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December 19, 2025

The Honorable Douglas A. Collins
Secretary
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Dear Mr. Secretary:

Thank you to your team for appearing as witnesses before the House Committee on Veterans' Affairs Subcommittee on Economic Opportunity Oversight hearing on December 16, 2025.

As a follow-up to the hearing, Representative Abe Hamadeh has requested Ms. Margarita Devlin, Acting Principal Deputy Under Secretary for Benefits, respond to the attached questions for the record.

The Committee requests a written response no later than January 13, 2026, so they may be made part of the record. If you have any questions, please let my staff know.

Sincerely,



DERRICK VAN ORDEN
Chairman
Subcommittee on Economic Opportunity

Cc: The Honorable Chris Pappas, Ranking Member, Subcommittee on Economic Opportunity

Enclosures:

Questions for the Record submitted by Rep. Abe Hamadeh

QUESTIONS FOR THE RECORD

Respectfully submitted by Mr. HAMADEH of Arizona.

1. FOR MS. MARGARITA DEVLIN (Acting Principal Deputy Under Secretary for Benefits, VA):

We have heard plenty about the failures of the previous administration. There's a lot to work with there. Joe Biden was the worst president in our nation's history, full stop. But what I don't understand is why you chose to keep his policies in place.

You've had employees manually keying data into systems older than the students they're supposed to serve, you were spending \$25 million to maintain an outdated system, plus a nearly \$1 billion Accenture contract that isn't delivering. The VA is the one signing the checks and setting the policy.

A. How many full-time employees were assigned to manually process these claims?

ANSWER:

B. What were their pay grades?

ANSWER:

2. FOR MS. MARGARITA DEVLIN (Acting Principal Deputy Under Secretary for Benefits, VA):

Biden's VA was paying GS-13s and GS-14s six-figure salaries to do data entry that a computer should have handled in seconds, that's not a staffing solution. That's a jobs program for bureaucrats funded by delays to our veterans.

A. You said these problems have been solved as of the date of the hearing (December 16, 2025), but why was VA paying premium prices for an archaic service?

ANSWER:

B. Who specifically decided to manually punch data into archaic spreadsheets instead of using the automation we paid for? Please list all names and positions.

ANSWER:

C. Was it you?

ANSWER:

D. During the hearing, you mentioned "accuracy," but 43 days pending for a claim isn't accuracy; it's negligence. When specifically (give me a date) did this manual data entry end?

ANSWER: