-tool
- 'Factors to Choosing a School: A guide before using the GI Bill':

www.benefits.va.gov/gibill/docs/factsheets/choosing_a_school.pdf

Pay particular attention to whether your prospective school(s) has articulation agreements in place, what the agreement involves, and how it applies to credit transferability should you wish to transfer to a different school at a later date.

If you have questions, particularly about articulation agreements, or would like more information about career counseling services, you may call VA to speak directly with a customer service representative at 1-800-827-1000.

Additionally, if you are within six months of discharge, you may be eligible for VA's professional career counseling. For more information, call 1-800-827-1000.

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/ or by contacting us at 1 (888) GI BILL 1 (1-888-442-4551). You can also learn more about the disagreement process at 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.

If You Have Questions or Need Assistance

Website	www.va.gov
VA Forms	www.va.gov/vaforms
Frequently Asked Questions	https://gibill.custhelp.va.gov/app/answers/list
Ask A Question: <i>Include your full name and VA file number</i>	https://gibill.custhelp.va.gov/app/



Mailing Address: <i>Include your full name and VA file number on the inside of mailed correspondence (not on envelope)</i>	See address at the top of this letter
Education Call Center	1-888-GI-BILL-1 (1-888-442-4551) (inside the U.S) 001-918-781-5678 (outside the U.S.)
TTY, Federal Relay	711
Veterans Crisis Line	1-800-273-8255 and press 1
VA Regional Office Location	www.va.gov/find-locations
GI Bill® Comparison Tool: <i>This tool allows you to get information on a school's value and affordability; and to compare estimated benefits by school.</i>	www.va.gov/gi-bill-comparison-tool

Sincerely,

Education Officer

Enclosures: VA Form 20-0998
VA-VBA-TED-Flyer-PCPG
cc: Disabled American Veterans

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