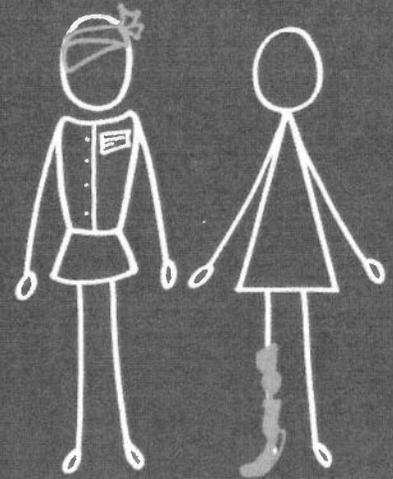
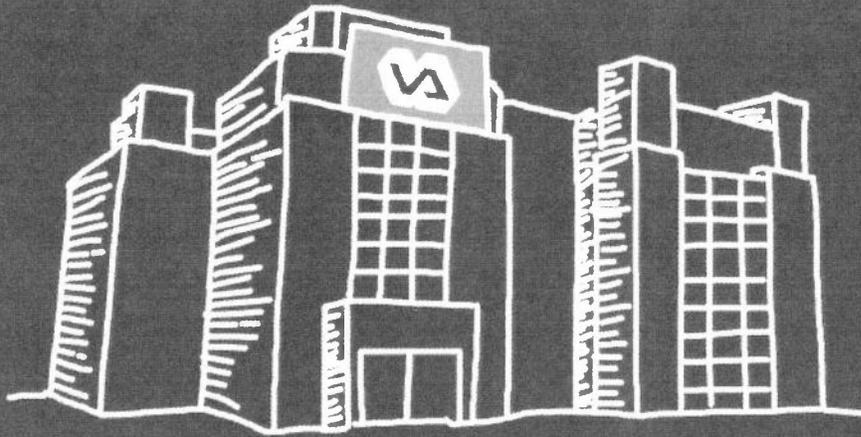


# Making sense of it all

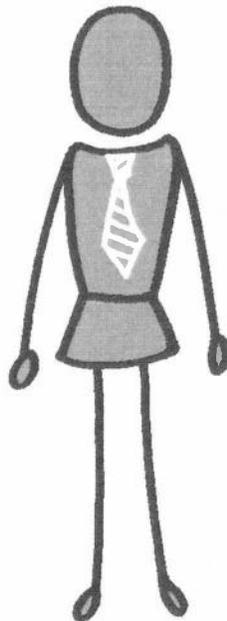


## Quick reference videos make claims process easier to understand

By Joseph R. Chenelly

“The hope is that these [videos] **provide important answers to veterans’ questions** in a way that everyone can easily digest.”

—Jim Marszalek,  
National Service Director



**M**ilitary members and veterans have a new, easy-to-use resource available online for considering whether a claim should be filed and how to proceed.

DAV created five new “quick reference” videos that outline everything from who should file a claim to what to expect after receiving a decision on a claim. The videos are concise, to the point and designed to be free of confusing government jargon.

“The viewer doesn’t need to know anything about the complicated claims processes in order to understand the information in these videos,” said National Service Director Jim Marszalek. “The hope is that these provide important answers to veterans’ questions in a way that everyone can easily digest.”

The first video is a minute long and titled “Who Should File a VA Claim?” It offers advice for members of the military and veterans who suspect they may

## DAV's 5 new quick reference videos

1.

WHO SHOULD FILE  
A VA CLAIM?

2.

HOW TO FILE  
A VA CLAIM

3.

SEVEN WAYS TO  
SERVICE-CONNECTED  
DISABILITY

4.

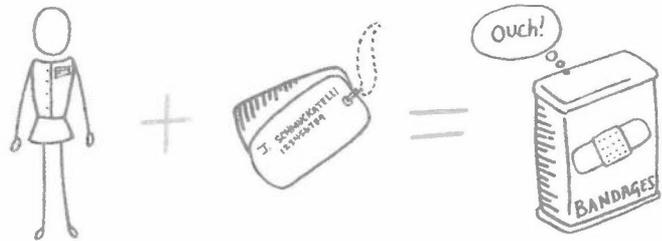
WHAT TO EXPECT  
AFTER FILING  
A VA CLAIM

5.

WHAT TO EXPECT AFTER  
RECEIVING YOUR VA  
CLAIM DECISION

have an injury or illness caused or aggravated by their military service. The second video, "How to File a VA Claim," lists the basic steps a veteran needs to take to begin a claim and obtain DAV's free representation.

"Assuring the proper steps are taken early is key for the veteran to have a smooth journey through the process," Marszalek said. "Securing an effective date for



the claims and properly filing a power of attorney are important to accomplish right away."

"Seven Ways to Service-Connected Disabilities" is the third video. It is the longest, at just two minutes, because it provides an overview of the various ways veterans' injuries and illnesses qualify as service-connected, compensable conditions.

The fourth video, "What to Expect After Filing a VA Claim," details receiving confirmation that the claim was filed, how DAV can help with screening, what follow-up may be required of the claimant, who makes the official decision and how you will be notified of the outcome.

The final video in the series is "What to Expect After Receiving Your VA Claim Decision." It explains the basics in case a veteran is not happy with a decision.

"These videos are the latest in DAV's efforts to provide helpful information in the most convenient, accessible ways possible," said Dan Clare, National Director of Communications. "Making this available in video format on social networks and searchable online will give millions of veterans access to this important information whenever they need it. It is all part of providing the best service possible to our fellow veterans." ■



### Watch Video Online

The videos are available on DAV's YouTube channel at [youtube.com/DisabledVeterans](https://youtube.com/DisabledVeterans). They are also on DAV's Facebook page at [facebook.com/DAV/videos](https://facebook.com/DAV/videos). If you have questions regarding the video content or would like to speak with a National Service Officer, visit [dav.org/veterans/find-your-local-office](https://dav.org/veterans/find-your-local-office).