



U.S. Department of Veterans Affairs



Fiduciary Contact Center Telephone Procedures Guide FY24

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Introduction

The Fiduciary Contact Center (FCC) conducts timely, professional, accurate, high-quality interactions with Veterans, service members, survivors, dependents, caregivers, fiduciaries, and other stakeholders who contact the Department of Veterans Affairs (VA) for benefits information and assistance.

General Guidelines

Interactions may be conducted via electronic channels (i.e., telephone and email).

All interactions must be conducted in a professional manner and tone, that demonstrates the Legal Administrative Specialist’s (LAS’s)

- willingness to help
- control of the call, and
- courteous communication.

Document all calls on a [VA Form 27-0820, Report of General Information](#), that details the name of the caller, the reason for the call, and the steps taken to resolve the call, and upload into the electronic claims folder (eFolder).

When prompted, the Veterans Benefits Management System (VBMS)-Fiduciary is the appropriate system of record to input notes.

Thanking Individuals for Their Service

It is important for the Veteran's service to be acknowledged during every interaction whenever the caller/inquirer is a Veteran, an active duty service member, or a family member.

LASs must thank the Veteran or service member for their service (or the survivors/dependents/family members on behalf of the Veteran/service member) at any point during the interaction.

Speaking in Absolutes

There are many variables in the fiduciary process for VA benefits and services. The LAS must refrain from speaking in absolute terms.

The table below provides examples of refraining from speaking in absolutes. The list is not all inclusive.

Don't say ...	Instead say ...
the appointment of fiduciary will take place on a certain date.	<ul style="list-style-type: none">• there isn't an exact timeframe for the appointment process, and• each appointment process is unique to each individual beneficiary.
the fiduciary fee will be 4 percent.	the field examiner will discuss the fiduciary fee guidelines.
the accounting will be approved.	the accounting will be reviewed, and notification of the outcome will be provided.

ID Protocol

First party individuals have an inherent right under the Privacy Act to their own information, or to the information of the person they represent. LAS's must ask the required [Identification \(ID\) Protocol](#) questions to verify that they are speaking to the first party, or an authorized individual, prior to divulging protected information or making changes to a record.

Protected information includes anything pulled from a living Veteran's/beneficiary's record except the current monthly benefit amount.

For a deceased Veteran, protected information is anything pulled from the record except Veteran status, dates of service, branch of service, and location of a gravesite in a national cemetery.

Records of deceased Veterans may be released to next of kin if disclosures will not be injurious to the physical or mental health of the person on whose behalf the information is sought or cause repugnance or resentment toward the decedent.

All [ID Protocol](#) questions must be completely answered directly by the first party inquirer. If the first party provides verbal permission to speak to a third party, the first party must still answer the basic AND enhanced (when applicable) [ID Protocol](#) questions.

Powers of attorney (POAs), Veteran Service Officers, County Veteran Service Officers VA-assigned payees (fiduciary, guardian, custodian), and appointed private attorneys or agents are considered first-party inquirers and must be asked the same **ID Protocol** questions as if they were the Veteran or beneficiary.

- [ID Protocol](#) is not required for VA employees. VA Employees must provide a business need for the requested information and be verified in Outlook.
- **ID Protocol** is not required for third party development letter recipients. The LAS may only discuss the letter received with the third party.
- The LAS must ask for enough information to be sure the correct Veteran's record is accessed.
- Responses to **ID Protocol** requirements must be verified in the system of records.
- After asking required [ID Protocol](#) questions, the LAS may ask additional questions if they are not comfortable with the responses (see [FCC Phone Procedures 1.e](#)); however, the LAS may not substitute for any of the required questions if the inquirer is unable to provide the correct response.
- A note must be left in VBMS-Fiduciary indicating why additional questions were asked.
- The **ID Protocol** used depends on the type of interaction and requested action.
- When verifying the VA file or claim number of record, if the number contains leading zeros (for example, 00012345), the inquirer does not need to verify the leading zeros.
- When reviewing for a [VA Form 21-0845, Authorization to Disclose Personal Information to a Third Party](#), on record, the LAS may utilize a complete form that is viewable in the mail portal to complete **ID Protocol**.

The table below describes the proper [ID Protocol](#) for each interaction:

Interaction/Action Requested	ID Protocol Requirements
Telephone Interactions- Standard	<ul style="list-style-type: none">• Veteran's claim or social security number (SSN)• Veteran's full name• Veteran's or beneficiary's date of birth (DOB)• Veteran's branch of service• caller's full name (not required if caller has already been confirmed as the Veteran), and• security question if caller has a valid VA Form 21-0845.

Asking Additional Questions

The LAS may ask further questions if they are not comfortable with the individual's responses. All responses must be verified in the system. The LAS may ask additional questions until the LAS determines if they are comfortable releasing/updating information. The LAS must enter a note in the system listing the additional questions asked.

- Examples of additional questions that may be asked when the LAS is not comfortable with responses:
 - character of discharge
 - pay grade at discharge
 - service number
 - name(s) of dependent(s) on award
 - date(s) of birth of dependent(s) on award
 - VA POA
 - Veteran's date of death, and
 - one service-connected or non-service-connected disability.
- The LAS may select additional data points from the record, if needed.

Opening Interactions

The greeting is a professional, strong opening that requires the LAS to immediately take control of the interaction to ensure the caller experience is respectful, efficient, and outcome oriented. It is critical the LAS follow the appropriate greeting protocol and guide the caller through the initial stages of the interaction efficiently, allowing for the most time possible to answer inquiries or resolve issues presented.

To enhance the customer service experience and to ensure the account information is reflected on the screen from the beginning of each phone call, FCC LAS's are required to use the following greeting.

Standard Greeting:

- VA/Department of Veterans Affairs.
- First name of agent ("This is [name] speaking," etc.).
- To better/best assist you may I have your/the Veteran's claim/file number or SSN?
- Can you verify the Veteran's/Beneficiary's DOB (whichever is applicable)?
- Can you verify the branch of service?
- Caller's full name (not required if caller has already been confirmed as the Veteran).
- Thank you (after receiving claim/file number or SSN).
- How may I help you?

If the caller *is* the fiduciary and unable to identify the branch of service, the following alternate question may be asked: "What is the most recent benefit amount?"

- Cisco Finesse screens must be accessible on LAS's monitors for quality review purposes.
- Be prepared to pull up the file number in ***all*** systems (VBMS CORE, VBMS-Fiduciary, and SHARE).
- If the LAS greeting is interrupted, and/or the caller indicates the question is general in nature, the LAS is not required to request the SSN/claim number and is not required to subsequently pull up all systems nor thank the caller for providing that information.

Closing Interactions

When closing the call, it is required to be closed in a confident manner that demonstrates continued respectful control of the call.

An approved closing is required on all calls to include transferred calls and calls where the Veteran/caller indicates they have no further questions, or all their questions have been answered.

At the end of an interaction, the LAS is required to ask one of the following closing questions:

- "Is there anything else I can help you with today?", or
- "Have I answered all your questions today?"

Exceptions:

- For talkative customers, as a method of interaction control, the LAS may instead use a summary statement to close the interaction.
- For escalated interactions, the LAS is not required to use the standard closing. The LAS should follow guidance in [FCC Phone Procedures, 3.b.](#)

Notes:

- The LAS is required to ask the question once per interaction, when applicable. The LAS is not required to repeat the closing question after any subsequent discussion.
- Make sure to properly end the call with an appropriate closing.
- "Have a nice/great day" or a similar sentiment must not be used during death-related interactions.

Disconnecting Calls

The LAS and Senior LAS must give callers the chance to hang up or disconnect the call first. When the LAS must disconnect the call or complete a transfer, the hang-up button on the Jabber soft phone should be used to end the call. The following are the instances where an LAS may discontinue a call:

- Abusive caller that will not respond to the LAS request for civility as outlined in Office of Transition & Development training materials.
- The LAS cannot get a response from the caller after repeated attempts.
- The caller fails or forgets to disconnect the call.

Providing Information via Interpreter

On occasion, the FCC may receive inquiries from hearing impaired claimants through interpreters.

- Office of General Counsel has approved the use of the Federal Relay 711 Service for hearing impaired customers.
- Information may be provided if the necessary [ID Protocol](#) is followed.
- If the FCC LAS receives a call from a hearing-impaired caller or third-party interpreter not utilizing the Federal Relay 711 Service, the LAS must provide the caller the 711 number for utilization when calling VA.

Call Flow

Controlling the flow of all calls by the LAS is required and is also an important component in high-quality customer service. Manage the conversation through questions and statements to ensure the caller knows the objective is to resolve the reason for the call.

The following call control techniques should be utilized (but not limited to)

- asking questions to elicit information
- using more closed ended questions
- demonstrating active listening skills, by listening to obtain the key reasons for the call
- controlling emotions
- ignoring disruptions
- clarifying the call purpose
- using the caller's name, and
- politely and tactfully redirecting the conversation.

Sensitive Records

Certain records are assigned a level of sensitivity, which restricts access to the records, based on the characteristics of the Veteran, their beneficiaries, or status as an employee of the VA. Within the FCC, records with a sensitive level of a 7 must be referred to a Senior LAS. The LAS must not reference the sensitive level of the individual's record unless directly asked by the individual.

The Senior LAS queue is a telephone queue for callers who have a sensitive level record, etc. A transfer to the Senior LAS queue is necessary when a call is received and a sensitive level record needs accessed.

Follow the steps in the table below to transfer a call to the Senior LAS:

Step	Action
1	<ul style="list-style-type: none">• Warm transfer the caller to the Senior LAS Queue• provide the caller's claim number/SSN• indicate whether required ID Protocol was completed prior to transfer, and• provide a brief synopsis of the caller's issue, if available.
2	If the call is dropped during transfer, the LAS must immediately complete an outbound call back to the caller and re-initiate the warm transfer to the Senior LAS Queue.

Call De-Escalation

The LAS **must**

- research, review, and attempt to address the individual's concerns
- not offer referral to the Senior LAS Queue to de-escalate the interaction, and
- attempt to de-escalate situations with angry/irate individuals by utilizing de-escalation techniques, including but not limited to
 - reviewing system notes for any updates about resolution to the issue from a previous interaction with a supervisor
 - asking for permission to place the caller on hold and apologize for any lengthy hold
 - if a supervisor has left notes with information on a resolution in the system because they were unable to make follow-up contact, the LAS must relay that information to the caller
 - actively listen to the individual
 - keep the conversation focused on VA/government related issue(s) and do *not* engage in discussion of topics not related to the issue(s)
 - efficiently get to the purpose of the interaction after the greeting, and
 - remain focused and efficiently getting to the answer of the individual's issue(s).

