



DEPARTMENT OF VETERANS AFFAIRS  
 MUSKOGEE REGIONAL OFFICE  
 P.O. BOX 8888  
 MUSKOGEE OK 74402-8888

AUGUST 20, 2013

[REDACTED]

351/22

[REDACTED]

Dear [REDACTED]

**Certificate of Eligibility**

This certifies that you are entitled to benefits for an approved program of education or training under the Post-9/11 GI Bill.

**You must take this letter to your school. Your school must certify your enrollment before you can get paid.**

[REDACTED] has transferred 11 months and 14 days of full-time benefits to you, beginning August 2, 2013. You have 11 months and 14 days of full-time benefits remaining.

You will remain eligible under the Post-9/11 GI Bill prior to November 2, 2016.

You're entitled to receive 100% of the benefits payable under the Post-9/11 GI Bill program for training offered by an institution of higher education. We determined this percentage based on [REDACTED] length of creditable active duty service. We based our decision on the following service information:

Begin Date	End Date	Service Length (in days)	Training Length (in days)	Total (Service/Training)
02/27/1990	Active Duty	4,362	0	4,362
Total:		4,362	0	4,362

**Yellow Ribbon**

Because you are eligible at the 100% benefit rate, you may also be eligible to participate in the Yellow Ribbon Program. The Yellow Ribbon Program allows schools to enter into an agreement with VA to provide additional financial assistance to individuals who are charged tuitions and fees that exceed the in-state maximum amount payable under the Post-9/11 GI Bill program. This benefit is only payable if the Post-9/11 GI Bill tuition and fee payment does not cover the full cost of your school's tuition and fees.

*Note: Individuals on active duty are not eligible for this program. The Yellow Ribbon Program is not available at all schools. To determine if your school participates or to get a list of Yellow Ribbon Program participating schools please visit [www.GIBILL.va.gov](http://www.GIBILL.va.gov).*

## What You Must Do

You should take this letter to your school's veterans certifying official as proof of your eligibility and ask him or her to submit your enrollment certification to VA. After your school submits your enrollment certification, your tuition and fees payment will be sent to the school on your behalf. All other payments will be sent directly to you.

## Other Information

You should promptly notify your school's veterans certifying official and VA if there is any change in your enrollment. Generally, we can't pay you for:

- Courses you don't attend.
- Courses from which you withdraw.
- Courses you complete but receive a grade which will not count towards graduation.

**You are responsible for ALL debts resulting from reductions or terminations of your enrollment even if the payment was submitted directly to the school on your behalf.**

You may notify VA via:

- The Internet by visiting [www.GIBILL.va.gov](http://www.GIBILL.va.gov)
- Telephone by calling toll-free at 1-888-GI-BILL-1 (1-888-442-4551).
- Postal mail by sending correspondence to the address at the top of this letter.

## If You Have Questions or Need Assistance

If you have questions or need assistance, contact the Department of Veterans Affairs at 1-888-GI-BILL-1 (1-888-442-4551). If you use the Telecommunications Device for the Deaf (TDD), the Federal number is 711. See the "If You Need Help" enclosure for contact information.

Sincerely,



P Curtis  
Education Officer

Enclosures: VA Form 4107  
If You Need Help

22/jlb/sj



After careful and compassionate consideration, a decision has been reached on your claim. If we were not able to grant some or all of the VA benefits you asked for, this form will explain what you can do if you disagree with our decision. If you do not agree with our decision, you may:

- appeal to the Board of Veterans' Appeals (the Board) by telling us you disagree with our decision
- give us evidence we do not already have that may lead us to change our decision

This form will tell you how to appeal to the Board and how to send us more evidence. You can do either one or both of these things.

**NOTE: Please direct all new evidence to the address at the top of our letter. Do not send evidence directly to the Board until you receive written notice from the Board that they received your appeal.**

### WHAT IS AN APPEAL TO THE BOARD OF VETERANS' APPEALS?

An appeal is your formal request that the Board review the evidence in your VA file and review the law that applies to your appeal. The Board can either agree with our decision or change it. The Board can also send your file back to us for more processing before the Board makes its decision.

