

Did you know that Tennessee Veterans received **\$2,046,342,000** in compensation benefits during FY 15/16?

That amounts to **\$3,893 per minute** each day.

The direct impact of these dollars is insurmountable and provides greatly needed assistance to the Veteran, their families, and creates needed revenue via local and state sale taxes.

We understand the importance of great customer service. With that comes the important task of accurate and efficient claims assistance. Every minute spent correcting mistake(s) is lost time assisting other veterans and lost compensation benefits.

✓	Check Power of Attorney. Who is the dedicated Power of Attorney for the Veteran? If one has not been established or the Veteran wishes to designate a new POA utilize the VA Form 21-22.
✓	Check for Accuracy. Is the claimant's personal information and address correct? Is the evidence and accompanying statements true and accurate? Lastly, did you check for mistakes in spelling and grammar?
✓	Check Again for Errors. A last check for errors should not be overlooked: <ul style="list-style-type: none"> ✓ All appropriate boxes completed? ✓ All required signatures obtained? ✓ Correct address, city, state, and zip code? ✓ Correct personal information such as date of birth, social security number, dependents, telephone number, etc. ✓ Any other errors. ✓ When in doubt contact your Regional Director for assistance.

"The customer doesn't care how much you know until they know how much you care"

Damon Richards