Do **not**

- extend the length of the interaction unnecessarily by reviewing unrelated records
- address the individual by their first name
- use a curt/rude tone or be sarcastic/condescending
- use any profanity
- be distracted, disinterested, or dismissive
- discourage an individual from asking additional questions
- access internet for personal use, have a personal instant message (IM) or verbal conversation, or access personal email during an interaction
- refer an individual to a regional office or VA.gov to have issues answered or resolved without first attempting to provide the answer or resolution (unless the issue is outside of routing and referral procedures)
- interrupt or talk over the caller excessively
- tell a caller who is reporting the death of a Veteran/beneficiary to "have a nice day" or use another unsympathetic statement
- advise an individual to contact an elected official/senior VA official, or
- make unprofessional comments regarding the VA, the President, government employees, or other government agencies, etc.

Specific to telephone calls, do **not**

- inappropriately disconnect a call
- keep the caller on hold for lengthy periods over two minutes, without checking in with the caller after each two-minute increment, or
- place the caller on hold before determining the purpose of the phone call.

If the caller identifies that the LAS utilized an incorrect gender or honorific, apologize, and ensure that the preferred gender/honorific is utilized for the rest of the call.

Escalating Calls to Senior LAS Queue

The senior LAS queue is a telephone queue for callers who wish to speak to a FCC supervisor, etc. A transfer to the senior LAS queue may be necessary when the caller has clearly stated they wish to speak to a supervisor and attempts to de-escalate the call have been unsuccessful. Prior to initiating a transfer, the LAS is expected to research, review, and attempt to answer the caller's concerns.

The LAS must *not* offer an unsolicited supervisor transfer.

Follow the steps in the table below to escalate a call to the Senior LAS Queue:

Step	Action
1	<p>The LAS must use de-escalation techniques to address the caller's concerns. If efforts to de-escalate are not satisfactory to the caller, proceed to Step 2.</p> <p>Reference: For more information on general de-escalation techniques, see FCC Phone Procedures, 3.a.</p>
2	<ul style="list-style-type: none">• Warm transfer the caller to the Senior LAS Queue• provide the caller's claim number/SSN• indicate whether required ID Protocol was completed prior to transfer, and• provide a brief synopsis of the caller's issue, if available.
3	<p>If the call is dropped during transfer, the LAS must immediately complete an outbound call back to the caller and re-initiate the warm transfer to the Senior LAS Queue.</p>

Call Center Management for Senior LAS Queue

The senior LAS who are members of the escalated call team must

- log into Cisco Finesse for the entirety of their designated time, and be ready to call handle
- upon warm transfer, request claim number/SSN, whether [ID Protocol](#) requirements are complete, and
- obtain a brief synopsis of the issue, if not already provided by the transferring LAS.

The senior LAS officials must do the following:

- Complete research and attempt to resolve an issue off the call. In this case, the senior LAS must confirm with the caller a date/time for a future callback with any updates.
- If a callback is needed, attempt to contact the individual two times via telephone, with each attempt being
 - at least 1 day apart and call times varied, and
 - made between the hours of 8:00 AM and 6:00 PM EST.
- Attempt each telephone number of record, unless successful contact is made first. If the senior LAS is unable to contact the caller on the first attempt, they must leave a voicemail, if possible, to notify the Veteran that a second attempt will be made.

The Senior LAS

- must coordinate within their management team to ensure that this callback is made if they have a scheduling conflict (for example, mandatory all day training, leave, etc.) that interferes with being able to complete the callback
- is encouraged to coordinate callback information collectively through shared documents/calendars, and
- must update system notes with detailed information to sufficiently explain the update and/or resolution.

If the senior LAS is unable to contact the caller on the second attempt, a voicemail must be left, if possible, advising the caller to call back at 1-888-407-0144 for an update.

The senior LAS must enter a system note documenting each action. All notes must start with "Supervisor Action" to be easily identifiable.

If the call is dropped during the interaction, the senior LAS must immediately complete an outbound call back to the caller.

Notes:

- Complete all required actions on a call, i.e., change of address, and [VA Form 27-0820](#), etc. The senior LAS must not transfer calls back to the LAS queue for action to be taken.
- Enter a note into the record in VBMS-Fiduciary documenting the action taken.
- If basic [ID Protocol](#) was not completed
- asking the [ID Protocol](#) questions is required, or
- if the transferring LAS is not available to confirm completion of [ID Protocol](#), the designated management official must complete the necessary [ID Protocol](#).
- If the LAS properly attempted to complete [ID Protocol](#), but the caller failed the attempt, the senior LAS must not allow a subsequent attempt to pass [ID Protocol](#) requirements.

Important:

- If the caller is unsatisfied with the resolution provided by the senior LAS, it is required to escalate the caller to management or designee.
- The call escalation should be documented on the [VA Form 27-0820](#).

Abusive and Threatening Calls

Most customers make inquiries in a calm and polite manner. However, there will be occasions when employees will be confronted with an angry, threatening, or abusive customer. The two main points to remember when dealing with these types of customers are

- remain calm, and
- do not lose personal control.

Important: Use of abusive or foul language by Veterans Benefits Administration (VBA) personnel is never professional, appropriate, or allowed. Further, the use of such language by our employees is a conduct issue that will be addressed by management as appropriate.

Handling Abusive Language and/or Behavior

VBA does not expect its employees to tolerate or listen to abusive/derogatory language or behavior on the part of its customers. There are times when the only prudent or appropriate course of action is to terminate the interaction by hanging up the phone.

Before ending the interaction, employees must inform the customer

- they are willing to help if the abusive language or behavior stops, and
- if the language or behavior does not stop, the interaction will be terminated.

When the LAS is attempting to eliminate the use of abusive language and behaviors, they can use certain phrases, including but not limited to

- "I want to help you."
- "I'm asking that you please stop using foul language."
- "If you do not stop, I will need to end this conversation."

If they refuse to stop, and continue using abusive or foul language, the call may be disconnected in a professional tone, while using an appropriate tone. The call can be disconnected by utilizing non-combative phrases, including but not limited to the following:

- "Because the language would not stop as requested, the interaction will be ended."
- "Please contact us again when you are able to interact calmly."

Important: Immediately upon terminating the interaction, the LAS

- must submit the [VA Form 27-0820](#) that they upload to the eFolder, via an encrypted email to their supervisor to briefly describe and outline the situation, giving the customer's name, if possible, and
- should enter a detailed note in VBMS-Fiduciary. This will ensure an employee handling a subsequent interaction is informed of the prior interaction and can best support the customer.

Handling a Harassing Individual

LAS's are not required to continue with a customer interaction when harassing or intimidating language or actions occur. For interactions where the LAS experiences harassment, the LAS is permitted to terminate the interaction immediately.

If the individual has identified themselves, and provided [ID Protocol](#), upon termination of the interaction, the LAS must:

- complete a [VA Form 27-0820](#), documenting the harassment and forward to a senior LAS
- include
 - the individual's phone number, if applicable
 - any other identifying information available
 - a description of the incident, and
 - the date and approximate time of the interaction, and
- enter a note into the system.

If the individual has *not* identified themselves, or provided [ID Protocol](#), upon termination of the interaction, the LAS must send an encrypted email to the senior LAS, which includes

- the individual's phone number, if applicable, and/or any other identifying information available
- a description of the incident, and
- the date and approximate time of the interaction.

Following a report of a harassing interaction, the senior LAS will forward to management and management must

- forward the [VA Form 27-0820](#) or the LAS's email via encrypted email to: FCCM@va.gov, and
- check on the LAS's wellbeing. If the LAS is experiencing any issues related to the interaction, offer any available support (e.g., Employee Assistance Program, discussion with coach, etc).

Note: Senior LAS's and/or coaches will notify the FCC Manager, who will then make the determination on whether to notify other Regional Contact Centers.

Personal Threats to an Employee

Employee safety is a priority and workplace violence will not be tolerated. VA takes threats to employees very seriously and violators are prosecuted.

Employees who receive a threat, directed against themselves or any VA employee, must remain calm, be courteous, and listen. Do not interrupt the individual. Record the appropriate information on the [Physical Threat on Employee Form](#) and notify a supervisor via IM.

Employees who receive a threat via chat, must immediately notify their supervisor via IM.

After the interaction, the supervisor must immediately email the completed form to the Director's office. After the email is sent, the supervisor must follow-up with a phone call to the applicable Director's office

Bomb/Facility Threats

Most bomb/facility threats are received by telephone. Threats should always be considered serious until proven otherwise. Employees must act quickly but remain calm and obtain as much information as possible, using the [Bomb Threat Procedures Checklist](#).

Employees must:

- immediately notify a supervisor via IM
- if applicable, keep the caller on the phone, and
- ensure [Bomb Threat Procedure Checklist](#) is sent to the supervisor.

After the interaction, the supervisor must immediately email the completed form to the Director's office. After the email is sent, the supervisor must follow-up with a phone call to the applicable Director's office.

Bomb/facility threats received by any other method (i.e., email) should engage the station's emergency notification procedures.

Suicidal Individuals

The LAS must recognize the signs of a crisis. An individual may not specifically state they are going to commit suicide. The LAS must be able to analyze and pick up on clues that could indicate the individual is in danger of harming themselves or others. Listed below are some phrases that could indicate crisis and require that the LAS ask probing questions to determine if additional action is necessary:

- I don't want to live anymore.
- My family would be better off if I was no longer here.
- I am in too much pain to deal with this anymore.
- I don't want to go on.
- I am giving away everything I own since I won't need it anymore.
- There is no way to solve this problem, I don't have any options.

Follow the steps in the table below when conducting telephone or virtual interactions with individuals in crisis:

Step	Action
1	<p>Evaluate the crisis. Use the <i>NCC Columbia Protocol</i> found in the attachments of the Interactions with Suicidal Individuals page, to determine the individual's risk level.</p> <p>Ask the individual, "Are you thinking of suicide?" or "Are you having suicidal thoughts?"</p> <ul style="list-style-type: none">• Transfers should not occur for high-risk callers.• Callers that are at high risk should not be placed on hold.
2	<p>Notify your internal support network. Get assistance via IM from a senior LAS, assistant coach, or coach.</p>
3	<p>Obtain the individual's location and information, as needed:</p> <ul style="list-style-type: none">• individual's name• present location• telephone number or the number from which the caller is dialing• alternate phone numbers (if different from the caller's present location), if available, and• last four digits of SSN.

