

Congress of the United States
House of Representatives

COMMITTEE ON OVERSIGHT AND REFORM

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July 15, 2022

Mr. Steve May
Chief Veteran Advocate
DD214Direct
11010 South 51st Street, #51299
Phoenix, AZ 85044

Dear Mr. May:

The Oversight Committee is investigating whether companies that retrieve records for veterans, including DD214Direct, are misusing National Personnel Records Center (NPRC) procedures intended to expedite emergency records requests while charging veterans to obtain government records they are entitled to receive at no cost.¹ We are concerned this practice may take advantage of veterans who need records to obtain crucial benefits and may be preventing NPRC from fulfilling true emergency requests in a timely manner.

In March 2020, NPRC modified its in-person staffing in response to the coronavirus pandemic. The office limited in-person operations to focus only on emergency requests for documents, including requests related to burials, veterans experiencing homelessness, and medical emergencies. This change contributed to a backlog of requests for the form used to obtain veterans' benefits, known as the DD Form 214, or DD214.²

Your company charges veterans between \$79 and \$99 to retrieve their DD214—a document that veterans are entitled to receive at no cost.³ The Director of NPRC has explained to Committee staff that emergency requests skyrocketed from the pre-pandemic level of 5,000 per year to more than 50,000 emergency requests in 2021, more than 70% of which came from records-retrieval companies. The Director identified a pattern in which a veteran first submits a non-emergency request for records and NPRC later receives a duplicate request from a records-retrieval company for the same veteran, but marked as an emergency request. NPRC prioritizes these emergency requests above other pending requests, exacerbating the office's backlog by

¹ Department of Veterans Affairs, *Veterans: Be Wary of Scams Regarding Job Offers and the Sale of Military Records, Government Forms* (Apr. 17, 2018) (online at <https://blogs.va.gov/VAntage/47492/veterans-be-wary-of-scams-regarding-job-offers-and-the-sale-of-military-records-government-forms/>).

² AARP, *Veterans Struggle to Get Copies of Needed Service Records Due to Pandemic* (Apr. 14, 2021) (online at www.aarp.org/home-family/voices/veterans/info-2021/military-service-records-delay.html).

³ DD214Direct, *Order Your DD214 Today* (online at <https://dd214direct.com/order-your-dd214/>) (accessed July 14, 2022).

creating duplicate requests, and potentially delaying NPRC's response to requests that are actually emergencies.

Records-retrieval companies may also be misrepresenting the services they provide to veterans and their families. DD214Direct promotes an expedited service and claims their employees are "military records researchers."⁴ However, the National Archives and Records Administration (NARA) does not endorse or certify third parties to request records on behalf of veterans. DD214Direct also claims that their "keen knowledge of government protocol and procedure allow us to deliver your documents faster," and "because of our reputation and expertise, DD214Direct is able to advance your request to a higher-priority workflow," while charging up to \$99 per expedited DD214.⁵ According to NPRC, some requests from records-retrieval companies appear to be fraudulent, and NPRC has reported those cases to the NARA Inspector General.

The Committee is working to address the backlog of records requests at NPRC. The House of Representatives recently passed the Access for Veterans to Records Act, a bipartisan bill to increase funding to NARA to digitize records while implementing a plan to eliminate the veteran records-request backlog.⁶ The Committee is concerned that efforts by private companies to circumvent the records request process will exacerbate the records backlog and prevent veterans with true emergencies from obtaining their records in a timely manner.

For these reasons, the Committee requests that you provide, by July 29, 2022:

Answers to the following questions:

1. Beginning with a customer submitting a DD214 records request, what is DD214Direct's request process, including the estimated and actual timeframe for each step of the process?
2. How many DD214 requests has DD214Direct submitted to NPRC since March 2020, and how many of those requests are marked as emergencies?
3. Of the total DD214 records requests DD214Direct has submitted to NPRC since March 2020, how many have been made electronically versus in person?
4. How does DD214Direct determine whether a request is an emergency?
5. Does DD214Direct inform each customer that their DD214 can be obtained from NPRC at no cost? If so, at what point in the process are customers notified of the free service and how are they notified?

⁴ DD214Direct, *Who We Are* (online at <https://dd214direct.com/who-we-are/>) (accessed July 14, 2022).

⁵ DD214 Direct, *Order Your DD214 Today!* (online at <https://dd214direct.com/order-your-dd214>) (accessed July 14, 2022).

⁶ H.R. 7337.

The following documents and information from January 1, 2020, to the present:

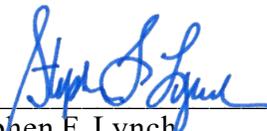
1. All documents pertaining to complaints DD214Direct has received about its records-retrieval services;
2. All marketing or advertising materials on DD214Direct's DD214 records-retrieval services;
3. DD214Direct's annual revenue and profits;
4. All policies and procedures related to the company's process to classify requests, including emergency classifications, and whether DD214Direct asks customers to disclose if a DD214 records request was previously submitted to NPRC;
5. All documents related to pricing for your company's services, including any fees and the basis for those prices, as well as documents related to refund and cancellation policies;
6. All documents related to DD214Direct's performance in obtaining records within the promised timeframe; and
7. All communications with any government agency or entity with respect to DD214 records retrieval. This includes, but is not limited to, correspondence with the Department of Veterans Affairs, the Federal Trade Commission, and the Consumer Financial Protection Bureau. This also includes any correspondence with NARA but excludes correspondence about individual records requests.

The Committee on Oversight and Reform is the principal oversight committee of the House of Representatives and has broad authority to investigate "any matter" at "any time" under House Rule X. If you have any questions regarding this request, please contact Committee staff at (202) 225-5051.

Sincerely,



Carolyn B. Maloney
Chairwoman
Committee on Oversight and Reform



Stephen F. Lynch
Chairman
Subcommittee on National Security

Enclosure

cc: The Honorable James Comer, Ranking Member
Committee on Oversight and Reform

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The Honorable Glenn Grothman, Ranking Member
Subcommittee on National Security