



VIRGINIA DEPARTMENT OF VETERANS SERVICES

Hampton Roads Benefits & Survivor Assistance

Free assistance for veterans, service members, military families and survivors. For a surviving spouse, a DVS Veterans Services Representative can help identify benefits, prepare claims, and explain next steps.

LOCAL DVS BENEFITS OFFICES

CHESAPEAKE 111 Mill Creek Parkway, Suite 203 Chesapeake, VA 23323 757-335-4480	NORFOLK 6350 Center Drive, Building 5, Suite 100 Norfolk, VA 23502 757-455-0814
VIRGINIA BEACH — OCEANA 1232 Perimeter Parkway, Suite 202 Virginia Beach, VA 23454 757-689-3729	VIRGINIA BEACH — PEMBROKE 293 Independence Boulevard, Pembroke 5, Suite 109 Virginia Beach, VA 23462 757-552-1884

Chesapeake: The new DVS Chesapeake office opened July 15, 2026 and serves Chesapeake and Suffolk. Walk-ins are generally Monday–Friday, 8:30–11:30 a.m.; appointments are available 12:30–3:30 p.m. **Norfolk:** serves Chesapeake, Norfolk, Portsmouth, Suffolk and Virginia Beach, among other communities. Call before visiting because walk-in hours can change with staffing.

WHAT DVS CAN HELP WITH

- VA disability compensation claims and claim development
- Accrued benefits and claims/appeals that may continue after a Veteran's death
- VA health-care-related benefits and referrals
- Pensions and other VA benefits
- Burial and memorial benefits
- Virginia veterans' benefits and tax-related programs
- Dependency and Indemnity Compensation (DIC) and survivor benefits
- Education benefits, including Virginia's Military Survivors and Dependents Education Program (VMSDEP)
- Connections to housing, transportation, employment, education, financial and behavioral-health resources

ESPECIALLY IMPORTANT FOR SURVIVING SPOUSES

Ask for a complete survivor-benefits review. Eligibility depends on the Veteran's service, discharge, disability status, cause and circumstances of death, dates of service, and other factors. A DVS representative can help determine which programs may apply.

Dependency and Indemnity Compensation (DIC) A tax-free monthly VA benefit that may be available to an eligible surviving spouse when the Veteran's death is related to service or under certain other qualifying circumstances.	Survivors Pension An income- and net-worth-based VA benefit that may be available to an eligible surviving spouse of a qualifying wartime Veteran.
Accrued Benefits Benefits that may have been owed to the Veteran at death but had not yet been paid.	Burial & Memorial Benefits VA burial allowances and other burial or memorial benefits may be available to eligible survivors.
CHAMPVA Certain surviving spouses and dependents may qualify for CHAMPVA when specific VA eligibility requirements are met.	Education Benefits Eligible spouses and children may qualify for federal benefits and Virginia programs such as VMSDEP, depending on the Veteran's circumstances.
Claims & Appeals If a Veteran had a pending claim, prior denial, or appeal, ask DVS whether the survivor has rights concerning that claim or appeal.	Virginia Survivor Benefits Ask DVS to review Virginia-specific benefits, including applicable property-tax, education, employment and other programs.

A SURVIVING SPOUSE'S FIRST STEPS

A practical checklist for contacting Virginia DVS

When you call, say: "I am a surviving spouse of a Veteran and would like a complete review of the federal and Virginia benefits that may be available to me following my spouse's death."

WHAT TO BRING

- Veteran's DD-214 or other discharge document
- VA claim number or other claim information, if available
- Marriage certificate
- Information about the Veteran's service-connected conditions
- Funeral and burial expense information, if applicable
- Income/financial information if Survivors Pension may be relevant
- VA disability-rating and decision letters
- Death certificate
- Surviving spouse's government-issued identification
- VA correspondence and pending claim/appeal paperwork
- Social Security information, if applicable

VETERAN & FAMILY SUPPORT

DVS Veteran and Family Support (VVFS) can assess individual and family needs and connect military-connected individuals and families with federal, state and local resources for benefits, financial assistance, transportation, housing, employment, education, behavioral health and other support.

Hampton Roads / East Region statewide toll-free number: 1-844-838-7838

HELPFUL OFFICIAL RESOURCES

- [Virginia Department of Veterans Services](#)
- [Virginia Veterans Network — Benefits & Services](#)
- [DVS — Survivor Benefits](#)
- [DVS — Veteran & Family Support](#)
- [DVS — Education / VMSDEP](#)

A NOTE ABOUT ELIGIBILITY

This handout is a general resource, not a determination of eligibility or legal advice. Federal and Virginia benefits have specific eligibility rules that can change. DVS provides individualized assistance at no charge.