4	<p>Offer crisis resources. For callers, determine if the caller is safe before attempting to transfer to the Veterans Crisis Line (VCL).</p> <p>Never transfer a caller that is in an unsafe situation, or you've assessed as high risk.</p> <p>Low risk and the caller <i>is</i> safe:</p> <ul style="list-style-type: none"> • Offer to transfer the caller to the Veteran's Crisis Line. • Provide the caller with the VCL telephone number: <ul style="list-style-type: none"> • 1-800-273-8255, Press 1 or • 988, Press 1. • Attempt to transfer the call to the VCL using the warm transfer number: 833-825-2273. • When transferring the call, use the following script: <p><i>"This is (LAS's name) with the VBA Fiduciary Contact Center in (your location). I have (name of caller) in (their location) on the line. Their call back number is XXX-XXX-XXXX. The last four digits of their SSN are XXXX." (The LAS should speak clearly).</i></p> <p>High risk or caller is unsafe:</p> <p>If the caller is unwilling to be transferred or you feel it is unsafe to place the caller on hold, or the caller is high risk, then</p> <ul style="list-style-type: none"> • do as the caller wants • remain on the telephone, and • do NOT transfer <i>or</i> place the caller on hold. <p>The supervisor should silently monitor the call and seek second-party assistance through local emergency services, if necessary.</p>
5	<p>Verify the individual's status.</p> <ul style="list-style-type: none"> • Is anyone else there with them? • Are they currently receiving medical treatment? • What is the name(s) and phone numbers of family, friends or a significant other?
6	<ul style="list-style-type: none"> • Support the caller during the crisis. • Continue with the interaction until the crisis is managed, under control, and the interaction can be safely terminated.
7	<p>Document the interaction using VA Form 27-0820 and forward the form to the appropriate station of jurisdiction.</p>

Reference: For more information suicide prevention, see the *Suicide Prevention Program Interactive PDF for VBA Staff* found in the attachments of the [Interactions with Suicidal Individuals](#) page.

Suicidal Crisis Healthcare

Veterans in acute suicidal crisis can go to any VA or non-VA health care facility for emergency health care at no cost - including inpatient or crisis residential care for up to 30 days and outpatient care for up to 90 days. Veterans do not need to be enrolled in the VA system to use this benefit.

Use the table below to determine the required actions when an individual is in crisis:

If individuals ...	then the LAS must ...
request benefit information	<p>provide that, under this policy, VA will</p> <ul style="list-style-type: none"> • provide, pay for, or reimburse for treatment of eligible individuals' emergency suicide care, transportation costs, and follow-up care at a VA or non-VA facility for up to 30 days of inpatient care and 90 days of outpatient care • make appropriate referrals for care following the period of emergency suicide care • determine eligibility for other VA services and benefits, and • refer eligible individuals for appropriate VA programs and benefits following the period of emergency suicide care.

request eligibility information	<p>provide those eligible individuals with the below information, regardless of VA enrollment status, which include the following:</p> <ul style="list-style-type: none"> • Veterans who were discharged or released from active duty after more than twenty-four (24) months of active service under conditions other than dishonorable. • Former members of the armed forces, including reserve service members, who served more than 100 days under a combat exclusion or in support of a contingency operation either directly or by operating an unmanned aerial vehicle from another location who were discharged under conditions other than dishonorable. • Former members of the armed forces who were the victim of a physical assault of a sexual nature, a battery of a sexual nature, or sexual harassment while serving in the armed forces.
have questions the LAS cannot answer	offer the telephone number and warm transfer to the Community Care Call Center at 877-881-7618.
are in crisis	follow procedures in FCC Phone Procedures, 5.a.

Threat to Employees or VA Facilities

Employee safety is a priority, and workplace violence will not be tolerated. Threats to employees and VA facilities are taken very seriously.

Upon receipt of a threat, the LAS must fill out the [Physical Threat on Employee Checklist](#) or [Bomb Threat Checklist](#) online form and email the form to management.

After the interaction, management must

- forward the completed form to the affected office's Director's Office, and
- call the affected office's Director's Office.

Fiduciary Calls Seeking Status of Accounting Audit

VBA is required to provide proper oversight of the fiduciaries appointed to manage VA compensation or pension award benefits. This oversight is typically conducted through accounting audits, in which bank expected expenses are compared to bank statements. The LAS must review the appropriate systems, VBMS, FAST, and CM Portal to confirm whether the accounting has been received. LAS must then advise the caller:

- that the documents were received
- if there is a pending EP 290 FID-Accounting and the current status, and
- if there is no pending EP, LAS must allow at least 10 business days from the date of receipt of documents before submitting [VA Form 27-0820](#) to request an EP 290 FID-Accounting be established.

If the accounting documents were submitted within two business days of the call, and are not visible, advise the fiduciary to allow more time for the documents to show in our systems.

Fiduciary Calls Seeking An Extension On An Accounting

LAS must advise the fiduciary they may be granted one accounting extension for good cause. Any request for an additional extension after one has been granted may not be granted another via phone call. LAS must review the eFolder and determine if

- the extension is for a good cause
- there is any evidence or any suspicion that the fiduciary is being evasive or misusing beneficiary funds, or
- the request being made within 30 days of the accounting due date or within 14 days of VA's request for additional information to approve the accounting or complete the accounting.

When an extension of the accounting due date is given, update VBMS to reflect that the due date for accounting information has been extended. Do not change the accounting period end date or close the accounting EP.

If an LAS grants the fiduciary request for extension, they must submit [VA Form 27-0820](#) in accordance with [VA Form 27-0820 Routing Procedures](#). The [VA Form 27-0820](#) must include the reason for the delay and how much additional time the fiduciary has been given to submit documents.

LAS must advise the fiduciary that documents can be submitted through FAST to get them in as quickly as possible.

Brady Act Response

The Brady Act of 1993 and the National Instant Criminal Background Check System (NICS) Improvement Amendments Act of 2007 (NIAA) contains provisions intended to improve the process of adding individuals to, and removing them from, a database called the NICS.

Any person whom VA rated as unable to handle their VA funds is disqualified from possessing, shipping, transporting, or receiving firearms or ammunition. Your local law enforcement officer can tell you what other types of persons have firearm restrictions.

Beneficiary Contacts FCC

The Brady Act allows a person who is prohibited from possessing, shipping, transporting, or receiving firearms or ammunition to apply for relief from firearms restrictions. The beneficiary must submit their written clear and explicit request for relief to their local regional office. The beneficiary must meet the burden of proof of these requests for VA to grant the request.

VA's authority under the Brady Act does not extend to have any impact on the rights of family members of the beneficiary to purchase or possess a firearm, even if said person(s) reside in the home with the beneficiary.

When a fiduciary contacts the FCC regarding the application and effect of the Brady Act, the LAS must advise them that the beneficiary is required to surrender all their firearms and ammunition. The LAS should advise the fiduciary that VA will require the beneficiary to personally make requests pertaining to the Brady Act.

If VA restores competency, VA will report this change to NICS. The NICS then notifies the Federal Bureau of Investigation (FBI). The FBI removes names from NICS.

The VA has no jurisdiction over how quickly the NICS is updated.

Annual Written Contact

Beneficiary Contacts FCC

Beneficiaries and fiduciaries may call the FCC when they have an issue or concern after receiving the annual written contact. If a beneficiary reports a concern, the LAS must

- submit a [VA Form 27-0820](#) documenting the following:
 - name, address, and phone number of the person reporting the concern
 - date of contact, and
 - a detailed description of the conversation to include dates of concern, individuals involved, circumstances surrounding the issue/concern, and specifics regarding amounts or expense types (if any)
- route the [VA Form 27-0820](#) according to [VA Form 27-0820 Routing Procedures](#), and
- establish an EP590-Unscheduled Field Examination.

Fiduciary Contacts FCC

If a fiduciary calls on behalf of the beneficiary, the LAS must advise the fiduciary of any issues or concerns arising from the Annual Written Contact Letter will be referred to hubs for further investigation.

Replacing Fiduciary

Beneficiary Contacts FCC

The FCC may receive calls regarding the need to appoint a new fiduciary. When a beneficiary contacts FCC to request a new fiduciary, the LAS must submit a [VA Form 27-0820](#), and route according to [VA Form 27-0820 Routing Procedures](#).

Fiduciary Contacts FCC

The LAS must advise the fiduciary to submit a request in writing to the hub of jurisdiction by mail or fax. If the fiduciary oversees more than one beneficiary, a separate resignation must be submitted for each case.

The LAS must advise the fiduciary of the following:

- they must provide notice in writing that includes the reason for withdrawal
- they are not relieved of their fiduciary duties and must continue to provide services until they receive notice regarding the transfer of funds to a successor, and
- if they are required to account, within the prescribed timeframe indicated on the notification that they receive which confirms that they have been replaced as the fiduciary.

Report of Death of Fiduciary

The LAS must express condolences when notified of any death.

When the death is that of the fiduciary, the LAS must

- review VBMS-Fiduciary, Active Beneficiaries to determine if the fiduciary had multiple beneficiaries
- establish an EP590-Successor Initial Appointment Field Exam, and
- submit [VA Form 27-0820](#) according to [VA Form 27-0820 Routing Procedures](#) dedicated to FCC.

If there are multiple beneficiaries, the LAS must ensure this information is included on the [VA Form 27-0820](#).

Expense Approval or Disapproval

Fiduciary Contacts FCC

Fiduciaries ensure VA benefits are spent for the care, support, education, health, welfare, desires and comfort of beneficiaries and their dependents. When a fiduciary contacts the FCC for an expense approval, the LAS must advise the fiduciary

- they do not need to seek prior VA approval for any single expenditure made on behalf of a beneficiary, and
- to keep the receipt(s) of any major purchase(s) and submit those receipts as supplementary evidence to bank account statements provided during any financial oversight.

Note: FCC LASs may refer the fiduciary to the [VA Fiduciary Website](#) to review the [Fiduciary Basics \(101\)](#) and the [Acceptable Expenses](#) videos.

Beneficiary Contacts FCC

The LAS must advise the beneficiary to contact their fiduciary for any question regarding their expenses and/or usage of their available funds.

Misuse, Abuse, and Fraud

Misuse of VA Funds

LASs may receive reports of misuse, potential abuse, fraud, and/or misrepresentation from Veterans, beneficiaries, other stakeholders, and members of the public. It is the role of the LAS role to determine if the situation warrants a review from a hub. Typically, if allegations stem from a credible source (i.e., an agency or social services) the notification should be forwarded via task to the hub of jurisdiction.

A misuse allegation is any information received or discovered from varied sources that may indicate the occurrence of misuse of VA benefits. Misuse cases may involve fraud, embezzlement, and other criminal conduct by fiduciaries appointed by VA.

Use the following verbiage when a call reporting misuse of VA funds is received:

Thank you for reporting this information. The VA takes allegations of potential misuse, abuse, fraud, or misrepresentation seriously. I will need to gather some additional information from you in order to properly document your concerns.

If the caller is reporting misuse of VA funds, document the phone call on the [VA Form 27-0820](#). When receiving an allegation of misuse as an LAS, you must do the following:

- Review the record to determine if there are any notes or documentation concerning misuse.
- Advise the caller to submit any evidence of the misuse they may have.
- Document the allegation of misuse with specificity on the [VA Form 27-0820](#). Be sure to review the [VA Form 27-0820](#) for accuracy and upload to VBMS-Core.
- Creates VBMS-Fiduciary misuse documentation task to route the VA [Form 27-0820](#) to the hub of jurisdiction.
- Identify the hub of jurisdiction and inform the caller which hub will investigate the matter.

Misuse of Non-VA Funds

We only investigate misuse if it involves misuse of VA funds. If the caller is reporting misuse of non-VA funds or abuse of a beneficiary, they must be directed to call Adult Protective Services (APS) and/or local law enforcement. If an allegation of misuse or fraud comes in for a non-fiduciary program Veteran or beneficiary

- ask the caller if they have any documentation of the misuse or fraud, and request that they submit said evidence
- ask them to submit the allegation in writing with as much detail as possible
- complete the [VA Form 27-0820](#) and upload it to VBMS, and
- send the completed [VA Form 27-0820](#) to the team coach; subject line should read Non-VA funds Misuse Allegation.

