

**From:** Murphy, Thomas, Acting Under Secretary for Benefits  
**Sent:** Friday, May 11, 2018 2:07 PM  
**To:** VBACO\_VBA\_ALL\_USERS  
**Subject:** VBA Update

VBA Team and Partners,

I want to take this opportunity to let you know that my time as your acting Under Secretary is coming to a close after nearly two years, but my VBA journey is not over. My next call to serve takes me to St. Louis to assume the role of Midwest Area Director.

The VBA mission is personal for me. I have always had one priority in my service to this organization: Mission first. In July of 2016, I was asked to be the Acting Under Secretary for Benefits. I was honored to be asked, and I accepted wholeheartedly. I now accept the new position before me as the Midwest Area Director with the same motivation and desire to serve as you have always shown me.

I always felt that my most important role as Acting Under Secretary was to support you and the Department as we worked to improve the lives of Veterans and their families. The list of your accomplishments is noteworthy, ranging from improving claims processing in the National Work Queue environment, implementing Decision Ready Claims, revamping the pre-discharge program to reduce processing times for transitioning Servicemembers and most recently, your production efforts leading to the lowest backlog number in modern history. At the same

processing times for transitioning Servicemembers and most recently, your production efforts leading to the lowest backlog number in modern history. At the same time many of you were setting production records across Comp, you were helping every single business line achieve records in benefit delivery to Veterans and their families in Education, Pension and Fiduciary, Loan Guaranty, Voc Rehab, and Insurance. And we did this through the support of Acquisition, Facilities, OBPI, Human Capital, PA&I, and ED&T. The list could go on and on. I want to thank you for your hard work and commitment to keep going, even under the most challenging of circumstances.

I've traveled to regional offices across the country and watched you put this good work into practice for Veterans every day. I know as we welcome aboard Paul Lawrence, our new Under Secretary for Benefits, you will continue to serve as impressively as you always have. Mr. Lawrence is a Veteran himself who believes in our mission and will be equally committed to VBA's success. I know we will all give him the utmost support as he takes the helm.

It has been the greatest honor of my career to serve as your Acting Under Secretary for Benefits. I look forward to continuing to be a part of such a dedicated team with the noblest mission in government.

Thank you,  
Tom