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Congress of the United States
House of Representatives
Committee on Appropriations
Washington, DC 20515-6015

November 14, 2018

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Honorable Robert L. Wilkie
Secretary, Department of Veterans Affairs
810 Vermont Avenue N.W.
Washington, D.C. 20420

Dear Mr. Secretary:

I write today with serious concern for our veterans, and the education benefits they have earned with their service. According to media reports and constituent complaints I have received, numerous veterans who use the GI Bill to pay tuition and other education-related expenses, including housing, have not received the benefits owed to them due to technology errors.

This is unacceptable. Individuals relying on the GI Bill to make payments for education often have no margin for shortfall, and could be forced to withdraw from school or housing if payments are not made. My colleagues in Congress and I have long championed the important education benefits offered by the Department of Veterans Affairs as a key factor in the success of veterans transitioning to private sector careers. To have this interruption in the process because of missed payments from the VA can have a devastating effect on veterans and their families.

I expect this issue to be swiftly resolved, for each and every veteran to receive the benefits earned in a timely manner, and for the VA to develop safeguards to ensure this issue does not happen again. I request a report be submitted to the Committee on Appropriations detailing the remediation of this issue and future steps the VA will take by the end of the calendar year 2018.

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As the Chairman of the House Appropriations Subcommittee on Military Construction, Veterans Affairs, and Related Agencies, I have long stood with veterans to ensure our country recognizes their sacrifice and makes good on the promises we have made to ensure they get the benefits they have earned. I look forward to working with the Department of Veterans Affairs moving forward.

Sincerely,

A handwritten signature in black ink, appearing to read "John R. Carter". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

John R. Carter
Chairman
Subcommittee on Military Construction
and Veterans Affairs