Notes:

- The LAS must not refer individuals to the OIG Hotline in lieu of taking the information, but if a caller asks for the information, they should disclose it.
- The LAS must follow Privacy Act/FOIA procedures for reportable incidents listed in that guidance.

Important: If there is no VA file/record or they are reporting non-VA funds, do not indicate we cannot assist, direct them to make a report to local law enforcement and APS.

Repeat Callers Making Multiple Allegations of Misuse

For a repeat caller, only document the allegation on a [VA Form 27-0820](#) if it is for a separate incident or if there are additional details about a previously reported incident that has not been documented.

If an EP 290 FID-Misuse is already pending and new information comes in, send an email to the owner of the EP regarding misuse allegation of other/additional funds.

General Information

What is the purpose of the Fiduciary Program?

Suggested response:

- The purpose of the program is to provide oversight to our most vulnerable beneficiaries who are unable to manage their VA benefit.
- In all cases, the fiduciary must disburse or otherwise manage funds according to the best interests of the beneficiary and the beneficiary's dependents.

What is a fiduciary?

Suggested response: A fiduciary is a person or legal entity (such as a bank) charged with the duty of managing the estate of a beneficiary that is unable to manage their VA funds.

How long does the appointment process take?

Suggested response:

- There isn't an exact timeframe for the appointment process.
- Each appointment process is unique to each individual beneficiary.
- Once your fiduciary has been appointed, you will receive written notification in the mail.

Will I get paid as the fiduciary?

Suggested response (family member): In this case, you are a (state the relationship), therefore compensation will not be provided.

Suggested response (non-family member): A reasonable monthly fee (not to exceed 4 percent of the monthly VA benefit) may be authorized if no other person or entity is qualified and/or willing to serve without a fee. During the field exam, the FE will discuss fiduciary fees and make recommendations if needed.

I can manage my own money

Suggested response:

The VA and/or State court has been provided evidence indicating that you may need some assistance managing your monthly VA benefit and expenses.

If you demonstrate the ability to manage your funds, the decision can be revisited in the future.

Field Examinations

What is the purpose of a field examination?

Suggested response: VA will conduct field examinations for the purpose of performing oversight of beneficiaries in the Fiduciary Program and to provide supervision of fiduciaries appointed to manage their VA benefits.

What will happen during the IA field examination?

Suggested response: IA field examinations are completed to

- assess the needs and well-being of the beneficiary and their dependents
- evaluate the ability of an adult beneficiary to manage funds
- identify a proposed fiduciary
- determine the suitability of the proposed fiduciary
- document income and expenditures for the beneficiary
- ensure VA funds are properly protected, if required, and
- provide advice and assistance with benefits and needs.

Why is a field examination required for my child's insurance payment?

Suggested response:

- Insurance payments are considered VA benefits, and a fiduciary is required whenever a beneficiary under the age of majority is in receipt of those benefits.
- VA insurance policy requires that these payments are supervised by the hub.

What does the selection process of appointing a fiduciary consist of?

Suggested response: Fiduciary selection is based on an assessment of the qualifications of the proposed fiduciary, which include

- the willingness to serve and fulfill responsibilities of a fiduciary
- an interview with the prospective fiduciary
- credit report review, and
- an inquiry into the criminal background.

Accountings

Why Am I Required to Account?

Prior to answering, review the eFolder and the below reference in its entirety to verify if an accounting is required and why it is required.

Suggested response: Accountings are required when a VA-appointed fiduciary receives (state the reason for the accounting in the specific case).

How often must I account?

Suggested response: In most cases, fiduciaries must submit accountings on an annual basis, when they are required to account.

What documents are required to be submitted with my accounting?

Suggested response: The required documents for your accounting are financial statements detailing account transactions during the entire accounting period and the VA Form 21P-4706b or VA Form 21P-4706c.

Exception: If the accounting is submitted via FAST, the VA Form 21P-4706b or VA Form-21P-4706c isn't required, as a form will be generated by the system. However, the FAST submission must contain

- the name of the beneficiary
- the VA file number associated with the beneficiary
- expenses, and
- income.

May I have an extension for my accounting?

Address these questions first:

- Why do you wish to have an extension?
- Is the extension due to good cause (i.e., illness, hospitalization, death of immediate family member, non-receipt of VA's request for an accounting, or catastrophic event)? (If no, they don't qualify).
- Is there evidence or any suspicion that the fiduciary is being evasive or misusing beneficiary funds? (If yes, they don't qualify).
- Is there already an extension in place? (If yes, they don't qualify).
- Is the request being made within 30 days of the accounting due date, or within 14 days of VA's request for additional information to approve the accounting or a complete accounting? (If no, they don't qualify).

If they do qualify, use the following suggested responses:

- Yes, an extension can be granted in this case.
- Please note that I will update the due date and add a note in the system to reflect the extension.
- Your new due date is (advise of date 14 days from the date of letter). The accounting is required to be received no later than this date, and I will send an accounting extension letter that details this information.
- Do you understand this information? (Or something similar to confirm they understand the terms of the extension).
- I will document your file with the approval of the accounting extension and notify the appropriate department.

If they do not qualify, use the following suggested responses:

- Unfortunately, an accounting extension can't be granted, because (state reasoning).
- Please note the accounting is/was due on (state due date) and if the accounting isn't received by this date, the accounting will be considered delinquent, and the process to obtain the accounting will continue.
- After (state the due date) a delinquent accounting letter will be sent.
- I will note the record with what we discussed today.
- Do you understand this information? (Or something similar to confirm they understand the accounting extension request wasn't granted).

Appeals

Does the rating of incompetency affect my non-VA finances?

Suggested response: No, the determination that you are unable to manage your VA benefits does not affect your non-VA finances, to include your right to

- vote, and
- enter into contract(s).

Do I have appeal rights for the finding that I can't manage my VA benefit?

Suggested response:

- Yes, you have the right to appeal VA's decision finding that you are unable to manage your VA benefits.
- If you disagree with VA on this matter, you may appeal to the Board of Veterans' Appeals (Board) by
 - telling us you disagree with our decision and want the Board to review it, or
 - giving us any new and relevant evidence we do not already have that may lead us to change our decision.
- A beneficiary or their representative who is dissatisfied with an appealable fiduciary decision may file a request for a higher-level review (HLR). The request must be
 - submitted on a VA Form 21-0996, and
 - received within one year of the date of the VA notice regarding the decision.

Do I have appeal rights regarding who is appointed as my fiduciary?

Suggested response:

- Yes, you have the right to appeal VA's decision on who has been appointed as your fiduciary.
- If you disagree with the VA on this matter, you may appeal to the Board by
 - telling us you disagree with our decision and want the Board to review it, or
 - giving us any new and relevant evidence, we do not already have that may lead us to change our decision.

How do I begin the appeals process?

Suggested response:

- To begin the appeals process, there are three different review options.
- You may discuss the options with your representative to make the best decision for you.
- The first option is the HLR, in which the Decision Review Officer will review the decision. To request this, please complete and submit VA Form 20-0996.
- The second review option is if you have new evidence, you may request supplemental review. To request this, please complete and submit VA Form 20-0995.
- The third option is an appeal to the board. To request this, please submit VA Form 10182.
- The form must identify the specific fiduciary decision(s) with which you, the beneficiary, disagree with. This process is called your NOD.
- Would you like me to send you a copy of this form?

- Send your completed form to (provide rightfax and/or Janesville mailing address information).
- You may also submit any additional evidence in support of your appeal.

Notes:

- Send the caller a VA Form 20-0995, VA Form 20-0996 or VA Form 10182, as applicable.
- The beneficiary determines which appeal option to use. The beneficiary must submit the appeal.

Can the ability to manage my funds be re-evaluated?

Suggested Response:

- You may request to have your ability to manage your VA benefits be re-evaluated.
- If you wish to have a re-evaluation, please submit your request in writing along with any new supporting medical evidence to the RO of jurisdiction.
- You may mail this information to (provide the RO of jurisdiction's address).

What happens after VA receives my NOD?

Suggested response:

- Once received, we will review your case and consider any new and relevant additional evidence you have provided.
- If we change our decision, we will notify you in writing.
- If we make no change in our decision, we will send you a statement of the case (SOC). An SOC describes the facts, laws, regulations, and reasons we used to make our decision.
- We will also send you a VA Form 9 with the SOC.
- You must complete this VA Form 9 and return it to us if you want to continue your appeal.

Note: Send the beneficiary a VA Form 9, if applicable.

How long do I have to start my appeal?

Suggested response:

- You have one year from the date of the notification letter regarding the selection of your fiduciary to submit an NOD via VA Form 10182.
- Your VA Form 10182 stating that you disagree with our decision and wish to appeal must be post marked or received by us within one year from the date of this letter.

Where can I find more information about appeals?

Suggested Response: For more information on appeals, you may visit the Board of Veterans' Appeals website and review the VA pamphlet titled "How Do I Appeal?"

Updating the Record

Can I update my direct deposit if I am a beneficiary in the fiduciary program?

Suggested response: No, only your fiduciary may update the direct deposit information.

I am the fiduciary- how do I update the direct deposit information?

Suggested response:

- You may do so by completing the SF 1199A.
 - All 3 sections of the form must be completed.
 - Please note, section 3 is required to be completed by the financial institution.
- You may also submit a voided check or deposit/ticket that is
 - pre-printed, and
 - manufactured by either the institution or a company accepted by the institution to complete them.
- Lastly, you may submit a signed and notarized statement from a representative of the institution on letterhead outlining how the deposit account is titled.
- The document(s) used to verify a properly titled account must clearly have all required elements.
- If any element is missing, an alternate allowable document containing all elements must be used.
- Once completed, the form should be mailed to (provide the correct mailing address for Janesville).

Important: Review the file to determine if the verification document(s) are of record at the time of the call.

- If yes
 - inform the fiduciary that
 - we received the documents (to include the date the documents were received)
 - the documents will be forwarded to the appropriate department for review, and
 - they will be contacted if further information is required, and
 - establish a Process Review and Action administrative task in VBMS that details there are verification documents of record in the eFolder that need to be reviewed.
- If no, mail the fiduciary a copy of the SF 1199A.

I am the fiduciary- how do I go about changing the beneficiary's name?

Suggested response (change due to a typographical error): Thank you for bringing this error to our attention. I will note the account and forward to the appropriate department.

Important: Send an email to the correct hub's Management Analyst office mailbox.

Suggested response (change due to a legal name change):

- To initiate the change, you must contact the National Contact Center at 800-827-1000.
- May I place you on a brief hold while I contact them to connect the call?

Suggested response to the National Contact Center Representative: Hello, my name is (state your name) and I am with the Fiduciary Contact Center. I have (state the caller's name) on the line, and they need assistance with (state the reason for the call).

