

Delays in processing claims — what we're doing about it

Updated on Wednesday 18 September 2019

If you've put a claim in to VA, and haven't had a response to it yet, please accept our apologies.

The high number of claims we're processing has led to delays.

We now have staff working overtime to clear this backlog. This might mean you receive calls from us outside normal working hours — in the early evening or on Saturdays — if we need to check any issues with you.

We thank you for your continued patience while we manage this work.

If you're concerned about the progress of a claim you have submitted, or your situation has changed, please get in touch with us.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

Date

18 September 2019

Tags

[Our work \(https://www.veteransaffairs.mil.nz/news-events/articles/?tag=22\)](https://www.veteransaffairs.mil.nz/news-events/articles/?tag=22)

[Updates for clients \(https://www.veteransaffairs.mil.nz/news-events/articles/?tag=20\)](https://www.veteransaffairs.mil.nz/news-events/articles/?tag=20)

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