

September 22, 2011

William Carson, Chief Negotiator
Veterans Benefit Administration
V A Central Office
810 Vermont Ave., NW
Washington, DC 20420

Dear Mr. Carson:

The National VA Council VBA Midterm Bargaining Committee is formally requesting to bargain on the appropriate arrangements for the adversely affected employees as a result of the VRM Customer Relationship Management (CRM) System.

We are also requesting a briefing for the entire VBA Midterm Committee prior to submitting proposals.

We request that implementations be deferred until all required negotiations are completed per the Master Agreement and the statute.

Sincerely,

Alberta Franklin, Chief Negotiator
NVAC VBA Midterm Bargaining Committee
Alma Lee, President NVAC
VBA Midterm Committee Members