I am the fiduciary- how do I go about changing my name?

Suggested response (change due to a typographical error): Thank you for bringing this error to our attention. I will note the account and forward to the appropriate department.

Suggested response (change due to a legal name change): To change your name, you must submit sufficient evidence that supports a legal name change. These documents include a signed decree from a judge or court showing a legal name change has taken place, or social security card that reflects your new name.

Important: Take the following additional actions if the evidence required to complete the legal name change is of record at the time of the call:

- Follow the guidance in the block above to transfer the caller to the National Contact Center.
- If the name change will impose different requirements regarding the qualification and/or oversight of the fiduciary, establish an EP 590 - Successor Initial Appointment Field Examination.

Example: A fiduciary was initially appointed as a VA-appointed fiduciary. The fiduciary and beneficiary are now married and the fiduciary type should be changed to spouse fiduciary.

I am the beneficiary- how can I update my mailing address?

Suggested response: The fiduciary is required to report the update of the mailing address. However, we can update your address on file for beneficiary contact.

Note: Update the beneficiary's contact information within the PHYSICAL ADDRESS section of the beneficiary profile in VBMS.

I am the fiduciary- how do I update the beneficiary's mailing address?

Suggested response:

- Please provide me with the updated address information.
- Repeat the updated address information.
- Give me one moment while I update this information.

Actions to take:

- Confirm the address once more after updating.
- Establish an address change administrative task that includes the old address and the new address.

Brady Act Questions

What is the NICS Improvement Amendments Act?

Suggested response:

- The National Instant Criminal Background Check System (NICS) Improvement Amendments Act contains new provisions intended to improve the process of adding individuals to, and removing them from, a database called NICS.
- Gun sellers use the NICS database to check whether someone is allowed to buy firearms.

Who can't buy a firearm?

Suggested response: Any person whom VA rated incompetent (that is, unable to handle their VA funds) is disqualified from possessing, shipping, transporting, or receiving firearms or ammunition and will be added to the NICS database. Your local law enforcement officer can tell you what other types of persons have firearm restrictions.

What if my competency is restored?

Suggested response: If VA restores competency, we will report this change to NICS for your name to be removed from the database.

How long will it take to be removed from the NICS database?

Suggested response:

- We send monthly updates to NICS.
- At that time, we inform NICS of the change in status.
- The VA has no jurisdiction over how quickly the NICS is updated.

Can I request to buy a firearm even after VA declares me unable to handle my funds?

Suggested response:

- The NICS Improvement Amendments Act allows a person who is prohibited from possessing, shipping, transporting, or receiving firearms or ammunition to apply for relief from firearms restrictions.
- You must submit your written request for relief to the local RO.
- VA may grant such relief if it would not be contrary to the public interest and if the circumstances regarding your disability, public record, and reputation are such that you will not likely act in a manner dangerous to public safety.

Important: Provide the address for the correct RO, if applicable.

Does the Brady Act extend to family members who share the same residence?

Suggested response:

- VA's authority under the Brady Act does not extend to a beneficiary's family member's right to purchase or possess a firearm.
- VA does not have jurisdiction to make incompetency determinations for non-beneficiaries.
- VA does not have the authority to impact the rights of individuals who reside with a Veteran who has been rated incompetent for VA purposes.

Fund Usage Reviews

What documents are required to be submitted for the fund usage review?

Suggested response: A fund usage report consists of three months of all financial statements containing VA funds. The fund usage report may also include any supporting documents, such as receipts, invoices, cancelled checks, etc., that show irregular purchases.

Can I have an extension on my fund usage review?

Address these questions first:

- Why do you wish to have an extension?
- Is the extension due to good cause (i.e., illness, hospitalization, death of immediate family member, non-receipt of VA's request, or catastrophic event)? (If no, they don't qualify).
- Is there evidence or any suspicion that the fiduciary is being evasive or misusing beneficiary funds? (If yes, they don't qualify).
- Is there already an extension in place? (If yes, they don't qualify).
- Is the request being made within 30 days of the fund usage review due date, or within 14 days of VA's request for additional information to approve the fund usage review or a complete fund usage review? (If no, they don't qualify).

If they do qualify, use the following suggested responses:

- Yes, an extension can be granted in this case.
- Please note that I will update the due date and add a note in the system to reflect the extension.
- Your new due date is (advise of date 14 days from the date of letter). The fund usage review is required to be received no later than this date, and I will send a fund usage review extension letter that details this information.
- Do you understand this information? (Or something similar to confirm they understand the terms of the extension).
- I will document your file with the approval of the fund usage review extension and notify the appropriate department.

Important: Update the EP 290 to reflect a fund usage review extension.

If they do not qualify, use the following suggested responses:

- Unfortunately, a fund usage review extension can't be granted because (state reasoning).
- Please note the fund usage review is/was due on (state due date) and if the fund usage review isn't received by this date, the fund usage review will be considered delinquent, and the process to obtain the fund usage review will continue.
- After (state the due date) a delinquent fund usage review letter will be sent.
- I will note the account with what we discussed today.
- Do you understand this information? (Or something similar to confirm they understand the accounting extension request wasn't granted).

Misuse

I would like to report misuse of VA funds

Suggested response:

- Thank you for reporting this information. The VA takes allegations of potential misuse, abuse, fraud, or misrepresentation seriously.
- I will need to gather some additional information from you in order to properly document your concerns about (repeat the concerns that were stated by the caller).

Actions to take:

- Advise the caller to submit any evidence of the misuse they may have.
- Identify the hub of jurisdiction and inform the caller which hub will investigate the matter.
- Establish a Misuse Documentation administrative task in VBMS, that details a misuse allegation was received.

I would like to report misuse of non-VA funds

Suggested Response (if there is a VA file):

- We only investigate misuse if it involves misuse of VA funds.
- If you would like to report misuse of non-VA funds or abuse of a beneficiary, contact Adult Protective Services (APS) and/or your local law enforcement.

Important: Send the completed VA Form 27-0820 to the team coach. The subject line should read Non-VA Funds Misuse Allegation.

Suggested Response (if there is not a VA file): Thank you for reporting this information; however, this information should be reported to APS or local law enforcement.

Notice of Death

I would like to report the death of a non-Veteran

Suggested response: Sorry for your loss/my condolences (state something similar to sympathize or acknowledge their loss).

Actions to take:

- Obtain all the information that is required to complete the VA Form 27-0820a and upload into the eFolder.
- Establish an FNOD administrative task.

I would like to report the death of a Veteran

Suggested response:

- Sorry for your loss/my condolences (state something similar to sympathize or acknowledge their loss).
- Please allow me to explain the burial and death benefits.

Actions to take:

- Obtain all the information that is required to complete the VA Form 27-0820a and upload into the eFolder.
- Process First Notice of Death (FNOD) actions in SHARE.
- Establish an FNOD administrative task.
- Send automated letters. Explain burial and death benefits (PMC, DIC, burial allowance, flag, month of death).

FAST Initial Inquiries

What is the website to access FAST?

Suggested response: The FAST website is eauth.va.gov/accessva/.

I am the proposed fiduciary- how do I register for an account in FAST?

Suggested response:

- To self-register, enter the Access VA Website and select one of the following three options:
 - I am a Family Member
 - I am a VA Business Partner, or
 - I am a VA Employee or Authorized Contractor.
- Then you will click the FAST button, click on the ID.me button, and then click "Accept."
- The system will then guide you through the identity verification and self-registration process.
- Once you complete the first part of the process of self-registering, you will then be taken to the second part of the self-registration process which will allow you to submit the application.
- Once you have successfully submitted the electronic [VA Form 21P-4703](#), it will be vetted.

I am the fiduciary- how do I register for an account in FAST?

Suggested response:

- To self-register, enter the Access VA Website and select one of the following three options:
 - I am a Family Member
 - I am a VA Business Partner, or
 - I am a VA Employee or Authorized Contractor.
- Then you will click the FAST button, click on the ID.me button, and then click "Accept."
- The system will then guide you through the identity verification and self-registration process.
- If you are pre-approved, you will be granted immediate access upon completion of self-registration.
- If you are not pre-approved, the request for access will be reviewed and you will receive a confirmation email, once your request has been processed.
- After the self-registration access application has been reviewed and determined VA compliant, you will be able to log into the FAST system.

How do I log into FAST?

Ask the fiduciary if they have self-registered in the FAST system.

- If no, provide the information on how to register for an account in FAST.
- If yes, proceed to below suggested response.

Suggested response:

- To log into FAST, you will enter the [Access VA Website](#).
- Select one of the following three options:
 - I am a Family Member
 - I am a VA Business Partner, or
 - I am a VA Employee or Authorized Contractor.
- You will then click the FAST button, click on the ID.me button, and then click “Accept.”
- You will enter your email and password then click “Sign in.”
- You will then follow the prompts to verify your identity. Once your identity is successfully verified, you will be logged into FAST.

I have been unsuccessful receiving technical support with FAST- how do I submit my documents?

Suggested response:

- Apologize for the inability to resolve technical issues with FAST.
- Identify that they may submit documents via mail (provide the Janesville mailing address) or via fax (provide the correct rightfax number).

Warm Transfers

What are warm and cold transfers?

A warm transfer occurs when the LAS connects the caller with another business line while remaining on the telephone to introduce the caller and provide a brief description of the situation to the representative of the other business line.

Cold transfers occur when the LAS connects the caller with another business line but disconnects call as the line is ringing or voice response system has been reached without remaining on the call to provide assistance. The LAS should use warm transfers in lieu of cold transfers whenever possible.

How do I handle a warm transfer?

Suggested response to the caller:

- Thank you for the information you have provided, my apologies as I am unable to assist you with this matter. However, my colleague in the (state the correct department) will be able to assist you with this.
- I understand how frustrating it can be when you've reached the incorrect department, so I will ensure this doesn't happen again, by connecting you to (state the correct department).
- I can also provide you with the correct contact number, if you'd like (provide the correct telephone number - 1-800-827-1000).
- May I place you on a brief hold while I contact (state the correct department and wait for the caller to respond).

Provide the following information to the representative: Hello, my name is (say your name) and I am with the Fiduciary Contact Center. I have (state the caller's name) on the line, and they need assistance with (state the reason for the call).

If the caller is

- On hold during the conversation with the other representative, tell the caller the following: Thank you for holding. I have (state the representative's name) on the line. I have advised them of (state the concerns or reason for the call) and they will assist you from here.
- On the phone during the conversation with the other representative, tell the caller the following: Thank you for your patience and (state the representative's name) will assist you from here.

System Outages

Complete system outage

Suggested Response:

- I apologize for any inconvenience; unfortunately, our computer systems are currently unavailable.
- I can answer any general questions you may have.
- You may call back in (if known, advise of the timeframe).
- We will be happy to assist you.
- Again, I apologize for any inconvenience.

Notes:

- It is not necessary to obtain the Veteran's/caller's file number/SSN if VA electronic systems are unavailable.
- If the timeframe of the outage is known, then advise the caller of the expected timeframe of when they call back.