### HOW CAN I APPEAL THE DECISION?

**How do I start my appeal?** To begin your appeal, write us a letter telling us you disagree with our decision. This letter is called your "Notice of Disagreement." If we denied more than one claim for a benefit (for example, if you claimed compensation for three disabilities and we denied two of them), please tell us in your letter which claims you are appealing. **Send your Notice of Disagreement to the address at the top of our letter.**

**What happens after VA receives my Notice of Disagreement?** We will either grant your claim or send you a Statement of the Case. A Statement of the Case describes the facts, laws, regulations, and reasons that we used to make our decision. We will also send you a VA Form 9, "Appeal to Board of Veterans' Appeals," with the Statement of the Case. You must complete this VA Form 9 and return it to us if you want to continue your appeal.

**How long do I have to start my appeal?** You have one year to appeal our decision. **Your** letter saying that you disagree with our decision must be postmarked (or received by us) within one year from the date of **our** letter denying you the benefit. In most cases, you cannot appeal a decision after this one-year period has ended.

**What happens if I do not start my appeal on time?** If you do not start your appeal on time, our decision will become final. Once our decision is final, you cannot get the VA benefit we denied unless you either:

- show that we were clearly wrong to deny the benefit **or**
- send us new evidence that relates to the reason we denied your claim

**Can I get a hearing with the Board?** Yes. If you decide to appeal, the Board will give you a hearing if you want one. The VA Form 9 we will send you with the Statement of the Case has complete information about the kinds of hearings the Board offers and convenient check boxes for requesting a Board hearing. The Board does not require you to have a hearing. It is your choice.

### Where can I find out more about appealing to the Board?

- You can find a "plain language" booklet called "How Do I Appeal," on the Internet at: [http://www.bva.va.gov/How\\_Do\\_I\\_Appeal.asp](http://www.bva.va.gov/How_Do_I_Appeal.asp). The booklet also may be requested by writing to: Mail Processing Section (014), Board of Veterans' Appeals, 810 Vermont Avenue, NW, Washington, DC 20420.
- You can find the formal rules for appealing to the Board in the Board's Rules of Practice at title 38, Code of Federal Regulations, Part 20. You can find the complete Code of Federal Regulations on the Internet at: <http://www.gpoaccess.gov/cfr/index.html>. A printed copy of the Code of Federal Regulations may be available at your local law library.

**Can I get someone to help me with my appeal to the Board?** Yes. You can have a veterans' service organization representative, an attorney-at-law, or an "agent" help you with your appeal. But you are not required to have someone represent you. It is your choice.

- Representatives who work for accredited veterans' service organizations know how to prepare and present claims and will represent you. You can find a listing of these organizations on the Internet at: <http://www.va.gov/vso>.
- A private attorney or an "agent" can also represent you. If applicable, your local bar association may be able to refer you to an attorney with experience in veterans' law. VA only recognizes attorneys who are licensed to practice in the United States or in one of its territories or possessions. An agent is a person who is not a lawyer, but who VA recognizes as being knowledgeable about veterans' law. Contact us if you would like to know if there is a VA accredited agent in your area.

**Do I have to pay someone to help me with my appeal to the Board?** It depends on who helps you. The following explains the differences.

- Veterans' service organizations will represent you for free.
- Attorneys or agents can charge you for helping you under some circumstances. Paying their fees for helping you with your appeal to the Board is your responsibility. If you do hire an attorney or agent to represent you, one of you must send a copy of any fee agreement to the following address within 30 days from the date the agreement is executed: Office of the General Counsel (022D), 810 Vermont Avenue, NW, Washington, DC 20420. See 38 C.F.R. 14.636(g). If the fee agreement provides for the direct payment of fees out of past-due benefits, a copy of the agreement must also be filed with us at the address at the top of our letter. See 38 C.F.R. 14.636(h)(4).

### **CAN I GIVE VA ADDITIONAL EVIDENCE?**

Yes. You can send us more evidence to support a claim whether or not you appeal to the Board. **If you want to appeal, though, do not forget the one-year time limit!**

If you have more evidence to support a claim, it is in your best interest to give us that evidence as soon as you can. We will consider your evidence and let you know whether it changes our decision. Please keep in mind that we can only consider new evidence that: (1) we have not already seen and (2) relates to your claim. You may give us this evidence either in writing or at a personal hearing.

