



Washington Headquarters
1300 I Street NW, Suite 400W
Washington, DC 20005
tel 202-554-3501

March 18, 2024

Representative Ken Calvert
United States House of Representatives
2205 Rayburn House Office Building
Washington, DC 20515-0541

Dear Representative Calvert:

On behalf of DAV and our over one million members, all of whom were wounded, injured or made ill during wartime service, I write to offer our support for the *Stuck On Hold Act*.

The Veterans Benefits Administration (VBA) is responsible for processing veterans' claims and appeals for myriad benefits and services. In 2022 alone, VBA completed more than 1.7 million disability compensation and pension claims. As of March 1, 2024, VBA had 992,344 pending claims. With these high numbers, veterans should not have to wait on the phone for an extended period of time to receive assistance or the latest information about their claims or appeals.

DAV is excited to support the *Stuck On Hold Act*. The goal of the bill is to keep veteran wait times to 15 minutes. As VBA has estimated that one claim generates eight separate contacts to the call centers, VA could expect eight million calls yet this year. Veterans should not have to wait on hold to get claims information.

Representative Calvert, thank you for introducing this important legislation and for your continued efforts to support our nation's veterans disabled in their service.

Sincerely,

A handwritten signature in black ink, appearing to read 'Shane L. Liermann', written over a white background.

Shane L. Liermann
Deputy National Legislative Director

SLL:lmb