



**VA** | U.S. Department  
of Veterans Affairs

We realize impacts due to COVID-19 are far reaching. The Debt Management Center (DMC) is helping our Veterans and beneficiaries.

## WHAT WE'RE DOING

- Suspended collections on new debts and halted issuing new debt collection letters
- Paused referral of delinquent debt to Department of the Treasury, Credit Alert Interactive Verification Reporting System, and Credit Reporting Agencies
- Offering temporary suspension of debt collection
- Providing extended payment arrangements
- Text messages sent directly to Veteran's phone accounts - 8.6M recipients
- Conducted a Borne the Battle Podcast with Public Affairs - reached 11M
- Communicated to Veterans via a letter, multiple emails, Facebook, website posts and blog updates

## WHERE TO GET UPDATES

We will continue to update our website: [www.va.gov/debtman](http://www.va.gov/debtman) with new information regarding the COVID-19 crisis. We will announce important dates regarding resumption of debt collection activities on our website.

## WHO TO CONTACT

For help with payment plans, please call us at 1-800-827-0648 or submit your online request to DMC at <https://iris.custhelp.va.gov/app/ask/>.

### **Veteran Feedback on COVID Relief Efforts**

"I am a 76-year old Vietman Vet who also served in Iraq and Afghanistan in a civilian capacity ... The proactive nature of the letter is such a breath of fresh air. It is so thoughtful, so well written, so kind in tone, and it covers all the bases. I worked in a Minot Vet Center for a year and know how hard and long it takes to staff, approve and distribute such a letter with such huge financial implications. I cannot find the words to tell your team what a magnificent piece of work this letter represents."