

## THE AMERICAN LEGION DEPT OF NH VETERAN SERVICE OFFICE FREQUENTLY ASKED QUESTIONS (FAQS)

- 1. What is a veteran service officer (sometimes referred to as an accredited representative)?** An accredited representative is an individual who has undergone a formal application and training process and is recognized by VA as being capable of assisting claimants with their affairs before VA. Most accredited representative's work for veteran service organizations (VSOs) many of which are private non-profit groups that advocate on behalf of veterans, service members, dependents and survivors.
- 2. What is the role of an accredited representative?** A VSO, along with state, county, and other local veteran service representatives are trained to help you understand and apply for any VA benefits you may be entitled to including: compensation, education, vocational rehabilitation and employment, home loans, life insurance, pension, health care, and burial benefits. Additionally, your VSO can help you gather any evidence needed and submit a Fully Developed Claim on your behalf. In addition to assisting veterans and their families with VA claims, VSOs also sponsor a range of veteran-centric programs such as providing transportation to and from VA medical center appointments, funds and volunteers for disaster relief, and grants. VSOs also lobby Congress on behalf of issues facing veterans and help support requests for resources needed by VA to better serve veterans, their families, and survivors.
- 3. Where are you located?** We are co-located in the Manchester VA Regional Office (VARO) in Manchester, New Hampshire. Our address is: The American Legion Department of New Hampshire, Veteran Service Office, Norris Cotton Federal Building, 275 Chestnut Street, Manchester, N.H. 03101.

4. **What is your phone number, fax number, and email address?** Phone number: 603-222-5786; fax number: 603-222-5787; email address: [AL.VBAMAN@VA.GOV](mailto:AL.VBAMAN@VA.GOV)
5. **Do you have a website?** Yes, please visit the Veteran Service Office page on The American Legion Department of New Hampshire website: [www.nhlegion.org](http://www.nhlegion.org)
6. **What are your hours?** The office is open Monday through Thursday 8:00 A.M. to 4:00 P.M. We are closed on Fridays for training.
7. **Do I need an appointment to speak to speak with you?** Appointments are strongly recommended.
8. **Is there a charge for this appointment and how long are appointments?** There is no charge for appointments and appointments last typically one hour.
9. **What do I need to know before my appointment?** Bring any records you think might be relevant to your claim. If you have a CD-ROM disc of your medical records please bring it with you to your appointment. We suggest/recommend that you organize your paperwork in a 3 ring binder. This can be done chronological by year or by subject matter. You may need to have financial data available, i.e. bank/savings account numbers, bank checking transmittal number (depending on type of claim being filed).
10. **What kind of documents will help support a VA claim?** If possible, have the following ready when you make your call:
  - DD Form 214 (Issued at separation)
  - Service medical records (outpatient), dental records, entrance and separation examination reports
  - Inpatient hospitalization records (private or military)
  - Private outpatient medical records (if applicable)

- Personnel file
- Line of Duty (LOD) investigation reports
- Overseas or temporary duty (travel) orders

Separating personnel should ensure that all of the information (including awards, overseas time, campaigns, RE code, etc.) on the DD 214 is correct before signing. Uncorrected errors may cause problems in the future when applying for VA and other benefits.

**11. Is parking available?** Street side parking is available. The cost is 75 cents per hour. You can also use a credit card to pay for parking: 2 hours, 4 hours, or ten hours. Please allow yourself ample time for parking, as well as going through security. Please arrive no more than 5 minutes prior to your appointment.

**12. How do I get to your office? Driving Directions:**

<https://www.benefits.va.gov/ROMANCHESTER/directions.asp>

**From the Seacoast Area**

Take Route 101 into Manchester. Take Right onto Route 93 North - Concord (Sign also shows Downtown Manchester); Take 1st exit off Route 93 (Exit 8), Wellington Rd/Bridge Street and stay to the right at end of ramp. At second light (Wellington & Mammoth Rds), go straight through intersection onto Bridge Street. Drive straight on Bridge to the 5th set of traffic lights at Bridge and Chestnut Streets. Take left onto Chestnut and follow it to the third set of lights at Chestnut and Merrimack Streets. Go through that intersection and turn left into the Norris Cotton Federal Building (7 story building on corner of Chestnut & Merrimack) parking lot (City lot). Parking is metered with two-hour minimum (4 quarters - 1 quarter for each additional hour beyond 2). The Federal Building has security at the entrance and visitors are directed through the Visitor Entrance.

**From Route 93 - North**

Follow Route 93 Southbound; after toll booth in Hooksett, NH, continue on Route 293 (straight). At the next exit (Amoskeag Bridge), take a right. At

the end of the exit ramp/stop sign, bear right (over the highway); bear right at the Inn at Amoskeag Falls. Go over the Amoskeag Bridge straight to set of lights at Elm Street. At set of lights (middle lane), cross over Elm Street, then Bay Street, and drive straight to stop sign at Chestnut Street. Turn right and follow Chestnut Street through 4 traffic lights to Chestnut and Merrimack Streets. Go through that intersection and turn left into the Norris Cotton Federal Building (7 story building on corner of Chestnut & Merrimack) parking lot (City lot). Parking is metered with two-hour minimum (4 quarters - 1 quarter for each additional hour beyond 2). The Federal Building has security at the entrance and visitors are directed through the Visitor Entrance.

### **From Route 93 - South**

Follow Route 93 Northbound into Manchester. Look for Exit 8, Wellington Road sign which will be the first exit on your right after you pass exit for Seacoast. Move into right hand lanes and take Exit 8, Wellington Rd/Bridge Street, and stay to the right at end of ramp. At second light (Wellington & Mammoth Rds), go straight through intersection onto Bridge Street. Drive straight on Bridge to the 5th set of traffic lights at Bridge and Chestnut Streets. Take left onto Chestnut and follow it to the third set of lights at Chestnut and Merrimack Streets. Go through that intersection and turn left into the Norris Cotton Federal Building (7 story building on corner of Chestnut & Merrimack) parking lot (City lot). Parking is metered with two-hour minimum (4 quarters - 1 quarter for each additional hour beyond 2). The Federal Building has security at the entrance and visitors are directed through the Visitor Entrance.

### **From Route 3**

Follow Route 3 into Manchester (turns into Route 293) - follow toward Downtown Manchester past the Queen City Bridge Exit. Take the Granite Street Exit 5 on right. At the end of exit ramp, turn right onto Granite Street. Drive straight, staying in left lane through 3 traffic lights - you will then be at Granite and Elm Streets. Go through that intersection, staying in left hand lane (you are now on Lake Avenue) - at the second traffic light (Pine and Lake Avenue), turn left onto Pine Street. Drive 1 1/2 blocks in left hand lane

to entrance to the Federal Building Parking Lot (City lot). Parking is metered with two-hour minimum (4 quarters - 1 quarter for each additional hour beyond 2). The Federal Building has security at the entrance and visitors are directed through the Visitor Entrance