



**DEPARTMENT OF VETERANS AFFAIRS
W.G. "BILL" HEFNER MEDICAL CENTER
1601 Brenner Avenue
Salisbury, North Carolina 28144**

Dear Veteran,

Effective August 15, 2013, the W.G. "Bill" Hefner VA Medical Center in Salisbury, NC will begin processing payments for beneficiary travel by direct deposit to your bank account. This change is in line with our commitment to provide you with world class healthcare and services, and to comply with Department of Treasury requirements to reduce cash, eliminate check payments, and increase the payments processed by Electronic Funds Transfer (EFT).

The conversion from check payments to EFT will improve services and ensure a safe and efficient way to receive payments. It will provide significant time savings by eliminating waiting in line and any delays associated with check processing. If you are a Veteran who currently receives Veterans Benefits Administration (VBA) benefits by direct deposit, you may have already been enrolled to receive your beneficiary travel payments by direct deposit through an automated process.

To avoid the line and save your time, here is what you'll need to do to enroll:

1. Complete the Direct Deposit Enrollment Form. This form will enable the VA to register your bank account information in the VA payment system so that your future travel claim submissions can be processed and sent to your bank account. Please fill out the form completely to avoid processing delays.
2. When the form is completed you must do one of the following:
 - a. Bring the completed form to the Beneficiary Travel Office or Agent Cashier Office now or at your next appointment;
 - b. Fax it to our secure fax line at (704) 638-3331; or
 - c. Mail it to: SBYVAMC ATTN: Accounting 04; 1601 Brenner Ave; Salisbury, NC 28144.

Once your information has been received and direct deposit goes into effect, you will be able to sign a voucher form, turn it in, and payment will be electronically deposited into your bank account within 10 business days. If you have previously enrolled to receive your benefits by direct deposit at any other VA facility, you do not need to resubmit the direct deposit enrollment form. If you have questions concerning your eligibility or benefits for travel please contact (704) 638-9000 ext. 3470. If you have any questions related to account information please call (704) 638-9000 ext. 4465.

Sincerely,

A handwritten signature in black ink, appearing to read "Kaye Green".

Kaye Green, FACHE
Director