

A local Service Officer is a VOLUNTEER who is trained to ASSIST veterans/family members with filing paperwork with the Veterans Administration. They are trained once a year on updates to VA forms and updates to VA procedures. They are prevented by Federal Law from keeping any paperwork from helping a veteran/family member with help filing paperwork.

A National Service Officer is a paid employee of the Veterans Organization and works in the Regional Office in Winston-Salem. They receive updates and schooling once a week; they represent the veteran/family before the Adjudication Board; they also help with disagreements all the way to Washington (when a Veteran/family disagrees with Adjudication decision).

A local Service Officer meets whenever and where ever they and the client decide - at no charge. They cannot tell you the status of your claim - only the NSO's in Winston-Salem can do that (due to number of clients and number of Service Officers, you may have to try several times to get through).

July 25, 2021