

**Responses to Questions from VA Insurance Briefing to
TN Department of Veterans Service
6/8/22**

Q1: How do they apply for the Gratuitous S-DVI? What form #? NOTE: I previously responded that they would complete the SDVI application. That was not correct. See correct response below.

VA must receive an application, in the form of a letter, for payment of Gratuitous S-DVI within two years from the date of the Veteran's death. To apply for Gratuitous S-DVI, submit a letter to VA Insurance and supply evidence of insurability (i.e. that the deceased Veteran would have been eligible for SDVI).

Q2: Does VMLI increase if vet takes out a reverse mortgage?

Response: VMLI is not available for reverse mortgages.

Q3: Do VMLI premiums go down as the coverage amount goes down?

Response: Premiums do not decrease as the mortgage is paid down. The formula for the premiums takes into account the amount of the loan, the remaining term of the loan, the person's age - so all that is factored in. The only time the premium MIGHT reduce is if the veteran makes a significant prepayment (\$3000 or more) to reduce their outstanding loan. If they let us know, we can make an adjustment to their account, which may reduce their premium. Sometimes in that situation the premium actually is higher, only because the veteran might be so much older than when they first took the coverage. In those cases, we keep the premium the same as what they were paying before.

Q4: What requirement makes a SC 100 P&T veteran eligible for free 10,000 life insurance?

- Response: Veterans do not have to have a 100 percent service-connected disability rating to be eligible for waiver of premiums. To be eligible for a waiver of premiums, the Veteran must meet all the following requirements:
 - Have a mental or physical disability that prevents them from being able to hold a job, **and**
 - Be covered under Service-Disabled Veterans Life Insurance (S-DVI), **and**
 - Their total disability happens before age 65 **and**
 - Their total disability continues for at least 6 consecutive months

There are certain exceptions to the above conditions. But if a Veteran thinks they're entitled to a waiver of premiums, they should apply as soon as possible.

Q5: Any way for the VSO to help the vet get cash value balance / statements? Will the policy or statements be in VBMS?

Response: VSOs can call the VA Insurance call center at 1-800-669-8477 (8:30 AM to 6:00 PM ET) to help Veterans get their cash value balance or other information about their policies. The policy will not be available in VBMS.

Q6: Will there be some sort of mail-out in January to advertise the product?

Response: Veterans who receive a rating will be notified about their eligibility for VALife. In addition, VA Insurance has developed a comprehensive communications plan to reach the more than 5 million service-connected Veterans to make them aware of VALife. Communications will include but are not limited to blogs, press releases, VA website updates, social media posts, YouTube videos, radio and television ads, and Public Service Announcements.

Q7: Are premiums universal or based on age, sex, SC disability?

Response: Premiums for VALife are based on the age of the Veteran and the amount of coverage they choose. Gender and disability rating have no impact on the premiums a Veteran will pay.

Q8: Will we be able to search or see the policy numbers in SHARES like we can now?

Response: VA Insurance Service has a new IT system that unfortunately is not connected to SHARE. Therefore, you will not be able to see the policy numbers in SHARE like you were able to with our old system. It is possible that at some point in the future the systems will be connected.

Q9: Will there be a VA form for application process for those without online access? And a way to follow up on policy without online access?

Response: Veterans will have to apply online unless they have a guardian, POA or VA fiduciary who handles their affairs, in which case the person acting on their behalf can apply using a DocuSign version of the application. Paper forms will not be utilized.

Q10: Can SDVI policy holders be able to keep their coverage with SDVI and also apply for VA Life Policy?

Response: The law provides that SDVI policyholders who apply for VALife can keep their SDVI coverage during the initial two-year enrollment period in VALife. When full coverage takes effect in VALife (after the two-year period), their SDVI coverage will end. Veterans will have the option to receive any cash value they had in their SDVI policy or apply the cash value towards their VALife premiums.

Q11: Is there going to be a VSO contact line for this product? VA will consider the cash value as an asset for vets applying for a pension

Response: There is no dedicated VSO contact line for questions about VALife. VSOs can call the Insurance Call Center at 1-800-669-8477 (8:30 AM to 6:00 PM ET) for assistance.

Q12: Is there an option for roll-over of S-DVI to VALife? Auto Roll-Over?

Response: Veterans who have SDVI can switch to VALife. If they apply between January 1, 2023 and December 31, 2025, they can keep their SDVI coverage while they wait for their full VALife coverage to take effect, two years after enrollment. If they apply for VALife on or after January 1, 2026, their SDVI coverage will end the same day they are approved for VALife. The Veteran must apply for VALife if they want the coverage. There is no automatic rollover from SDVI to VALife.

Q13: What happens if veteran passes before the 2 year mark?

Response: If a Veteran passes away within the first two years of VALife enrollment, all premiums they have paid plus interest will be paid to their beneficiary. If the Veteran also had SDVI during that two-year period, their full SDVI coverage would also be paid to their beneficiary.

Q14: A Veteran on basic SDVI on wavier, will they keep that always or is there a drop dead date for SDVI w/waivers where it must change to VA Life?

Response: Any Veteran who has SDVI can keep their SDVI coverage and are not required to switch to VALife. SDVI is only closing to new enrollment, meaning that no new applications for SDVI will be accepted after December 31, 2022. For Veterans who have SDVI and apply for VALife, their SDVI will end when their full VALife takes effect, two years after enrolling, even if they are on waiver.

Q15: Is the VA Life program run by the VA, or is it contracted out to a 3rd party insurance company?

Response: It is run by VA Insurance Service.

Q16: Who is the education benefits guru? contact info?

Response: I will defer to Ron to provide this information.

Q17: So the price is locked in for life regardless of age?

Response: When a Veteran is approved for VALife, their premiums are locked in based on their age at the time of application and their premiums will never increase.