One system in particular outage

Suggested Response:

- I apologize for any inconvenience; unfortunately, the system I need to access to best assist you is currently unavailable.
- You may call back in (if known, advise of the timeframe).
- We will be happy to assist you.
- Again, I apologize for any inconvenience.

Third Party Callers

When VA POA calls on behalf of claimant or beneficiary

Suggested Response:

- Please provide me with your organization or name so that I may verify the appointment of a POA.
- Please hold one moment while I verify this information.
- Now that the POA accreditation has been verified, I must complete the ID protocol.

Actions to Take:

- Verify the POA form is of record and properly completed by searching for and reviewing either the VA Form 21-22 or VA Form 21-22a.
- Determine whether the POA has limited or unlimited representation, by reviewing the form.
- Verify the POA's accreditation by utilizing Office of General Counsel's Accreditation Search.

Important: The POA relationship is terminated upon the death of the beneficiary.

Third party listed on VA Form 21-0845

Suggested Response (if the form is valid): Please allow me to complete the ID protocol and the security question listed on the valid VA Form 21-0845.

Suggested Response (if the form is not valid):

- Unfortunately, I am unable to release any information at this time. To release information, a valid VA Form 21-0845 is required to be submitted.
- The form can be mailed to the intake center (provide intake address) or sent via rightfax (provide the rightfax number).

Action to Take: Verify that the VA Form 21-0845 is valid.

Important:

- A Veteran may only designate one person or one organization on the form.
- Only one form may be valid at a time.
- On the VA Form 21-0845, the information provided in Item 6, Name of Beneficiary/Claimant Who Is Not the Veteran, cannot be the same information provided in Item 10.
- The VA Form 21-0845 signed by the fiduciary allows the LAS to provide information about the beneficiary, not the fiduciary.

- If the LAS receives a call from a third party (i.e., a doctor's office or court of jurisdiction for fiduciary activity) and they have received a letter requesting evidence in support of the Veteran's claim/regarding fiduciary activity, the LAS can discuss only that letter with the third party.

Valid VA Form 21-0845 in VBMS

The caller must answer the ID protocol questions, including the security question on the [VA Form 21-0845](#). This caller cannot update anything on the beneficiary record (with the exception of providing notice of death).

The VA Form 21-0845 signed by the fiduciary allows the FCC to give information about the beneficiary not the fiduciary. The LAS should not disclose the fiduciary's information.

Review VA Form 21-0845 carefully prior to releasing information to see what type of information is permitted to be released and the expiration date/signature date of the authorization. VA Form 21-0845 is **invalid** if signed by the beneficiary after they were rated incompetent. The Fiduciary is the only person authorized to complete and sign VA Form 21-0845 after a rating of incompetency. Please see the chart below to identify what signature is acceptable during each phase of the fiduciary/competency process.

The 21-0845 is Received When...	The Signature should be...		
	Beneficiary	Fiduciary	No Valid Signature
The Beneficiary is Competent	✓		
Incompetency is Proposed	✓		
Final Incompetency Rating but no Fiduciary is appointed			✓
Final Incompetency Rating and a Fiduciary is appointed		✓	
The beneficiary is on Supervised Direct Pay (SDP)			✓

PII Violations

Correspondence that has been mailed to the incorrect beneficiary

Suggested Response:

- Thank you for reporting this information.
- Please return the letter to the VA, by mailing it to the intake center (provide the intake mailing address).

Actions to Take:

- Complete a VBMS Request for Document Deletion Form and all steps as outlined in M21-1, Part II, Subpart ii, 2.A.2.b.
- Send a copy of the completed form to your supervisor.

Beneficiary Incarceration

Report of a beneficiary incarceration notice

Suggested Response:

- Thank you for this information. Please answer some questions for me.
- What is the type of conviction?
- What is the date (include month, day, and year) of the conviction?
- What is the date (include month, day, and year) of incarceration following the conviction?
- Will the incarceration last more than 60 days following the date of conviction?

Actions to Take:

- Complete VA Form 27-0820e.
- Establish an EP 290, using the claim label Bureau of Prisons Match or Social Security Prison Match (whichever applies).

Beneficiary Requesting New Fiduciary

Misuse Allegation

Suggested Response:

- Please provide the complete details of the misuse allegation by providing information about
- how the misuse was discovered
- the date the misuse begun (if known), and
- your name and contact information.
- Please submit any evidence you may have (provide the intake center's mailing address or fax number).

Important: When receiving this request, do not immediately establish an SIA EP, as replacement of the fiduciary is only necessary when misuse is found or when evidence discovered during the investigation indicates it would be in the beneficiary's best interest to replace the fiduciary.

Notes:

- When uploading the VA Form 27-0820 to the beneficiary's eFolder, the subject title is misuse allegation.
- Add other important information to the VA Form 27-0820, such as if the
 - caller refuses to identify themselves, and/or
 - fiduciary serves more than one beneficiary.

Beneficiary wants to appeal who was appointed

Suggested Response: If you disagree with the VA on this matter, you may appeal to the Board by

- telling us you disagree with our decision and want the Board to review it, or
- giving us any new and relevant evidence we do not already have that may lead us to change our decision.

Important: A fiduciary who is not also serving in the role as the beneficiary's accredited representative (POA), attorney, and/or claim agent cannot file an appeal of the appointment of fiduciary.

Any other reason

Suggested Response (if there is an active EP 590 - SIA Field Examination):

- Thank you for this information.
- I see that we are actively working on this request.
- An FE will contact you once the request is reviewed.

Suggested Response (if there is not an active EP 590 - SIA Field Examination):

- Thank you for this information.
- I will forward your request to the appropriate department for review.
- If the request is approved, then you'll be notified that a field exam will need to be conducted.
- If the request is not approved, the file will be notated with the reasoning as to why.
- A specific time frame for this process can't be provided; however, you are more than welcome to contact us any time for an update.

Action to Take: Establish a Process Review and Action administrative task, that details the request for a new fiduciary.

Check Tracers

Returned paper checks

Suggested Response:

- Thank you for this information.
- Can you please verify your address?
- Please be advised it takes 10-14 calendar days for the VA to reissue payment.
- It is required to have a direct deposit account.
- This account is required to be a properly titled account.
- A properly titled account is titled in the beneficiary's and fiduciary's names and identifies the fiduciary relationship.
- I will mail a copy of the SF 1199A.
- Please note the form must be returned within 30 days.

Actions to take:

- Update the address information in SHARE (if applicable).
- Complete a VA Form 27-0820d.
- Establish a Properly Titled Account administrative task to track receipt of the properly titled account
- Send an SF 1199A.

Important:

- Prior to advising the caller a properly titled account is required, ensure they are not excluded from the properly titled account requirement.
- If the award is suspended
 - establish an EP 290 with the claim label FIDHUBADJ, and
 - ensure the completed VA Form 27-0820d details that the
 - payments are suspended
 - address has been updated, and
 - benefits need to be resumed.
- If the EP 290 is established, the Date of Claim (DOC), is required to match the date of the VA Form 27-0820d.

Non-returned paper checks

Suggested Response (if 5 business days have passed):

- Thank you for this information.
- Can you please verify your address?
- I will forward this information to the appropriate department to have the check traced.
- Please be advised the check tracer process takes two to six weeks to complete.
- It is required to have a direct deposit account.
- This account is required to be a properly titled account.
- A properly titled account is titled in the beneficiary's and fiduciary's names and identifies the fiduciary relationship.
- I will mail a copy of the SF 1199A.
- Please note the form must be returned within 30 days.

Actions to take:

- Update the address information in SHARE (if applicable).
- Complete a VA Form 27-0820d.
- Establish a Properly Titled Account administrative task to track receipt of the properly titled account.
- Send an SF 1199A.

Important:

- Prior to advising the caller a properly titled account is required, ensure they are not excluded from the properly titled account requirement.
- If the check tracer is required
 - establish an EP 400 with the claim label FID-CORRESPONDENCE, and
 - ensure the completed VA Form 27-0820d details
 - five business days have passed, and
 - the payment needs a check tracer completed.
- If the EP 400 is established, the DOC, is required to match the date of the VA Form 27-0820d. ned paper checks

Returned direct deposits

Suggested Response:

- Thank you for this information.
- Please verify the account and routing number.
- I will forward this information to the appropriate department.

- If it is found that payment was in fact returned, it takes 10-14 calendar days for the payment to be reissued.

Actions to take:

- Complete a VA Form 27-0820d.
- Establish an EP 400 with the claim label FID-CORRESPONDENCE.

Non-returned direct deposits

Suggested Response (if the account and routing numbers are correct or only the account number is incorrect): Please contact the financial institution as they may be able to match the SSN to the VA payment.

Suggested Response (if both the account and routing numbers are incorrect or only the routing number is incorrect):

- I apologize for this inconvenience.
- An updated SF 1199A is required to be completed and I will mail this.
- I will forward the missing payment information to the appropriate department.
- It takes 10-14 calendar days for the payment to be reissued.

Actions to Take:

- Complete VA Form 27-0820d.
- Establish an EP 400 with the claim label FID-CORRESPONDENCE, to ensure the check tracer is routed to the appropriate department to review.
- Establish a Properly Titled Account administrative task to track the receipt of the SF 1199A.

Important:

- If caller advises they have verified with the bank that payment was not received, and 3 business days have passed
 - VA Form 27-0820d is required to be completed
 - establish an EP 400 with the claim label FID-CORRESPONDENCE, and
 - advise the caller a check tracer will need to be completed and the process takes two to six weeks.
- Review the previously submitted SF 1199A.
- If the account and/or routing number is incorrect on the form, a new form must be completed.
- The DOC for the EP 400, is required to match the date of the VA Form 27-0820d.

Returning a Call from the Hub

Returning a message

Suggested Response:

- One moment while I review the record to obtain the reason for the previous call.
- Identify any actions that are required to be completed by the caller.

Action to Take: If an EP is pending, update the EP to indicate new documents were received.

Important:

- Do not provide the
 - last names, phone numbers, or email addresses of any employees of the
 - hub
 - FCC
 - RO, or
 - PMC, or
 - name of the FE that you think will be conducting the field exam (as cases are reassigned based on current workload).
- Do not email hub employees requesting them to call a fiduciary.

Requesting to Become a Paid Fiduciary

Requesting to be a professional fiduciary

Suggested Response:

- To become a paid fiduciary, submit your resume with a cover letter to the
- e-mail address: VA_Fiduciary@va.gov.
- With your request, please include
 - your name
 - the name of your organization (if applicable)
 - your mailing address, and
 - your e-mail address.

Requesting to be a fiduciary for a family member or friend

Suggested Response: To become a fiduciary for a family member or friend, submit a request to the RO nearest you, to include

- the beneficiary's name
- the beneficiary's VA file number
- your name, and
- your contact information.

VA Life Insurance

Suggested Response:

- The hub will appoint a fiduciary for a minor that is in receipt of a VA Life Insurance benefit.
- Once the fiduciary is appointed, the hub will notify the Life Insurance Center to release the funds.
- Questions regarding this benefit and release of funds will need to be directed to the Insurance Center at 800-669-8477.

