



DEPARTMENT OF VETERANS AFFAIRS  
Debt Management Center (DMC)  
Bishop Henry Whipple Federal Building  
P.O. Box 11930  
St. Paul, MN 55111-0930

File Number:  
Payee Number:  
Deduction Code:  
(Please provide the information above  
on any related correspondence)

In recent months, we sent a letter notifying you of a potential pension debt. The Department of Veterans Affairs (VA) experienced a data quality issue which impacted VA's ability to verify your continued eligibility for VA benefits via a Social Security Administration (SSA) Income Match program. This data quality issue was resolved and the SSA Income Match program was subsequently reestablished in June 2022. Based off the reestablished SSA Income Match, VA created a debt on your pension account based on updated SSA income information. VA will not collect this pension debt. VA has reduced your debt amount accordingly. Your current debt balance is as indicated below. If you already made payments based on the previous debt notice, you will be refunded the amount shown below. Please accept our sincere apology for any inconvenience this situation may have caused.

Original Debt Balance: \$XXX,XXX.XX  
Current Debt Balance: \$XXX,XXX.XX  
Refund Amount: \$XXX,XXX.XX

#### WHAT TO EXPECT

- A reduction to your pension debt balance affected by a legislative change in 38 U.S.C. §5302B(a).
- If the refund amount shows as \$0.00, a refund is not due because no collections were received.
- If you have not received the refund amount listed above within 30 days of the date of this letter, please contact the DMC.

#### WHAT YOU NEED TO DO

- If the current balance on your debt is \$0.00, you do not need to take further action.
- If you have a current debt balance, we would like to help you manage your debt. For questions or assistance, please refer to the "Whom to Contact" section below.

#### WHOM TO CONTACT

1. If you have questions, please call the DMC at 1-800-827-0648 from 6:30 a.m. to 6:00 p.m. CT, Monday through Friday.
  - a. Translation services are available in over 200 languages and dialects.
2. Ask VA (AVA) at <https://ask.va.gov/>. In AVA, please sign in to start your secure message. Select "Veterans Affairs – Debt" as the category and the subject that best relates to ensure proper routing.
3. Veterans may also visit the Debt Portal at [www.va.gov/manage-va-debt](http://www.va.gov/manage-va-debt) for account information.
4. Please note, the DMC does not create debts. For information on why your pension debt was created, please contact the VA benefits hotline at 1-800-827-1000 or the National pension call center at 1-877-294-6380.

#### HOW TO MANAGE FINANCIAL STRESS

Taking care of your well-being, including your mental health, is essential. Everyone handles stress differently. Visit [Mental Health Home \(www.mentalhealth.va.gov\)](http://www.mentalhealth.va.gov) to learn more about mental health support. As a recipient of VA benefits, we want you to be aware of available resources intended to help you in making wise financial decisions. We encourage you to visit [www.veteransbenefitsbanking.org](http://www.veteransbenefitsbanking.org), [www.mymoney.gov](http://www.mymoney.gov), and [www.consumer.gov](http://www.consumer.gov) for helpful financial information.

If you or someone you know is having thoughts of suicide, contact the Veterans Crisis Line to receive free, confidential support and crisis intervention available 24 hours a day, 7 days a week, 365 days a year. Call 988 then press 1, or text 838255. To chat online visit [veteranscrisisline.net](http://veteranscrisisline.net).

Thank you for allowing us to serve you.

Respectfully,

Debt Management Center  
U.S. Department of Veterans Affairs