

Dear Student,

Many of our Post-9/11 GI Bill students are experiencing longer than typical wait times to receive monthly housing payments. Today, we are averaging a little over 35 days to work first-time applications and 23 days for re-enrollments.

Although processing times in the fall are longer than other seasons, wait times this year are longer than usual. Knowing this may have caused you a financial hardship, please let us know by contacting us via the GI Bill website at https://gibill.custhelp.va.gov/app/utils/login_form/redirect/ask.

As Our Education Call Center is also experiencing higher than normal wait times, you can avoid waiting on the phone for a payment status by calling 1-888-442-4551 and choosing Option 2 for an automated response. You can also check your eBenefits or vets.gov account for payment status. Once your payment is processed by VA, it will take a few more days to reach your banking institution.

We regret that these delays are occurring and the impact they may have on you and your family. We're working to make sure you are paid as soon as possible and will continue to update you with any new information we have. You may also want to follow us on our Facebook page for updates at <https://www.facebook.com/gibillEducation/>.

Respectfully,

A handwritten signature in dark ink, appearing to read "Robert M. Worley II", with a stylized flourish at the end.

Robert M. Worley II

Director, Education Service