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**Comments Received :**

Supporting Statement A for ICR 202402-2900-022 of OMB 2900-0798.

12. VTP did not provide separate hour burden estimates for each form and by method of submission, and did not follow the instruction to "aggregate the hour burdens in Item 13."

Add and specify the time it takes to log on to the BTSSS, to enter data, scan document(s), attach document(s), submit the claim, check the status of the claim, and the time for electronic messaging, telephone calls and letters to the local BT to resolve the claim.

BTSSS does not provide any notification when the claim status changes.

BTSSS "Rejection Letters" do not identify the claim number being rejected.

"Indicate the... annual hour burden, and an explanation of how the burden was estimated "