

Department Of Veterans Affairs

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VETERANS Name PO BOX 1111 SAN RAFAEL CA 11111	In reply, refer to: 212A File Number: VETERAN A
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IMPORTANT – Please provide a copy of the first page of this letter with your reply or note “Reply to VA letter” on your response

Dear Mr. Veteran:

We are informing you that the Department of Veterans Affairs (VA) may not have received certain documents you electronically submitted to us.

Our records show that you uploaded documents through eBenefits, or your designated representative uploaded them through the Stakeholder Enterprise Portal (SEP), sometime from

XX/XX/XXXX through XX/XX/XXXX.

VA was supposed to associate the documents with the compensation claim(s) we received on:

Date of claim(s): XX/XX/XXXX

Although you or your representative may have received confirmation that the documents uploaded successfully, **it is possible the upload was *not* successful.**

What Do We Need from You?

We request you resubmit the documents that you previously uploaded. If you did not previously upload documents through eBenefits, your designated representative likely uploaded the documents for you through SEP. If this is the case, please contact your representative and request he or she resubmit the documents again.

We sincerely regret any inconvenience this defect may cause you. VA has since repaired the defect, which erroneously showed VA received some documents submitted using the *Claim Status Document* feature from August 1, 2015, to December 21, 2015. _

How Should You Submit What We Need?

If VA still has not decided your claim, you may upload your documents using the “Claim Status Upload” screen in eBenefits at www.eBenefits.va.gov. If VA decided your claim, the “Claim Status Upload” screen is not available, so you can also send what we need to the appropriate

address listed on the attached chart, *Where to Send Your Written Correspondence*. Attach a copy of the first page of this letter or a statement affirming the evidence attached is a resubmission of evidence uploaded through eBenefits or SEP.

How Soon Should You Send What We Need?

We strongly encourage you to send any information or evidence as soon as you can.

If...	then...
we have not yet decided the claim noted on page one of this letter,	you have 30 days from the date of this letter before we decide your claim. You will continue to have one year from the date of your decision notification letter to resubmit evidence and preserve any applicable effective date.
we have already decided your claim noted on page one of this letter,	you have one year from the date of this letter to resubmit copies of evidence to support your claim for benefits.
you received this letter but are not sure of the status of your claim noted on page one of this letter,	regardless of your claim status, you will continue to have one year from the date of this letter to resubmit copies of evidence to support your claim for benefits.

If You Have Questions or Need Assistance **[Foreign/Domestic Address Decision Point:]**

[If claimant address is Domestic-US/Puerto Rico/Alaska/Hawaii, use:]

If you have any questions or need assistance with this issue, you may contact us by telephone, e-mail, or letter.

If you	Here is what to do.
Telephone	If you have any additional questions please call 1-800-827-1000 and press prompt 7 for assistance. Representatives will assist you with inquiries related to this letter and general eBenefits inquiries. 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 chart, <i>Where to Send Your Written Correspondence</i> .

In all cases, be sure to refer to your VA file number [-*File Number*].

If you are looking for general information about benefits and eligibility, you should visit our web site at <http://www.va.gov> or search the Frequently Asked Questions (FAQs) at <http://iris.va.gov>.

[If claimant address is outside the US, use:]

If you have any questions or need assistance with this claim, you may contact us by telephone, e-mail, or letter.

If you	Here is what to do.
Telephone	For additional questions please call 412-395-6272. You may also call or visit the nearest American Embassy or Consulate for assistance. In Canada, call or visit the local office of Veterans Affairs Canada. From Guam, call us by dialing toll free, 475-8387. From American Samoa and N. Marianas, call us at 1-800-844-7928.
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> chart.

In all cases, be sure to refer to your VA file number [-*File Number*].

If you are looking for general information about benefits and eligibility, you should visit our web site at <http://www.va.gov> or search the Frequently Asked Questions (FAQs) at <http://iris.va.gov>.

[VSO Decision Point:]

If veteran has a VSO, use:

We sent a copy of this letter to [*User Entry-Enter name of Service Org/POA*], who you have appointed as your representative. If you have questions or need assistance, you can also contact your representative.

If no VSO, use:

We have no record of your appointing a service organization or representative to assist you with your claim. Veterans Service Organizations, which are recognized or approved to provide services to the veteran community, can also help you with any questions. If you would like assistance, you can find an accredited VSO representative by either going to eBenefits at www.ebenefits.va.gov and click on find a representative or go to www.va.gov/vso/ to find a VSO representative nearest you.”

We look forward to resolving this issue in a fair and timely manner.

Sincerely yours,

Regional Office Director

Enclosures:	Where to Send Your Written Correspondence
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cc: POA