



# Massachusetts Veterans' Service Officers Association, Inc.



## Procedures Reference Guide

### Veterans Affairs Benefits and Miscellaneous Services

Current as of April 8, 2013

## Introduction

The purpose of this booklet is to provide a reference guide for all Veteran Service Officer duties other than MGL Chapter 115. The guide will be periodically updated as additional duties are documented.

Procedures for filling out specific forms are generally not repeated in this guide since the instructions are usually attached to the individual forms. Noteworthy steps or variations may be described.

Honorable discharges are generally required for all tasks outlined in the manual unless the topic involves the VA and a copy is already on file with the VA.

The term widow is used throughout for simplicity but infers widow/widower since either sex may apply for those benefits.

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