

FREQUENTLY ASKED QUESTIONS:

VETERAN SERVICES:

What does the Veteran Service Office do for veterans/family?

- Primarily compensation and pension claims for qualified veterans and/or spouse (DD214-Honorable discharge is needed for all benefits requesting)
- Military record request (DD214 or Service Treatment Records)
- Inform and discuss veterans eligibility of additional federal or state benefits
- Refer veterans to other means of veteran resources and veteran support

VETERAN ID CARD:

How do I get a VA ID card?

- Veteran that qualify for health benefits can acquire a VA Health ID Card by going through the enrollment process at the VA hospital or VA clinic in his/her region.
- A retired veteran or 100% disabled veteran can receive a Department of Defense /DEERS issued ID from a Military Base. (ex. Ellington AFB, San Antonio, Ft. Polk, LA)
- Veteran Identification Card: A veteran can obtain an ID Card for discounts from www.va.gov/records/get-veteran-id-cards/
- Veteran can add veteran status to his/her state issued id card/driver license by having a copy of his/her dd214 when applying for or renewing driver license. <http://www.dps.texas.gov/DriverLicense/>

VA LOAN:

How to obtain Certificate of Eligibility for the VA LOAN process?

- A veteran must serve the required length of service to qualify for the **certificate of eligibility** needed for a VA Loan. (Our office offers assistance to apply for certificate of eligibility).

Will VA give me a VA Loan?

- The VA Loan process is often through a mortgage company or financial institute which requires you to meet the standards in the area of credit score, debt to ratio, income verification, etc in order to be pre-approved for a VA/FHA/Conventional Loan.

BURIAL BENEFITS:

Does the VA pay for veteran's funeral?

- The VA does not pay the expenses of a funeral; however, the VA has a reimbursement **set amount for qualified veterans** to receive upon submitting an application for burial reimbursement.

I would like military honors; so, what do I have to do?

- A flag (1) can be requested through the funeral home, department of VA, or through veteran services.
- Taps can be requested through Texas Veteran Commission or VFW (members)

Can my spouse be buried at the VA Cemetery?

- Yes, if veteran qualifies for benefit.

SPOUSE BENEFITS:

- May qualify for VA Pension based on low- income, disability, and veteran service time.
- May qualify for VA DIC Pension based on veterans 100% disability or service connected death.
- State benefits – if veteran is/was 100% service connected.

RETIRED FROM THE MILITARY/RESERVES:

- Veteran Services can assist with service connected retired veterans on the side of Veteran Administration concerns.
- Texas National Guard can request records through our office.
- Military Retirement Reserve start process with DFAS www.dfas.mil/
- Reserves -obtain proof of service from last assigned unit/station or Army www.hrc.army.mil or Air force www.arpc.af.mil or www.archives.gov

OTHER:

Check status of claim: 1-800-827-1000 or ebenefits.gov (must sign up)

United Way – dial #211 assistance not related to benefits