

NOTICE

EFFECTIVE 02/15/2021

Appointments will be required to access the Manila VA Regional Benefit Office (RO)

Why is this change being implemented?

- The VA is limited to the number of staff reporting to the office on a daily basis. Unexpected Walk-ins have resulted in long lines outside of the facility which creates a health and safety concern.

What have we done to provide Veterans access to the RO and benefit claims while we remain closed to in-person interviews?

- **Service Window**
 - Document Drop-off only, no interview
 - Encounter is limited to 10 minutes
- **WaitWhile Scheduling Application**
 - Schedule a phone or video interview with RO benefit counselors at your convenience
 - You are not required to travel to the RO for assistance in filing a claim, request change of address, report a death, or change dependents, etc.

How do I schedule an appointment to drop off documents or talk to a RO benefit counselor?

- Log on to the below site and select date, time, and action you would like to occur (phone, video, or drop off)
 - <https://v2.waitwhile.com/lists/vamanila/join>