Note: Release of insurance benefit funds will not be seen in the SHARE PAYMENT Screen.

Erroneous Reports of Death

If Social Security screen in VBMS reflects beneficiary is deceased

Suggested Response:

- My apologies, being that the SSA also has a report of death, you will have to physically go the SSA office to correct this issue.
- Once you have documentation that supports the report of death is erroneous, you may send this information to (provide the intake center mailing address or the rightfax number).
- You may also call us back to ensure we have received the information.

If Social Security screen in VBMS does not reflect beneficiary as deceased

Suggested Response:

- Thank you for this information.
- I will forward this information to the appropriate department to get this information correctly updated.

Action to take: Establish an EP 290 with the claim label FIDHUBADJ.

Important:

- The DOC for the EP 290, is required to match the date of the VA Form 27-0820.
- Ensure the completed VA Form 27-0820 details,
 - the Veteran/beneficiary was erroneously reported as deceased
 - the Veteran/beneficiary is still alive
 - if the award is terminated or suspended
 - a request to resume the benefits, and
 - the date(s) of any missing payments.

VA Home Loans

Calls from beneficiary

Suggested Response:

- My apologies, the hub no longer concurs on VA Home Loans and does not conduct field exams for this reason.
- Please contact the VA Home Loan Center at 877-827-3702.

Employment Verification

VA employees

Suggested Response:

- My apologies, the FCC is unable to provide employment verification.
- Please contact the employment verification line at 1-800-367-5690.
- The VA employer's code is 10208.

Routing & Referrals

If ...	Then ...
there is a question about an accounting or fund usage review extension	FCC documents on a <i>VA Form 27-0820, Report of General Information</i> , updates end product (EP) 290 to reflect extension, and sends extension letter in VBMS-Fid per Fiduciary Program Manual (FPM) Part I, 3.A.3.h-l, FPM, Part I, 1.B.3.w, FPM, Part I, 6.B.1.c, and if applicable, FPM, Part I, 3.A.1.k and FPM, Part I, 3.A.3.j-l.
the beneficiary is rated competent but is still an active beneficiary or active file in system of record	FCC uploads a completed <i>VA Form 27-0820</i> and creates a Comp Memo task in VBMS-Fid due in seven days for hub of jurisdiction. See FPM, Part I, 2.E.3.h and FPM, Part I, 1.A.2.b. (TASK =Title: <i>Comp Memo</i>; and FSR Action: Process full/Partial grant on Appeal).
benefits need to be resumed (i.e., whereabouts unknown)	FCC documents beneficiary's contact information on <i>VA Form 27-0820</i> , uploads the information, and establishes a Suspend/Resume task in VBMS-Fid that is due in seven calendar days for hub of jurisdiction.
a Brady Bill waiver request is received	FCC documents on a <i>VA Form 27-0820</i> , uploads the information, and establishes a Brady Bill task in VBMS-Fid that is due in seven calendar days for hub of jurisdiction. FCC will note in section of the task a description of the requested action.
the hub calls back—complex calls (i.e., accountings)	(Fiduciary call backs only) FCC uploads a completed <i>VA Form 27-0820</i> and creates a Process Review and Action task in VBMS-Fid that is due in seven calendar days for hub of jurisdiction, noting in description: Accounting or fund usage review call back and the issue.
a change of addresses is received	FCC documents on <i>VA Form 27-0820</i> , uploads to the VBMS electronic claims folder (eFolder), completes a Change of Fiduciary, and updates the VBMS beneficiary profile, if applicable.

<p>evidence of competency or incompetency is received during the due process period</p>	<p>(Competency) FCC will confirm there is an EP 590 Due Process for incompetency pending, completes and uploads the <i>VA Form 27-0820</i>, advise no further action is required during the pending due process while hub reviews incoming correspondences unless waiving of due process, create Fiduciary Req/Waiver Due Process task in VBMS-Fid noting date of document in eFolder and reason for task, due in seven calendar days for hub of jurisdiction.</p> <p>(Incompetency) If waiving due process, FCC will create an <i>VA Form 27-0820</i>, create Fiduciary Req/Waiver Due Process task in VBMS-Fid noting date of document in eFolder and reason for task, due in seven calendar days for hub of jurisdiction. (See waiver of due process below in table). M21-1, Part X, Subpart ii, 6.D.3.i.</p>
<p>there is a question about evidence of competency or incompetency not during due process period</p>	<p>FCC establishes EP 020 or EP 120 in VBMS-Core for National Work Queue (NWQ) to route to station of jurisdiction and creates <i>VA Form 27-0820</i> noting date of document in eFolder. FPM, Part I, 5.A.3.a-c, M21-1, Part X, Subpart ii, 6.D.6.a.</p>
<p>there is a statement about fiduciary not being responsive to beneficiary or vice versa</p>	<p>FCC uses call management techniques to ascertain the nature of the non-responsiveness then takes appropriate routing actions (i.e., misuse allegation, repeat caller, establishing EP 590 Unscheduled Field Exam in VBMS-Fid, educating the caller of fiduciary duties, etc.).</p> <p>Note: If FCC calls fiduciary, Legal Administrative Specialist (LAS) must be cognizant to not circumvent the fiduciary appointment (i.e., order the release of VA funds to beneficiary, etc.).</p>
<p>fiduciary is requesting a name change</p>	<p>FCC determines if evidence received is in line with FPM, Part II, 1.B.2.b, and M21-1 Part II, Subpart iii, 3.B.4.b for acceptable evidence:</p> <p>(If Yes) If documents were received, FCC will create and upload a <i>VA Form 27-0820</i> noting the date of documentation in eFolder and Process Review and Action task in VBMS-Fid,</p>

	<p>due in seven calendar days for hub of jurisdiction.</p> <p>(If No) If documents were not received, request caller to submit acceptable evidence. As a last resort establish EP 590 Unscheduled Field Exam.</p>
fiduciary is requesting to negotiate a fiduciary fee	FCC documents on and uploads a VA Form 27-0820 and establishes EP 590 Unscheduled Field Exam in VBMS-Fid. See FPM, Part II, 1.C.4.
fiduciary resigns	FCC advises to submit resignation in writing per FPM then documents on and uploads a VA Form 27-0820 and establishes an EP 590 Unscheduled Field Exam in VBMS-Fid. Additionally, FCC will advise of FPM, Part II, 2.C.2.a, General Fiduciary Withdrawal Guidelines or FPM, Part II, 2.C.2.b, Voluntary Fiduciary Withdrawal Requirements. See FPM, Part I, 2.D.3.a.
there is a question about a lost check/tracer request	FCC documents on and uploads a VA Form 27-0820 and establishes a process review and action task in VBMS-Fid, due in seven calendar days for hub of jurisdiction. FCC will note in section of the task a description of the requested action.
there is an allegation of misuse	<p>FCC completes a VA Form 27-0820 and creates VBMS-Fid Misuse Documentation task with a due date of 5 calendar days for hub of jurisdiction.</p> <p>For high profile cases, FCC will use a script provided by management or as directed to provide a general status (i.e., determination is made and now in reconsideration period).</p>
there is a need for a Regional Contact Center (RCC)/NCC Referral	After assisting with all hub related questions, warm transfer ¹ to RCC or NCC (i.e., intent to file, Veterans Benefits Administration (VBA) benefits, etc.).
there is a question about a pension rate being reduced to the \$90	FCC documents on a VA Form 27-0820 the potential decrease in VA benefits, and a responsibility of establishing claims in the appropriate system to ensure proper control. FCC will establish the appropriate EP in VBMS-

	<p>Core for NWQ routing in accordance with FPM, Part I, 2.E.3.d.</p> <ul style="list-style-type: none"> • EP 130, Dependency • EP 150, PMC- Income Adjustment • EP 150, PMC-Net Worth, or • EP 290, Incarceration Adjustment, and • ensure the EP date of claim is the date of the VA Form 27-0820.
there is a repeat caller	<p>Important: When establishing EPs based on a change to benefit entitlement, personnel must ensure all correct claim attributes are used (e.g., claim label, corporate flash, or special issue) to ensure NWQ routes the EP to the correct VSC or PMC, as appropriate.</p> <p>FCC documents on a VA Form 27-0820, reviews record to ensure no further information is available since their prior call, and advises repeat caller no further information or assistance is available.</p>
there is a report of a fiduciary notice of death (NOD)	FCC completes a VA Form 27-0820 and establishes EP 590 Successor Initial Appointment (SIA) in VBMS-Fid.
there is a report of a non-Veteran NOD	FCC will ask caller if an heir, next of kin, or valid will exists to determine if escheat applies per FPM Part II, 1.C.3.d. Upload completed a VA Form 27-0820a and creates FNOD task in VBMS-Fid with a seven-calendar due date for hub of jurisdiction.
there is a report of a Veteran first notice of death (FNOD)	FCC will ask caller if an heir, next of kin, or valid will exists to determine if escheat applies per FPM Part II, 1.C.3.d. FCC will process FNOD in Share actions to include sending automated letters, explain burial and death benefits (PMC, Dependency and Indemnity Compensation, burial allowance, flag, month of death), and create an FNOD task with a due date of seven calendar days to hub of jurisdiction.

there is a report about a beneficiary's financial or personal well-being	FCC documents on and uploads a VA Form 27-0820 and establishes EP 590 Unscheduled Field Exam in VBMS-Fid.
there is a request for a hearing during the due process period	FCC documents a VA Form 27-0820 and creates Hearing Request task in VBMS-Fid with a due date of seven calendar days to hub of jurisdiction.
there is a request for assistance to complete an accounting	FCC attempts to assist with general accounting questions. If fiduciary indicates that they require assistance completing the accounting and the assistance cannot be accomplished over the phone, FCC will establish EP 590 Fund Usage Field Exam per FPM, Part I, 3.E.1.c and complete a VA Form 27-0820.
there is a request for a call back by supervisor/senior (i.e., angry/upset caller)	FCC will utilize the soft skills training to manage call (i.e., VBA prevention and management of disruptive behavior or other soft skills, etc.), if LAS is unable to handle call, transfer to Senior LAS.
there is a requesting for a call back from the Field Examiner	FCC will use the soft skills training to manage and ascertain caller's need and to assist (i.e., give status of field exam, information regarding benefits, misuse allegation intake etc.) and complete a VA Form 27-0820. If FCC needs to pass along important information to hub employees, the FCC (LAS) will include the information on the VA Form 27-0820 and create a review and action task, due in seven calendar days to hub of jurisdiction.
there is a request to be on supervised direct pay (SDP)	FCC documents on a VA Form 27-0820 and establishes EP 590 Unscheduled Field Exam in VBMS-Fid.
retroactive benefit needs released after bond received	FCC documents on a VA Form 27-0820, and clicks the Documents received button in the EP overview (VBMS-Core) to update the EP 290 Fid-Fiduciary Adjustment to "Ready to Work" suspense reason.

there is a question about returned mail/missing correspondence	FCC verifies correct address, updates address if needed, and resends letter with correct address. If unable to locate an updated address, create a Returned task, due in seven calendar days to hub of jurisdiction.
returning a message left by hub	Hub uses a VA Form 27-0820 to describe what is needed on callback. FCC follows instructions noted on the VA Form 27-0820 by the hub then documents actions or requested information on a new VA Form 27-0820. If an EP is pending, update EP to indicate new documents received, otherwise no action is needed.
there is a mention of suicidal thoughts, feelings, plans, actions, etc.	Warm transfer to suicide hotline and complete a VA Form 27-0820.
there is a mention of a threat	<p>Follow Denver RO Threat procedures. In addition, FCC will create a VA Form 27-0820 and follow the Threat to Employees or Facilities references in the Knowledge Management Portal.</p> <p>If the threat is to an employee, FCC will complete a Physical Threat on Employee Report (sharepoint.com) (Addendum B) and email it with a warm transfer to a supervisor for review and action.</p> <p>If bomb threat, FCC will complete dhs-bomb-threat-checklist-2014-508.pdf (cisa.gov) (Addendum C) and email it with a warm transfer to a supervisor for review and action to notify upper FCC management for forwarding up chain of command.</p>
there is a request for a temporary fiduciary	FCC documents on and uploads a VA Form 27-0820, creates Task Fid Request in VBMS-Fid with a seven-calendar day suspense date for hub to review and take appropriate action.
the caller verbally or in writing refuses to provide accounting,	FCC documents the refusal on a VA Form 27-0820, uploads the VA Form 27-0820, creates Misuse Documentation task in VBMS-Fid due in

fund usage review, or documentation requested	five calendar days for the hub of jurisdiction. See FPM, Part I, 3.B.4.g and FPM, Part I, 3.E.1.a.
there is a request of a waiver of due process	FCC completes a waiver of due process on a VA Form 27-0820 following FPM, Part I, 1.B.1.g and creates a task in VBMS-Fid for hub of jurisdiction. (TASK = Title: Fiduciary Req/Waiver Due Process; and FSR Action: Finalize Rating Decision).

Fiduciary Hub Alignment

Fiduciary Hub Contact Information	Territories Covered		
Columbia Fiduciary Hub (319) Phone Number: 888-407-0144 #1 Email: FIDHUB.VBACMS@va.gov & Promulgation.VBACMS@va.gov	Florida Georgia North Carolina South Carolina		
Indianapolis Fiduciary Hub (326) Phone Number: 888-407-0144 #2 Email: IND.FIDHUB@va.gov & PROMULGATION.VBAINDY@va.gov	Connecticut Delaware Indiana Maine Maryland Massachusetts Michigan	New Hampshire New Jersey New York Ohio Pennsylvania Rhode Island Vermont	Africa Asia Australia Canada Europe and Republic of the Philippines
Lincoln Fiduciary Hub (334) Phone Number: 888-407-0144 #3 Email: FIDHUB.VBALIN@va.gov & Promulgation.VBALIN@va.gov	Kansas Nebraska North Dakota Oklahoma South Dakota	Texas The Caribbean Mexico Central America South America	
Louisville Fiduciary Hub (327) Phone Number: 888-407-0144 #4 Email: FIDHUB.VBALOU@va.gov & FIDUCIARY.PROMULGATION.VBALOU@va.gov	Alabama Kentucky Mississippi Virginia Tennessee	Washington, DC West Virginia Puerto Rico	
Milwaukee Fiduciary Hub (330) Phone Number: 888-407-0144 #5 Email: FidHub.VBAMIW@va.gov & FIDUCIARYPROMULGATION.VBAMIW@va.gov	Arkansas Illinois Iowa Louisiana Minnesota	Missouri Wisconsin	
Salt Lake City Fiduciary Hub (341) Phone Number: 888-407-0144 #6 Email: VBAWA.HUB@va.gov & Fiduciary.Promulgation@va.gov	Alaska Arizona California Colorado Hawaii	Idaho Montana Nevada New Mexico Oregon	Utah Washington Wyoming Guam

Note: The Indianapolis Fiduciary Hub splits Michigan jurisdiction with the Milwaukee Hub and splits West Virginia and Maryland with the Louisville Hub.

Fiduciary EP Code List

- 590IAFE - Initial Appointment Field Exam
- 590SFUFE - Scheduled Follow-Up Field Exam
- 590UFUFE - Unscheduled Follow-Up Field Exam
- 590FUFE - Fund Usage Field Exam
- 590SIAFE - Successor Initial Appointment Field Exam
- 590NFPFE - Non-Fiduciary Program Field Exam
- 590EIAFE - Expedited Initial Appointment Field Exam
- 590TFUFE - Telephone Follow-Up Field Exam
- 400CFID - FID-Correspondence
- 290MFID - FID-Misuse
- 290FURFID - FID-Fund Usage Review
- 290AFFID - FID-Accounting Federal
- 290ACFID - FID-Accounting Court
- 290NDFID - FID-Negligence Determination
- EP930 FID - Rev Claims

[M21-4 Appendix C Claim Labels](#)

Beneficiary Payee Codes

Code	Beneficiary Type
00	Veteran
10	Spouse of Veteran
11-29	Child
50	Dependent Father
60	Dependent Mother
99	Institutional Veteran (38 CFR 3.852)

[Helpful VA Phone Numbers Link](#)

National Call Center (NCC)	800-827-1000	M-F	8:00 a.m. to 9:00 p.m. ET
Veterans Health Administration Benefits	877-222-8387	M-F	8:00 a.m. to 9:00 p.m. ET
Caregiver Support Line	855-260-3274	M-F Sat.	8:00 a.m. to 10:00 p.m. ET 8:00 a.m. to 5:00 p.m. ET
VA Life Insurance Programs	800-669-8477	M-F	8:00 a.m. to 6:00 p.m. ET
National Cemetery Scheduling	800-535-1117	Daily	8:00 a.m. to 7:30 p.m. ET
Headstones and Markers	800-697-6947	M-F	8:00 a.m. to 5:00 p.m. ET
Debt Management Center	800-827-0648	M-F	7:30 a.m. to 7:00 p.m. ET
Veterans Crisis Line	800-273-8255	24/7	
FAST Tech Support – reactivate FAST account and fix unhandled fault errors.	202-921-0911	M-F	8:00 a.m. to 4:00 p.m. ET

Websites

Compensation & Pension Rates

- [Veterans Compensation Benefits Current Rates](#)
- [Special Monthly Compensation \(SMC\) Current Rates](#)
- [VA pension rates for Veterans](#)

Survivor Benefits Rates

- [VA DIC rates for spouses and dependents](#)
- [Parents DIC Current Rates](#)
- [VA Survivors Pension benefit rates](#)

Federal Benefits Information

- [Federal Benefits Fact Sheets](#)
- [Federal Benefits for Veterans, Dependents and Survivors Book](#)
(2019 Print Edition and PDF Version. Book is updated periodically not annually.)

Locator Information

- [Regional Office Internet Websites](#)
- [State and US Territory Departments of Veterans Affairs Office Locations](#)
- [VA Intranet Facilities by State Directory](#)
- [VA.gov Facilities by State Directory](#)
- [Accredited Attorneys, Claims Agents, or Veterans Service Organizations \(VSO\) Representatives Accreditation Search Website](#)

Fiduciary Accountings Submission Tool (FAST)

- [Guidance and Information](#)

Surety Bonds

[Surety Bonds List of Certified Companies](#)

Threat Reports

Physical Threat on Employee

Employee Safety is a priority, and workplace violence will not be tolerated. Threats to employees are taken very seriously, and violators are prosecuted. Immediately notify your supervisor that you have a threatening inquiry using the "Emergency" button in CRM.

Telephone

Date and Time of call:

First - Middle - Last name of caller

Callers address

Exact Wording of threat

Are you a veteran?

When did you serve?

Are you receiving benefits from the VA?

Do you have an open claim now?

Where are you calling from?

Inquirer Identifiers

- Male Adult
 Female Juvenile

Inquirers Tone (Select all that apply).

- | | | | |
|--|---|-----------------------------------|---|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Excited | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Disguised | <input type="checkbox"/> Slurred | <input type="checkbox"/> Distinct |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Nasal | <input type="checkbox"/> Stutter | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Loud | <input type="checkbox"/> Accent | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Cracking Voice | <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Whispered | <input type="checkbox"/> Laughter | <input type="checkbox"/> Crying |

Background Sounds (Select all that apply).

- House Noises
- Animal Noises
- Voices
- PA System
- Music
- Booth
- Clear
- Long Distance
- Office Machinery
- Street Noise
- Motor
- Factory Machinery

Threat Language (Select all that apply).

- Well Spoken
- Foul Language
- Irrational
- Incoherent
- Tape

Additional Details

Description of threat

PCR Name

PCRs name

Select your National Call Center...

PCR Email

PCRs Email

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

*** Refer to your local bomb threat emergency response plan for evacuation criteria**

DO NOT:

- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)

- **911**
- **Follow your local guidelines**

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov



Homeland Security

2014

BOMB THREAT CHECKLIST

DATE: _____

TIME: _____

TIME CALLER HUNG UP: _____

PHONE NUMBER WHERE CALL RECEIVED: _____

Ask Caller:

- Where is the bomb located? (building, floor, room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No _____
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (background/level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice	Background Sounds	Threat Language
<input type="checkbox"/> Female	<input type="checkbox"/> Animal noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Male	<input type="checkbox"/> House noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Accent	<input type="checkbox"/> Kitchen noises	<input type="checkbox"/> Taped message
<input type="checkbox"/> Angry	<input type="checkbox"/> Street noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Calm	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Coughing	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> Music	
<input type="checkbox"/> Crying	<input type="checkbox"/> Motor	
<input type="checkbox"/> Deep	<input type="checkbox"/> Clear	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Static	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Office machinery	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Factory machinery	
<input type="checkbox"/> Excited	<input type="checkbox"/> Local	
<input type="checkbox"/> Laughter	<input type="checkbox"/> Long Distance	
<input type="checkbox"/> Lisp		
<input type="checkbox"/> Loud	Other Information:	
<input type="checkbox"/> Nasal	_____	
<input type="checkbox"/> Normal	_____	
<input type="checkbox"/> Ragged	_____	
<input type="checkbox"/> Rapid	_____	
<input type="checkbox"/> Raspy	_____	
<input type="checkbox"/> Slow	_____	
<input type="checkbox"/> Slurred	_____	
<input type="checkbox"/> Soft	_____	
<input type="checkbox"/> Stutter		

Appendices:

- Appendix B [Ask VA Procedural Guidance Web Link](#)
Appendix D [Apportionments Ready Reference](#) (KM Link)
Appendix E [Cutoff Dates to Change C&P Payment Method](#) (KM Link)

EFFECTIVE DATE	CHANGE
02/21/2024	<ul style="list-style-type: none"><li data-bbox="773 436 1154 468">• Original Document Issued