FACT SHEET

Process for Accredited Attorney and Claims Agent Contact Change Requests

BACKGROUND

This Office of Business Integration (OBI) Fact Sheet provides guidance for updating mailing addresses in the Office of General Counsel (OGC) Accreditation, Discipline, & Fees database and in the Veterans Benefits Administration (VBA) Corporate database. The attorney or claims agent should initiate contact information updates with **both** OGC and VBA.

GUIDANCE

To initiate an address change with VA, an accredited attorney or claims agent needs to update contact information in the OGC Accreditation, Discipline, & Fees database and in the VBA Corporate database. Each individual attorney or claims agent must submit their own change of contact information request.

OGC Accreditation, Discipline, & Fees Database

To update contact information in OGC's Accreditation, Discipline, & Fees database, the accredited attorney or claims agent should contact OGC at ogcaccreditationmailbox@va.gov and include the following information:

- Representative POA code
- Name of attorney or claims agent
- Role: Attorney or Claims Agent
- New Representative contact information:
  - Address
  - Phone
  - Fax
  - Email

VBA Corporate Database

To update contact information in the VBA Corporate database, the accredited attorney or claims agent needs to open an incident ticket in the Office of Information and Technology (OIT) YourIT system. Contact the YourIT service desk at 1-855-673-4357 and provide the following information:

- Representative POA code
- Name of attorney or claims agent
- Role: Attorney or Claims Agent
- New Representative contact information:
  - Address
  - Phone
  - Fax
  - Email
- Request that the ticket be routed to the VBA Corporate Database (VBA CORP DA) team for processing.

*If you do not know your POA code, it may be located through a name search at https://www.va.gov/ogc/apps/accreditation/index.asp.

After the request is submitted, YourIT will provide a ticket number for tracking purposes.

To expedite the process, send an email to vbaco_rfia@va.gov ("underscore between") and include your YourIT ticket number.

NEXT STEPS

OGC generally processes address changes within 72 hours. To verify that the correct address is on file with OGC, go to https://www.va.gov/ogc/apps/accreditation/index.asp.

The YourIT service desk will process the request for a change in the VBA Corporate database within 14 business days. To check on the status of the request, contact the National Service Desk at 1-855-673-4357 and provide the ticket number.

CONTACT

For additional questions on updating contact information in VBA's Corporate database, please send inquiries to the OBI Benefits Systems Management Corporate mailbox at bsm.vbaco@va.gov.

For additional questions on updating your contact information in OGC's Accreditation, Discipline, & Fees database, please send inquiries to the OGC accreditation mailbox at ogcaccreditationmailbox@va.gov.