

**VA**



U.S. Department  
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# News Release

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## **VA reaches 1 million Veterans and family members through tele-town hall meetings**

**WASHINGTON** – The U.S. Department of Veterans Affairs (VA) today announced the Veterans Benefits Administration (VBA) has reached more than one million Veterans and family members through telephone town hall meetings held with states across the country.

The weekly meetings highlight VA benefits and give beneficiaries an opportunity to communicate directly with VA Under Secretary for Benefits Paul R. Lawrence, Ph.D.

“The town hall meetings are an effective way to interact with Veterans and their beneficiaries,” said VA Secretary Robert Wilkie. “Outreach to Veterans is part of our mission and making sure they know about the benefits they have earned is one of the ways we deliver our promise to them.”

Lawrence, who briefs listeners and takes questions from callers, conducts the meetings to ensure Veterans have accurate and up-to-date information. As of June 16, VBA has conducted 25 tele-town halls.

The briefings include updates about [VA’s response to COVID-19](#) and the [GI Bill](#) along with the launch of [Blue Water Navy Act](#), [Solid Start program](#), and other new initiatives to include the [Veterans Benefits Banking Program](#) — helping Veterans to understand and access all services and benefits earned. Veterans and family members are encouraged to join and ask questions about their benefits at 844-227-7557.

Lawrence will continue the [telephone town hall meetings](#) sharing steps VA is taking to support Veterans and keep employees safe during the COVID-19 pandemic.

To find out information about benefits or file a claim, visit [www.va.gov](http://www.va.gov). Veterans with any questions regarding claims or other matters can call 800-827-1000.

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