



THE UNDER SECRETARY OF VETERANS AFFAIRS FOR BENEFITS
WASHINGTON, D.C. 20420

AUG 28 2013

Mr. Joseph S. Foster
Administrator, Veterans Affairs Division
Department of Military Affairs
State of Montana
P.O. Box 4789
Fort Harrison, MT 59636-4789

Dear Mr. Foster:

Thank you for your letter on behalf of the Veterans Affairs Division of Montana's Department of Military Affairs and your commitment to the Fully Developed Claims (FDC) initiative. The Department of Veterans Affairs (VA) recognizes the vital role that our state partners have in serving Veterans, and we appreciate the support of the National Association of State Directors of Veterans Affairs for the FDC program.

The FDC program is one of the Veterans Benefits Administration's most effective means of providing timely and quality service to America's Servicemembers and Veterans, as well as their dependents and Survivors. I am pleased to learn that Montana's Veterans Affairs Division has submitted only FDCs to the Fort Harrison VA Regional Office since May 2013. Thank you for your support of this initiative and the assistance you provide to Veterans in Montana.

To maximize the benefits of the FDC program, regional offices across the country are providing ongoing training and workshops on FDC for all Veterans service organizations (VSOs), including state and county Veterans offices. VA is also proactively developing the next generation of the FDC program to help Veterans and their representatives submit claims that are immediately ready for a decision. Such enhancements can only be realized with the help of partners like you and your colleagues at Montana's Veterans Affairs Division.

I appreciate your service to Montana Veterans and your support of VA's efforts to implement new and innovative business processes. Through your participation in the FDC program, I am confident that we can continue to enhance the timeliness and quality of service provided to Veterans and their families in Montana.

Sincerely,

A handwritten signature in black ink, appearing to read "Allison A. Hickey", is written over the typed name. The signature is fluid and cursive, with a large loop at the end.

Allison A. Hickey