

April 13, 2020



Dear GI Bill Students,

We realize you may be dealing with difficulties during the COVID-19 crisis.

The Department of Veterans Affairs (VA) may be able to help.

The VA Debt Management Center (DMC) is offering temporary financial relief if you are unable to pay your GI Bill benefit debt during this crisis.

WHAT ARE YOUR OPTIONS?

If you are financially unable to pay your existing VA debt due to the COVID-19 crisis, you can request a temporary collection suspension, hardship refund of offsets or an extended repayment plan. Call 1-800-827-0648 to receive information on these relief options and to let us know which option you prefer.

If you have already made payment arrangements for your debt, and you would like those arrangements to remain in place, you do not need to contact our office- your payment arrangement will continue.

If you have a new VA debt, we will temporarily stop debt collections. You don't have to act.

DMC will not refer delinquent debts to credit reporting agencies during the crisis.

DMC suspended all collection action on Veteran debts under the jurisdiction of the U.S. Department of Treasury during the crisis.

If you have a question about your VA Benefits or the status of a claim, please call 1-888-442-4551.

We will continue to update our website: www.va.gov/debtman with information regarding DMC's debt collection activities during the COVID-19 crisis.

Respectfully,

Debt Management Center

US Department of Veterans Affairs

Veterans Benefits Administration

1800 G Street NW, Washington, DC 20006

Contact Us

Visit us on the web at <https://gibill.custhelp.va.gov/>

Call us at 1-888-442-4551

TDD: 711