



NOTES FROM VBA AND VETERAN LEADERS MEETING – DECEMBER 10, 2020

The call was facilitated by Michael Stoddard, VBA VSO Liaison, Under Secretary for Benefits. Caleb Stone from William & Mary represented the NLSVCC.

- **VBA Fax Update**

- **VBA will slow the phased roll-out of sunseting faxes for Compensation, Pension and Fiduciary, and Education Services and continue to receive faxes for these business lines beyond January 2021.**
 - This decision is in direct response to VSO feedback.
 - **VBA will communicate the new target date in advance and collaborate with VSOs. That date is not set yet.**
- Insurance, Loan Guaranty, and VRE will still be moving forward with sunseting faxing in January 2021.
 - VBA represents that these business lines have met the two tests for operational readiness:
 - Test #1: Have all the correspondence (letters, websites, other comms) been updated to present accurate information to Veterans?
 - Test #2: Is there both a mail-in and digital method to submit information?
 - VBA promises to take lessons learned from these roll-outs to inform fax sunset plans for Compensation, P&F, and Education.
- **All activities are focused on the VBA and do NOT include the Board of Veterans Appeals, VHA, Debt Management Center, etc.**
- BVA wants people to continue to use its fax machine, mailing addresses; however, VBA continues to forward correspondence submitted via Direct Upload to the BVA, and VSOs have reported BVA responses to these submissions.

- **Direct Upload Update**

- DU submitters can now select different business lines.
- VBA has added a “Seek Out Accredited Representatives” disclaimer to Veteran Direct Upload.