

# Claims Consultant Feels ‘Honored’ to Help Veteran Families

## **'I was excited to get back to helping our service members and veterans'**

Oct 03, 2023

Cynthia Blake’s husband, Jim, served in the Air Force for 22 years. During that time, they traveled extensively and lived overseas. Blake cherished the opportunity to learn about different cultures, see the world and meet new people.

After Jim retired, the couple settled in the United States, and Blake turned her attention to an old passion.

“I had worked in military health insurance while my husband was active duty and really enjoyed my job,” she said. “I was excited to get back to helping our service members and veterans.”

In September 2021, Blake became a VFW Accredited Claims Consultant. Despite the challenges of her job, Blake said she finds it rewarding.

“I enjoy listening to clients’ stories, and most of all, I enjoy the phone calls thanking me for everything I have done,” she said. “But I always tell the veteran, ‘It was you, not me. I just helped with the paperwork.’”

Although Blake has many fond memories as a claims consultant, one case stands out: Not long after beginning the job, she helped a recently widowed woman file a VA Dependency and Indemnity Compensation claim.

“She came in, and we laughed and cried together. We built a special bond, and a year and a half later, she still calls to say hello and thank me for everything,” Blake said. “I’m very blessed to have met such a wonderful lady who had an amazing husband. I was in the right place at the right time and was honored to be able to assist her.”

“Most of the time,” she said, “I am just as grateful to have been able to work with a veteran

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or their family member.”

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