



Privacy Policy for VA Claims, LLC

Effective Date: 10/01/2024

VA Claims, LLC (“we,” “our,” or “us”, etc..) values your privacy and is committed to protecting our Clients (“you”, “your”, etc..) personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website vaclaims.us, use our services, or otherwise interact with us.

1. Information We Collect

We may collect the following types of information:

- Personal Information: Name, email address, phone number, mailing address, Social Security Number, and other details required for VA disability claim preparation.
- Non-Personal Information: Browser type, IP address, operating system, and website usage statistics.
- Documents and Files: Information and documents related to your VA claims.

2. How We Use Your Information

We use your information to:

- Prepare and file VA disability claims on your behalf.
- Communicate with you regarding your claim status and our services.
- Ensure compliance with legal and regulatory requirements.
- Improve our website and services.

3. Sharing Your Information

We may share your information in the following circumstances:

- With Your Consent: When you have provided explicit consent.
- Service Providers: With trusted third-party service providers who assist in processing claims and delivering our services.

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- Legal Obligations: If required by law or in response to valid requests by public authorities.
- Business Transfers: In the event of a merger, acquisition, or sale of the business.

4. How We Protect Your Information

We implement industry-standard security measures, including:

- Data encryption during transmission and storage.
- Access controls and password-protected systems.
- Regular monitoring of our systems for vulnerabilities.

5. Cookies and Tracking Technologies

- We may use cookies and similar technologies to enhance your experience on our website.
- Cookies allow us to remember your preferences and provide a more personalized experience.
- You can control or disable cookies through your browser settings.

6. Your Rights

Depending on your location, you may have the following rights:

- Access, update, or delete your personal information.
- Withdraw consent for data processing.
- Request a copy of the personal information we hold about you.
- To exercise these rights, please contact us at team@vaclaims.us.

7. Data Retention

We retain your information as long as we deem necessary to fulfill the purposes outlined in this



policy or as required by law in secure online cloud storage only accessible by our senior staff.

- However, we reserve the right to retain any and all of your information in Relational Database Management System(s) to:

- Expedite processing of future services you request from us.
- Report and enforce collections on outstanding balances owed to us by you.
- To identify data, facts, and trends to improve our services.
- For other various purposes we deem necessary.

8. Third-Party Links

Our website may contain links to third-party websites.

- We are not responsible for the privacy practices of these external sites and encourage you to review their privacy policies.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

- Any changes will be posted on this page with the updated effective date.

10. Fee Schedule, Web Data Monitoring and Extraction Consent

By using our services, you consent to the following:

- Fee Schedule: The fees for our services are based on any increase to your combined VA disability rating percentage as a result of the pre-filing consulting and information services provided by VA Claims, LLC. The fee schedule for these services is available [here](#).

- Web Data Monitoring: By agreeing to using our service, you acknowledge and authorize VA Claims, LLC to use automated web data monitoring and extraction tools to monitor, track, and extract data from your VA.gov account, as well as other accounts including but not limited to:

- <https://milconnect.dmdc.osd.mil/milconnect/>.
- MyHealth.VA.Gov.
- Any other military or veteran-affiliated accounts you possess.

- You authorize us to monitor any data regarding your disability rating:

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- This data will be used to identify any changes to your rating that may impact the fees for services rendered, as well as for other purposes related to anonymous data aggregation.
- This data may also be used to improve our services.
- This data may also be shared securely with appropriate third parties for the purposes of improving our services, and for other reasons.

11. ACH Debit Authorization:

By signing our Service agreement, you also authorize VA Claims, LLC to initiate ACH debits from your bank account for any amounts owed under the contract:

- This includes payments for increases to your VA disability rating percentage and for any overdue invoices.
- The total amount debited will not exceed \$8,000 for a single payment, and for overdue invoices, it will not exceed \$1,200 per month.

12. Payment Terms:

- Upon notification of your rating increase via our automated web-scraping software, we will make every reasonable effort to contact you to arrange agreeable payment terms. In the event you are unreachable after multiple attempts, or in the event that you decline to honor our agreement and make payment to us for our services, our signed service agreement with you authorizes us to perform ACH debits to your bank account on file:
- Lump-sum payments: ACH debits for retroactive payment lump sums will be first attempted the 7th business day after your VA.gov account reflects that a retroactive payment has been issued. If unsuccessful, the ACH debit will repeat the attempt 3 to 5 times, with a waiting period of a number of hours to a number of days.
- Overdue invoices: ACH debits for overdue invoices will be attempted at the discretion of VA Claims, LLC. If unsuccessful, the ACH debit will repeat the attempt 3 to 5 times, with a waiting period of a number of hours to a number of days. If unsuccessful, collections activity will commence.

13. Revocation of Authorization:

You may revoke your consent for web data monitoring and ACH debit authorization at any time



by providing written notice to us at least 15 days prior to the intended changes or cancellation. However, revocation will not affect amounts owed prior to revocation.

14. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us:

By Mail:

VA Claims, LLC
509 Evans St
Greenville, NC 27858

By Email:

team@vaclaims.us