



Memo

TO: ALL CHAPTERS

FROM: John Donovan, Department Adjutant

RE: 45th Annual DAV Service Officer Training Course

The 45th Annual Service Officers Training Conference is being held at 8:00 am Thursday, June 5, 2025 at the Wyndham Hotel located at #2 Riverfront Place, North Little Rock, AR 72114. You may make your room reservations by calling the hotel at: (866) 657-4458 or (501) 371-9000.

The room rates are approximately \$110.00 single or double, plus tax. The deadline to make reservations at this rate is May 14, 2025; you will need to identify that you are with the Disabled American Veterans. ***It is the responsibility of the Chapter/individual attending this school to make and pay for any reservations required to attend this Certification Class.***

The training consists of classroom instruction by a DAV National Service Officer. The DSOs/CSOs will learn the DAV mission, history and various DAV programs. In addition, they will be instructed in the proper use of appropriate forms and the steps in processing claims, as well as their legal and ethical responsibility to each claimant.

Upon successful completion, the service officers will be certified for one year and are required to attend this training annually for re-certification. This is a requirement of the DAV National Headquarters. Once certified, the service officer may assist claimants in filing claims with the Department of Veterans Affairs through the DAV National Service Office, Building 111, North Little Rock, Arkansas.

The Service Officer Nomination Form can be uploaded from DAV's website at DAV.org. It is also requested that a copy of this form be sent to the Department – via email or through the USPS. The cost to attend the DAV Annual Service Officers Certification is **\$30.00 per person**. This charge helps cover the cost to hold this important annual program, (i.e. coffee, donuts, meeting room charge, etc). The cutoff date to get your registration back to the DAV Department is May 14, 2025. ***As supplies have to be ordered and received prior to the school, it is necessary this deadline be honored.***

Department of Arkansas * P.O. Box 1620 * North Little Rock, AR 72115-1620

Cell phone (501) 519-9314

Email: ardept@ardav.org Web: www.ardav.org

Mail the completed Service Officer Nomination Form by May 14, 2025 with appropriate monies to:

**DAV Department of Arkansas
PO Box 1620
North Little Rock, AR 72115-1620**

In order for this program to be successful, your response and participation is necessary. Remember, only those services officers who successfully complete this training program will be certified and covered under the National Organization's Indemnification Program.

Sincerely,

John Donovan

John Donovan
Department Adjutant

Copy to:
Commander Bobbie Plunk
NSO Supervisor Acosta
Asst Department Adjutant Komprood
File