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- NOTE:
- (1) Claims and inquiries, irrespective of where the person resides, which involve United States Government Life Insurance (USGLI) policies, Servicemen's Group Life Insurance (SGLI) policies, Veterans' Group Life Insurance (VGLI) policies, National Service Life Insurance (NSLI), and Veterans Mortgage Life Insurance (VMLI) policy and all policies issued by the Department of Veterans Affairs where premiums are automatically deducted from service pay, service retired pay, or VA benefits along with electronic funds transfer (checking accounts), are generally to be referred to the VFW Department Service Office, Philadelphia, Pennsylvania.
 - (2) Claims and inquiries involving benefits administered by the Department of Veterans Affairs (other than insurance) where the person resides outside the 50 states which comprise the United States and outside Puerto Rico and the Philippine Islands, are generally to be referred to the VFW Department Service Office, Pittsburgh, Pennsylvania, with the following exceptions:
 - A. claims or inquiries (other than insurance) where the person resides in Mexico, Central America, South America, or the Caribbean should be referred to the VFW Department Service Office, Houston, Texas;
 - B. claims or inquiries (other than insurance) where the person resides in American Samoa or Guam are generally to be referred to the VFW Department Service Office, Honolulu, Hawaii.
 - C. Claims or inquiries (other than insurance) where the person resides in Canada are generally referred to the VFW Department Service Officer in White River Junction, Vermont.
 - (3) Claims or inquiries involving benefits administered by the Department of Veterans Affairs (other than insurance) where the person's active military service predated July 16, 1903, irrespective of where the person resides, are generally to be referred to the VFW Department Service Office, Washington, DC.

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