

## EMAIL

**Subject line:** Finish filing your claim before time runs out

Our records show that you submitted an “intent to file” or started a disability compensation claim online within the past year that you didn’t finish. We want to make sure you know that you have 1 year from that date to file your claim and preserve your earliest possible effective date.

### **Here’s what to expect if you finish filing your claim and we grant you disability compensation benefits:**

- We’ll provide benefits dating back to at least the date when you began your intent to file. We call this retroactive benefits (or backdated benefits). And this could be thousands of dollars.
- If we grant your benefits under the PACT Act and you submitted your intent to file on or before August 14, 2023, you may be eligible for retroactive benefits back to August 10, 2022 – the date PACT Act was signed into law.

[Sign in to VA.gov to file your disability claim now](#)

### **How can I get help with my claim?**

There are many ways to get help:

- [Contact us online through Ask VA](#)
- Call us at [800-698-2411](tel:800-698-2411) (TTY: [711](tel:711)). We’re here 24/7.
- [Schedule a virtual or in-person appointment at a VA regional office](#)
- [Get help from a trained VA accredited representative or VSO](#)
- [Find other ways to contact us](#)

**Note:** Remember, we’ll never charge you a fee to help with your benefit claims. They are your benefits, and you earned them. To protect yourself from fraudulent claims, you have the right to [verify anyone’s credentials](#) before filing a claim or providing personal information. Help us get you the benefits you’ve earned and deserve. Complete your claim today.

### **Is it too late to submit a claim under the PACT Act if I haven’t before?**

No. The PACT Act is here to stay. If you haven’t yet filed an intent to file, or claim, you still can – and you may still be eligible to receive retroactive benefits. Go to [VA.gov/PACT](https://www.va.gov/PACT) to learn more and file today.

### **Annex 1: Robo-dial call**

Hi, this is the U.S. Department of Veterans affairs with an important message about your potential benefit payments.

Our records show that you may have begun a claim on or before August 14, 2023 – or submitted an intent to file – but not yet finished that claim.

You must finish your claim within one year of starting it to be eligible for backpay for any granted benefits.

To finish or to get help, visit VA.gov, visit an accredited Veteran service officer, or call us at 1-800-MyVA411 (then press 5). Remember, VA will never charge you for assistance.

Thank you.

**Annex 2: Text**

If you submitted an intent to file, finish your VA claim today to be eligible for the most backdated benefits possible. Sign into VA.gov or call 800-827-1000 for more.

STOP to opt out

**Annex 1: Robo-dial call**

“Hello. This is the Department of Veterans Affairs with an important message about your potential compensation benefit payments.

Our records indicate that you submitted an intent to file with us on or before August 14, 2023, and have not yet filed a claim. You must file your claim within one year of the intent to file to protect the earliest potential effective date for any benefits granted. However, there is no general deadline to file a PACT Act claim and we encourage you to file at any time.

The quickest way to file a claim is to visit va.gov or visit your local VA Regional Office. You can also submit your claim by mail, fax or through an accredited representative. Remember, VA will never charge you for assistance filing for benefits. If you need assistance finding an accredited representative, VA can help. Sign into VA.gov or call 800-827-1000 for more.”

**Annex 2: Text**

Our records indicate you submitted an intent to file for VA compensation benefits. VA must receive your complete claim within one year, [file your claim](#) to preserve your initial effective date. If you need help, an [accredited representative](#) is available to assist for free. Reply Stop