

VETERANS – VETERANS’ WIDOWS – DEPENDENTS

Veterans Benefits M.G.L. Chapter 115, as amended

You have the right to:

- File a written application for veterans’ benefits at any time. You can insist upon this right, even if told that you are ineligible. 108 CMR: 4.02 (1)
- Get help from your Veterans’ Agent in completing your application.
- Receive a full explanation of the services and benefits available under M.G.L. Chapter 115, as well as other available benefits. 108 CMR: 4.01 (2)
- Receive a written notice and explanation of the approval or denial of your application for benefits. 108 CMR: 10.90 (25), 108 CMR: 8.02 (1)
- Be treated with dignity and respect, and to receive accurate, courteous, and timely service. 108 CMR: 4.01 (1)
- Appeal and request a hearing if you disagree with any action taken on your case. 108 CMR: 8.12 (1)
- Expect confidentiality; personal information will not be collected or used except for the purpose of determining you eligibility for benefits. 108 CMR: 4.01 (1)
- Receive fair and equal treatment without regard to sex, race, religion, or handicap.