



VFW Service Officer Responsibilities

1. Offer research and advice to veterans who wish to handle their own claims.
2. Assist veterans who are filing original claims for compensation and/or pension with the Department of Veterans Affairs and complete the required VA forms on behalf of the claimant.
3. Assist veterans in reopening claims for service-connected disabilities and complete the required VA forms.
4. Follow up on status of claims filed by veterans with the VA Regional office.
5. File Notice of Disagreement with the VA Regional office if a veteran believes the decision made by the VA was incorrect.
6. Review statements of the case from the VA regarding denials of claim and assist veterans with the preparation of responses.
7. Assist veterans or surviving spouses in the preparation of appeals for denial of claims and file the appeals with the local VA regional office for forwarding to the Board of Veterans Appeals in Washington, D.C.
8. Complete VA forms other than for original claims.
9. Answer/research telephone inquiries regarding medical, death/burial and other miscellaneous benefits.

Code of Conduct for VFW Representatives

1. Do not knowingly present a fraudulent claim or submit false information in connection with a claim before any government agency.
2. Do not engage in any unlawful, unprofessional or unethical practice such as deceiving or misleading a client.
3. Remember that you are fully responsible for compliance with all laws and regulations of each government department or agency governing confidentiality of information and release of information from official records. Information should be released only if authorized by the client, and only to the extent authorized.
4. As a VFW accredited representative, under no circumstances, should you serve as guardian, committee or fiduciary by any other designation, of veterans or other persons receiving benefits from the Department of Veterans Affairs.
5. Representation by the VFW is gratuitous and under no circumstances should you demand, request or receive remuneration in cash or in any other form, from persons to whom representation or other assistance is provided.
6. VFW representatives will refrain from the use of racial, religious, age-related, sexual or ethnic epithets, innuendoes, slurs or jokes in the work place.
7. In all dealings with members of the opposite sex, VFW representatives must conduct themselves in a totally professional manner and refrain from sexual advances, verbal or physical conduct of a sexual nature, or requests for sexual favors.

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