

VA**U.S. Department
of Veterans Affairs**

News Release

Office of Public Affairs
Media RelationsWashington, DC 20420
(202) 461-7600
www.va.govFOR IMMEDIATE RELEASE
Nov. 30, 2021

VA statement on GPO printing and mailing delay

WASHINGTON — Due to supply chain and staffing shortages, the vendor contracted by the Government Publishing Office to provide printing services for the Department of Veterans Affairs is experiencing delays in printing and mailing notification letters to Veterans and claimants. The disruption may impact the ability of some claimants to meet required deadlines via written correspondence with VA.

In response to the mailing delays and to protect the best interest of claimants, the Veterans Benefits Administration is extending their response period by 90-calendar days for claimants with letters dated between July 13, 2021 and Dec. 31, 2021.

If a claimant does not reply to a time-limited notification, such as, making an election of benefits or services, or reporting for a scheduled compensation and pension examination, VBA will not take adverse action to deny, reduce or terminate benefits and services unless: 1) the claimant is contacted and there is documentation of their right to respond; 2) the requested information has been received; or 3) the response period has lapsed.

VA and GPO are proactively working to quickly address the mailing delays. For questions on this matter, Veterans and claimants can contact VA at 800-827-1000.

Veterans who filed an appeal with the Board of Veterans' Appeals can click [here](#) for information specific to Board correspondence, scheduled hearings at the Board and receiving your Board decision.

###