

Veterans love Qualifying Service Check

This week, former Army Major David was pleasantly surprised at how fast and easy it was to do a Qualifying Service Check, online in MyAccount.

Until recently a QS claim lodged online may take several weeks while manual checks with Defence service records were undertaken.

Now, with the new 'Qualifying Service Check', some DVA clients – with post 1997 service – could find out in minutes if that service qualifies them for DVA benefits.

In the first week of June, David – who had served in Afghanistan – tried it out. He logged into MyAccount, selected 'Personal information' under 'My Details' then clicked "Check Qualifying Service online". He entered his PM Keys number then clicked to 'Continue'.

MyAccount took a few seconds to check his recorded service details against Defence records. Soon after, a message appeared on the screen saying "*Qualifying Service confirmed*".

David was astounded, "*It was so fast and easy to use. I couldn't believe that my service was confirmed right there on the screen*".

If you are a DVA client you can check your own service online. Contact Veterans Access Network (133 254 or Regional: 1800 555 254) to request your MyAccount UserID and password.

194 words