In writing. To support your claim, you may send documents and written statements to us at the address on the top of our letter. Tell us in a letter how these documents and statements should change our earlier decision.

**At a personal hearing.** You may request a local hearing with us at any time. This hearing is separate from any Board hearing you might ask for later if you appeal. We do not require you to have one. It is your choice. At this hearing, you may speak, bring witnesses to speak on your behalf, and hand us written evidence. If you want a hearing, send us a letter asking for a hearing. Use the address at the top of our letter. We will then:

- arrange a time and place for the hearing
- provide a room for the hearing
- assign someone to hear your evidence
- make a written record of the hearing

### **WHAT HAPPENS AFTER I GIVE VA EVIDENCE?**

We will review the record of the hearing and other new evidence, together with the evidence we already have. We will then decide if we can grant your claim. If we cannot grant your claim and you appeal, we will send the new evidence and the record of any local hearing to the Board.



**Department of  
Veterans Affairs**

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### IF YOU NEED HELP

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If you need help with your VA education benefits, you can contact us in the following ways:



VA's GI Bill website has up-to-date information on the education programs administered by VA. The website address is <http://www.GIBill.va.gov>.

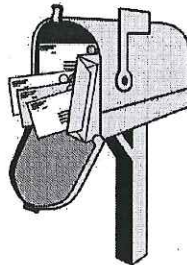
You may ask a question about your education claim through the website by clicking the "Submit A Question" button.

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If you need help with your VA education benefits, you can call toll-free from the U.S. by dialing **1-888-GI-BILL-1** (1-888-442-4551.) If you use the Telecommunications Device for the Deaf (TDD), the Federal Relay number is 711.

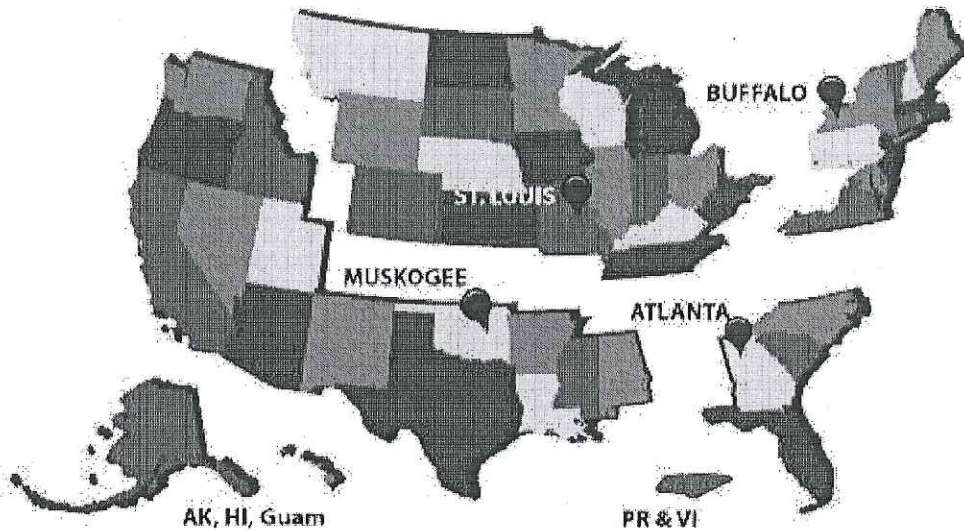
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You can **mail** inquiries or claims for education benefits to your Regional Processing Office. See the back of this sheet for instructions.

## Which VA Office Handles Your Education Claim?

There are four regional education processing offices that handle claims for the entire country, which we have divided into regions. The map below shows the states in each region. Find the state where you'll be attending school or job training. You should **mail** inquiries or claims for education benefits to the processing office for that region.



### CENTRAL REGION:

VA Regional Office  
PO Box 66830  
St. Louis, MO 63166-6830

### EASTERN REGION:

VA Regional Office  
PO Box 4616  
Buffalo, NY 14240-4616

### WESTERN REGION:

VA Regional Office  
PO Box 8888  
Muskogee, OK 74402-8888

### SOUTHERN REGION:

VA Regional Office  
PO Box 100022  
Decatur, GA 30031-7022