

**Department of
Veterans Affairs**

Memorandum

Date: September 18, 2013

From: Director, Benefits Assistance Service (27)

Subj: Personal Identity Verification (PIV) Cards to be Issued to Accredited Veterans Service Officers (VSOs)

To: Accredited VSOs

Thru: Deputy Under Secretary for Disability Assistance (20P)

1. PIV cards issued to all accredited VSOs (including State and County) will improve access to the Stakeholder Enterprise Portal (SEP) enabling easier adoption of claims transformation efforts including Fully Developed Claims and electronic claims filing.
2. SEP is an integral system that can help Veterans receive quicker decisions, reduce the backlog of claims, and improve how VA and our stakeholders serve and assist Servicemembers, Veterans, and their families.
3. We appreciate the continued support from our accredited VSOs and other stakeholders with transitioning to new processes and systems.
4. This effort is in compliance with the Homeland Security Presidential Directive 12 (HSPD-12).
5. Attached are instructions and supporting documents to initiate this process.
6. The point of contact for this memo is the Benefits Assistance Service – (202) 530-9111 or BAS.VBACO@va.gov.



Robert T. Reynolds

Attachments

cc: Deputy Under Secretary for Field Operations (20F)