



DEPARTMENT OF VETERANS AFFAIRS

January 20, 2016

In Reply Refer To: **314/MN**
File Number:

IMPORTANT – REPLY NEEDED WITHIN 10 DAYS

Dear [REDACTED]

We are continuing to work on your claim.

What Is The Current Status Of Your Claim?

We have requested your Service Treatment Records and determined that your Service Treatment Records cannot be located and therefore are unavailable for review. All efforts to obtain the needed information have been exhausted, and based on these facts, we have determined that further attempts to obtain the records would be unsuccessful.

We have taken the following actions in an effort to obtain these records:

- We contacted NPRC on November 13, 2015 to obtain your Service Treatment Records. However, they responded stating they 'can't identify record based on information received.'

What Do We Still Need From You?

Please submit any relevant documents in your possession including:

- Any available copies of Service Treatment Records as listed above.
- Any other relevant evidence or information that you think will support your claim, to include such things as buddy statements.

If you are unable to submit records, you may also advise us of possible locations(s) of these records.

How Soon Should You Send What We Need?

We strongly encourage you to send any information or evidence as soon as you can. However, if we do not hear from you within **10 days**, we will make a determination on the evidence of record.

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.

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 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.


Do You Have Questions Or Need Assistance?

If you have any questions, you may contact us by telephone, e-mail, or letter.

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 https://iris.va.gov .
Write	VA now uses a centralized mail system. For all written communications, put your full name and VA file number on the letter. Please mail or fax all written correspondence to the appropriate address listed on the attached <i>Where to Send Your Written Correspondence</i> .



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

In all cases, be sure to refer to your VA file 

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>.

We have no record of you appointing a service organization or representative to assist you. We have also enclosed information on how Veterans' Service Organizations can help you. You can contact us for a list of the VA recognized Veterans Service Organizations and/or representatives. Veterans Service Organizations which are recognized by VA to provide services to the Veteran community can also help you with questions.

Sincerely yours,

RO Director
VA Regional Office

Enclosures: VA Form 21-4138
VA Form 21-4142
Where to Send Your Written Correspondence



DEPARTMENT OF VETERANS AFFAIRS

Where to Send Your Written Correspondence		
Location of Residence		Address to Send all Written Correspondence
Alabama Connecticut Delaware District of Columbia Florida Georgia Indiana Kentucky Maine Maryland Massachusetts Michigan Mississippi New Hampshire New Jersey New York North Carolina	Ohio Pennsylvania Rhode Island South Carolina Tennessee Vermont Virginia West Virginia Puerto Rico Europe Asia Australia Africa Palau Marshall Islands Federated States of Micronesia	Department Of Veterans Affairs Evidence Intake Center PO BOX 4444 Newnan, GA 30271-0020 Or fax your information to: Toll Free: 844-531-7818 Local: 248-524-4260
Alaska Arizona Arkansas California Colorado Louisiana Hawaii Idaho Illinois Iowa Kansas Oklahoma Oregon Minnesota Missouri Montana Nebraska Nevada New Mexico North Dakota	South Dakota Texas Utah Washington Wisconsin Wyoming Canada Mexico Central America South America The Caribbean The U.S. Virgin Islands The Philippines American Samoa Guam Northern Mariana Islands U.S. Virgin Islands	Department Of Veterans Affairs Evidence Intake Center PO BOX 4444 Janesville WI 53547-4444 Or fax your information to: Toll Free: 844-822-5246 Local: 608-373-6690