

**4123-3-30 Procedures to inform claimant on request as to the status of his claim and of any action necessary to maintain the claim.**

(A) Request made by letter.

When a claimant by letter requests information as to the status of his or her claim, it shall be the responsibility of the section or service office manager, where the claim is located at the time of receipt of letter, to have such inquiry answered within five working days from the date of its receipt in the section or office. The reply letter shall advise the claimant of the status of the claim and of any action necessary to maintain the claim. Should filing of a supplemental application, statement or affidavit be indicated, appropriate forms will accompany the reply. In case the claim was transferred to another location prior to the actual receipt of claimant's letter in the section or office to which it was mailed by the claimant or to which it was forwarded, the reply letter shall notify the claimant within five working days of the current location of the claim and of the fact that the claimant's inquiry was referred to such location for reply. It shall be the duty of the section or service office manager to which the claimant's letter was referred for reply to answer it within five working days from the receipt and to furnish a copy of the reply letter to the forwarding office to facilitate the follow-up.

(B) Request made by telephone.

The public inquiries employee of the section or office receiving a telephone call from a claimant regarding the status of the claim shall inform the claimant of the location of the claim file. The claimant shall have an option either to appear in the office where the claim is located for a review of the claim, or to have said office immediately notify the claimant in writing of the status of the claim.

Effective: 2/10/09  
Prior Effective Dates: 1/16/78; 10/1/04