

Instructor: For this activity, review the 21-22 and 0966 for Mr. Patton with your breakout room to determine if there are any issues with the documents and answer any questions they may have pertaining to Policy & Procedure, POA, or ITF

POA & ITF ISSUE SPOTTING EXERCISE

Mr. Thomas Patton is an Army veteran in your office today asking for assistance with the VA. He knows he wants to file for something, but is unsure of what disabilities he wants to claim. A friend told him to file for compensation, but he feels he might be better suited for pension and wants some time to think it over. He has requested his records from the national archives, and in an effort to be proactive has already filled out the 21-22 and 21-0966.

Review the forms Mr. Patton brought in, and determine if there are any corrections needed prior to submitting them to VA.

His information is as follows:

Name: Thomas B. Patton

SSN: 000-12-3456

DOB: 02/14/1961

Address: 2002 Army Drive
Boise, ID 12345

Phone: 555-555-8788

Email: Armyisgreat@army.com

