

From: [Haselberger, Nicole J. \(DMC St. Paul\) \(she/her/hers\)](#)
To: [Hartsell, James](#); [Frambes, Timothy](#); [Colvott, Kevin](#); [Evan Rush](#); [Blake, Carl](#); "Barnes, Joe"; [hbreuer;kreed@hqafsa.org](#); [jramos@woundedwarriorproject.org](#); [Campos, Rene](#); [jchenelly@amvets.org](#); [Jlem@DAV.ORG](#); [HeatherA@pva.org](#); [justin.hauschild@studentveterans.org](#); [SLiermann@DAV.ORG](#); [Larsen, Julie, VSOSTPL](#); [BDempsey@woundedwarriorproject.org](#); [bj@vfw.org](#); [Bhazell@vfw.org](#); [bmccabe@trea.org](#); [GOHN, JON, VSOSTPL](#); [Jahn, Matthew](#); [Moes, Bev, VSOSTPL](#); [Anderson, Tami, VSOSTPL](#); [Sotolongo, RolandoA., VSOSTPL](#); [MFiglioli@vfw.org](#); [SWolf@DAV.ORG](#); [SHope@dav.org](#); [jandel@keiseruniversity.edu](#); [kaglindemann@ccis.edu](#); [Hilgert, John](#); [crinkoff@jvw.org](#); [jascocos, Thomas P. Palladino, Executive Director - Texas](#); [Kevin Hollinger](#); [shodge@vva.org](#); [kshalloo@nacvso.org](#); [B.Tucker@independencefund.org](#); [Black, Michael, VBASPT](#); [Davis, W. Kent](#); [LancasterFT](#); [Iglesias, Joanne](#); [Saadi, Thomas J](#); [Matticks, Josh](#); [Elliot Tommingo](#); [Han, Ronald P Jr. VBAHON](#); [Wimer, Dennis](#); [Strickland, Joey](#); [Richmond, David](#); [Poppe, Cheryl](#); [AdamsZ](#); [Herke, Larry](#); [Kirchhoff, Paul](#); [Ackerman, Kelly](#); [Evans, Joel](#); [Wangen, Lonnie](#); [spickering@msva.ms.gov](#); [Bowen, Verdie](#); [Torres, Oscar](#); [Ashenhurst, Deborah](#); [Kintsel, Joel](#); [Fitzpatrick, Kelly](#); [AMontanez](#); [Yarn, Kasim](#); [Grimsley, William \(Will\)](#); [Whitlock, Greg](#); [Gary Harter](#); [Burke, Robert](#); [Farrell, Patrick](#); [Sheppard, Timothy](#); [Franklin, Jennifer](#); [anthony.vaughn@illinois.gov](#); [wagarf@veterans.nv.gov](#); [brandee.patrick@la.gov](#); [brandon.wilson@scdva.sc.gov](#); [john.spangler@calvet.ca.gov](#); [keith.boylan@calvet.ca.gov](#); [lindsey.sin@calvet.ca.gov](#); [Smith, Sonya](#); [Tommy Baker](#); [Shawn Deabay](#); [Charles Catoe](#); [xochitl.rodriquezmurillo@calvet.ca.gov](#); [jhendon@veterans.nyc.gov](#); [mweigl@pa.gov](#); [debrasuell78@gmail.com](#); [Terry Westbrook@milvets.nc.gov](#); [Robert Finn -MDVA-](#); [Allen, Whitney P \(KDVA\)](#); [terry.prince@illinois.gov](#); [kia.lor@dva.wisconsin.gov](#); [mark.tschampl@veterans.idaho.gov](#); [Bill.Turner@ks.gov](#); [Edward.a.diaz@wv.gov](#); [David.Rozelle@scdva.sc.gov](#); [MorganB@pva.org](#); [slukas@roa.org](#); [cgolden@vetsfirst.org](#); [kgreenberg@jvw.org](#); [Watters, Bryan K.](#); [Chandler, Gina](#); [jessica.quackenbush@state.co.us](#); [jaslow@iava.org](#); [Jessica Quackenbush](#); [rberman@jvw.org](#); [Kendele.MIYASAKI@odva.oregon.gov](#); [Lee, Stuart \(EOM\)](#); [levi.bennett@nebraska.gov](#); [Travis Murphy](#); [Ronald Dvorsky](#); [Lisa Ware](#); [Logalbo, Frank](#); [Kristie Everett](#); [Cory Titus](#); [Michael Black](#); [s.gragg@independencefund.org](#); [Suzanna Ellis](#); [Dickerson, Brett T. VBASFAL](#); [Foster, James, VSOLNCL](#); [Marquis Barefield](#); [Kendall.Penn@arkansas.gov](#); [vincent.solomeno@dmava.nj.gov](#); [Wortherly-Foye, Patricia A., VSOCMS](#); [Hastings, Joshua L.](#); [james.connolly@odva.oregon.gov](#); [joseph.bell@odva.oregon.gov](#); [Fallon.williams@dc.gov](#); [Andrew Tangen](#); [Kevin Hollinger](#); [Tammy Barlet](#); [Jeffrey Frisby](#); [Chandler, Gina](#); [Logalbo, Frank](#); [jaslow@iava.org](#)
Subject: [EXTERNAL] DMC Stakeholder Update March 2024: Special Letter to Pension Debtors
Date: Monday, March 25, 2024 4:07:35 PM
Attachments: [DMC Pension Dis-establishment Letter Example.pdf](#)
[DMC VSO Update 11-22-23 \(002\).pdf](#)

***** This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. *****

Greetings from the VA Debt Management Center (DMC),

DMC sent an email in November 2023 and provided updates in subsequent stakeholder calls about VA's decision to pause collection of a group of pension debts resulting from a data integrity issue with income verification (a copy of the November email is attached for reference).

Based on the VA Secretary's December 2023 guidance, VA has now decided to not collect pension debts associated with the June 2022 SSA income verification match and DMC is issuing letters to the 12,000-plus affected individuals directly to inform them of the resolution process.

Additionally, VA is refunding beneficiaries for any payments already made as a result of this income verification match. VA is also reviewing the causes of the data quality issue to prevent future occurrences.

An example of the letter DMC is sending to affected beneficiaries is attached. The letter informs the debtor of the original debt balance, the current debt balance, and any refund amount VA is issuing. No further action is required if the current debt balance is \$0.00. For those with existing debt balances, DMC is ready to assist in managing these debts.

DMC began the process of issuing letters on Friday, March 22 and anticipates completing mailing by Friday, March 29.

Contacting DMC

- DMC's VSO only hotline is 612-970-5737 (please do not share with Veterans).
- Veterans and survivors can contact the DMC at 1-800-827-0648, available from 6:30 a.m. to 6:00 p.m. CT, Monday through Friday.
 - Translation services are offered in over two hundred languages and dialects.
- To send DMC an inquiry using [ASK VA](#), choose "Veterans Affairs- Debt" as the category. We recommend that VSO's using Ask VA to submit an inquiry on behalf of a Veteran also use the option to indicate this and indicate their relationship to the Veteran is VSO.
- Veterans can visit VA's Debt Portal at www.va.gov/manage-va-debt for account information
- For details on why a pension debt was issued, contact the VA benefits hotline at 1-800-827-1000 or the National Pension Call Center at 1-877-294-6380.

Thank you for your partnership in assisting Veterans and their families. We hope a representative from your organization will be able to join our next VSO Stakeholder call on April 9 at 1 pm central time.

Sincerely,
The VA Debt Management Center Outreach Team