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Congress of the United States
House of Representatives
Washington, DC 20515

September 27, 2023

Dennis McDonough
Secretary
U.S. Department of Veterans Affairs
810 Vermont Avenue NW
Washington, D.C. 20420

Secretary McDonough:

I am writing to you concerned about the U.S. Department of Veterans Affairs (VA) furnishing incorrect records to my constituents. I have the honor of representing Missouri's Fourth Congressional District, which is home to a significant veteran population and two vital military installations, Fort Leonard Wood and Whiteman Airforce Base. This issue is negatively impacting veterans who reside in the district and have reached out to my office seeking help with the VA.

Several constituents have contacted my office because upon requesting their medical records from the VA, they received the medical records for someone else. This is very concerning as these records contain sensitive information such as dates of birth, addresses, and social security numbers.

Further, my staff have contacted VA Congressional liaison staff on how to handle the incorrect records of veterans they have received and have not obtained guidance yet. It is deeply troubling that the VA has failed to send the correct constituent information to my staff.

For these reasons, I would appreciate answers to the following questions for my constituents:

- 1) Are you aware the VA is sending out incorrect records?
- 2) Does the VA have a standard operating procedure in place when records are delivered to the wrong veteran?
- 3) How are veterans who receive the records of someone else supposed to handle them?
- 4) How are congressional staffers who are given the records for a veteran other than the veteran requesting supposed to handle them?
- 5) How can you ensure not only the veterans in my district but the veterans across this country that their records are appropriately and securely handled by your department?

Our veterans selflessly served our country and risked everything. Ensuring the security of their information and records is important to me and the people of Missouri's Fourth Congressional District. Please provide a response to the above questions no later than October 11, 2023.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Alford', with a long horizontal flourish extending to the right.

Mark Alford
Member of Congress