



## Comment on Information Collection Request: Accreditation of Representatives (VA OGC)

March 8, 2026

Vala is a software platform used by VA-accredited attorneys, agents, and Veterans Service Organizations (VSOs) to analyze claim files, structure evidence, and prepare VA disability benefit submissions. Our customers collectively assist thousands of veterans navigating the disability benefits process each year.

Based on our work with accredited advocates across the country, we support the continued collection of information necessary to maintain the integrity of the accreditation system. Ensuring that representatives are properly vetted and accountable is essential to protecting veterans and maintaining trust in the VA benefits process.

At the same time, we believe there are opportunities to reduce administrative burden and improve the efficiency of accreditation and oversight activities.

First, the current claims ecosystem remains highly manual. Accreditation reviews, claims preparation, and supporting documentation frequently involve large volumes of unstructured records and repetitive administrative tasks. This increases workload for advocates and contributes to downstream processing delays across the broader VA system.

Second, advances in information technology now make it possible to structure and analyze these records in ways that significantly reduce administrative workload. Tools that automatically organize claim documentation, extract relevant information from large records, and standardize data inputs can reduce the time advocates spend on preparation while improving the consistency and completeness of submissions.

Third, structured data collection and automation can help agencies such as the Office of General Counsel better understand workload, improve oversight, and identify process bottlenecks earlier. Modern data workflows make it easier to measure burden, monitor activity across accredited representatives, and ensure that regulatory objectives are met without increasing administrative overhead. These same approaches can also help improve the quality and structure of information submitted with claims, which may reduce downstream processing delays across the VA benefits system.

As a technology provider working directly with VA-accredited representatives, we regularly observe the operational challenges created by manual documentation review, unstructured records, and fragmented workflows. Platforms that structure claims data and supporting evidence at the point of submission can meaningfully reduce administrative burden for advocates while improving the quality and consistency of information received by the Department. We would welcome the opportunity to share practical insights from the field if the Department continues exploring technology-enabled approaches to improving these processes.

The VA benefits system serves millions of veterans and their families. Efforts to streamline administrative processes while preserving safeguards for claimants will ultimately help both advocates and the Department better fulfill that mission.

We appreciate the opportunity to provide comments and would welcome continued dialogue with the Department on ways technology can responsibly support these objectives.

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