



Verification Process for Veterans, Beneficiaries, and Caregivers

As part of the Veterans Benefits Banking Program (VBBP), it's essential for banks and credit unions to accurately verify the status of potential customers who may be Veterans, beneficiaries, or caregivers. This flyer provides guidelines and examples to assist you in this verification process.

Common Characteristics of VA Award Letters

When assessing the legitimacy of a VA award letter, look for the following key characteristics:

1. VA Seal and Letter Heading

The document should clearly display the Department of Veterans Affairs seal and official letterhead.

2. Date and Reference Section

There should be a date at the top and an "In Reply Refer to" section that contains the individual's Social Security Number (SSN), file number, or other reference information.

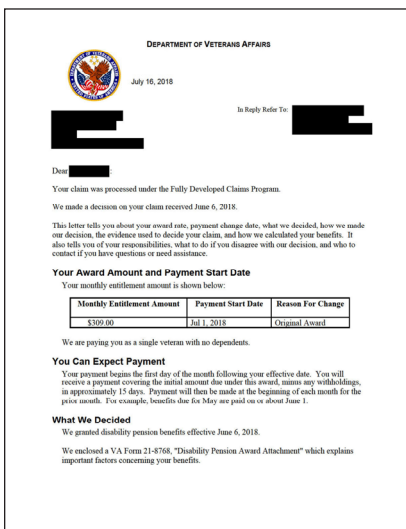
3. Claim Information

The letter must include:

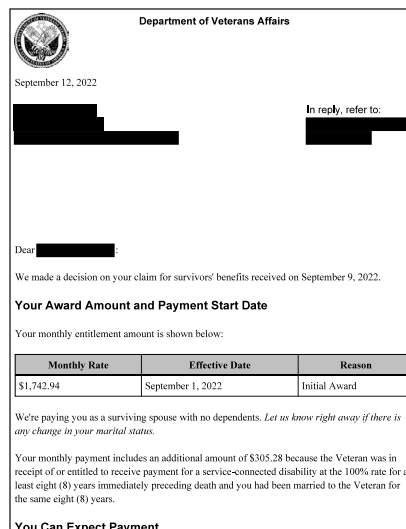
- Award type (e.g., pension, compensation)
- Award amount
- Payment start date

Examples of VA Award Letters

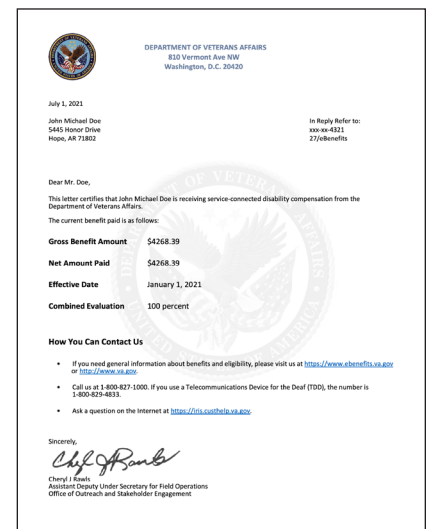
Below are example letters that illustrate the common characteristics mentioned above:



Pension Payment Example
Award letter issued to a Veteran.



Dependency and Indemnity Compensation Example
A benefit award to a beneficiary, such as a spouse or caregiver.



VA Award Letter
Generic award Letter



VBBP

*You've earned it.
Let's secure it.*

Additional Resources and Instructions

As part of the Veterans Benefits Banking Program (VBBP), it's essential for banks and credit unions to accurately verify the status of potential customers who may be Veterans, beneficiaries, or caregivers. This flyer provides guidelines and examples to assist you in this verification process.

Downloading VA Award Letters

A VA benefit recipient can download their official award letter through the following link:

[Download VA Letters](#)

Here's a screenshot of the relevant section on the VA website:

Download VA benefit letters

To receive some benefits, Veterans need a letter proving their status. Access and download your VA Benefit Summary Letter (sometimes called a VA award letter) and other benefit letters and documents online.

Get your VA letters online

Sign in to get your VA benefit letters

Sign in with your existing **Login.gov**, **ID.me**, **DS Logon**, or **My HealthVet** account. If you don't have any of these accounts, you can create a free **Login.gov** or **ID.me** account now.

[Sign in or create an account](#)

Conclusion

By following these guidelines and utilizing the provided examples, banks and credit unions can ensure they accurately verify Veterans, beneficiaries, and caregivers looking to access services through the VBBP. If you have any questions or need further assistance, please don't hesitate to reach out.