

# Qualifying Service in Real Time – MyAccount

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***From May 2015, MyAccount users can lodge a Qualifying Service claim with immediate results.***

The DVA team that brought you MyAccount has negotiated a landmark agreement with Department of Defence to provide service data online in "real time". This will enable DVA to assess Qualifying Service (QS) eligibility online for verified clients and display results straight away.

MyAccount allows clients to make changes and lodge claims without the need to provide proof of identity (POI) each time. Because DVA doesn't need to verify identity, the system can automatically determine QS claims lodged in MyAccount – once validated against Defence service data.

*Peter initiates a QS request from his MyAccount. It is sent automatically to Defence for checking. Because Peter established his POI to register for MyAccount, the request does not require any manual intervention. MyAccount determines the claim & returns the result automatically to Peter.*

QS claims can still be lodged via the web – outside MyAccount – but they require DVA staff to verify POI before they can be granted.

If you have a DVA file number you will be able to claim QS online in MyAccount from May 2015. Call the Veterans' Access Network on 133 254 and ask for a UserID and password. Your MyAccount is waiting for you.

209 words