

## IF YOU NEED HELP with your VA Benefits...

If you need help with your VA education benefits, you can contact the VA in the following ways:

VA has a national education Home Page on the internet where you can get information on VA education benefit programs. The National Home Page address is: [www.benefits.va.gov/gibill/](http://www.benefits.va.gov/gibill/).

You can ask questions about your education claim by selecting "**Contact Us**" then "**Ask A Question.**"

Students receiving the **Montgomery GI-Bill Active Duty, Selected Reserve, or VRAP** are able to use the WAVE Internet application on our main website <https://www.gibill.va.gov/wave> to: Submit a monthly verification of enrollment; Report a change in enrollment; Change a mailing address; Change a direct deposit; View current benefit information; and Sign up for monthly reminder messages.



### **How do I verify my enrollment?**

If you're receiving the Active Duty or Reserve GI Bill, REAP, or VRAP use the **Web Automated Verification of Enrollment** (<https://www.gibill.va.gov/wave>) or call our toll free **Interactive Voice Response (IVR)** telephone line at 1-877-VA-ECERT (1-877-823-2378) to **verify** your attendance. *NOTE: The WAVE and IVR systems don't update account information instantly. Instead, verifications and other submissions are stored and processed manually. Due to system procedures, it may take two to three workdays for the WAVE and telephone systems to reflect updates to your account.*

**If you're receiving DEA benefits or Post-9/11 GI Bill benefits you don't need to verify your attendance.**



***Need help with your VA education benefits? Call toll-free from the U.S. by dialing 1-888-GI Bill-1 (1-888-442-4551). If you're hearing impaired, call 1-800-829-4833.***

The automated phone system can answer many of your common questions quickly & easily. Below are some general instructions for the automated options.

- **Dial 1-888-GIBILL-1** (1-888-442-4551)
- **Press 1** – if you have a touch tone phone, then:
- **Press 2** – for information on the **Post 9/11 GI Bill** benefit
- **Press 3** – for information about the **Montgomery GI Bill or Selected Reserve** benefits account
- **Press 4** – for general education benefits
- **Press 5** – How to apply for education benefits
- **Press 0** – To speak to an education case manager

### **What should I do if I don't get my GI Bill check?**

First, **verify** that payment has been issued by contacting VA (you can use the "Ask a Question" tab or call 1-888-GIBILL-1 [1-888-442-4551]). In order for VA to reissue a check, at least three weeks must have passed since the original check issue date. Once the three week period has passed, please call an **Education** Case Manager at 1-888-GIBILL-1 (1-888-442-4551) to assist you in getting another check. This process could take up to 6 weeks.

If you have a checking or savings account Direct Deposit is a simple, safe option for receiving your **education** benefits. Also, errors involving Direct Deposit can be corrected more quickly than a check can be reissued.

If you are receiving Montgomery GI Bill or VRAP benefits you can **enroll** in Direct Deposit by logging into the WAVE system (<https://www.gibill.va.gov/wave>) and then click on "Direct Deposit **Enrollment** Form."

**If you are receiving Montgomery GI Bill or Post-9/11 GI Bill benefits you can enroll in direct deposit:**

<http://www.vba.va.gov/pubs/forms/VBA-24-0296-ARE.pdf>

NOTE: Direct Deposit is currently unavailable for recipients of Dependents **Education** Assistance (DEA).

For the Debt Management Center call 1-800-827-0648 or visit <http://www1.va.gov/debtman/>

You can mail inquires or claims for education benefits to: **Muskogee Regional Office, 125 South Main Street, Muskogee, OK 74401. Muskogee Regional Processing, P.O. Box 8888, Muskogee, OK 74402-8888.**