

How to contact a TVC Claims Person

As of March 23, 2020, all Texas Veterans Commission (TVC) Claims offices are closed to in person meetings/appointments due to COVID 19, however TVC is still able to help you with your VA needs. Use the below resources to make the most appropriate selection.

- Appointment for San Antonio Veterans only – As of right now only San Antonio Veterans can use the below website to book an appointment with a TVC Claims Benefit Advisor with just a few clicks of a button. You can schedule an appointment as early as 24 hours and 45 days in the future. This is the fastest and easiest way to reach a benefit advisor.

[Click here to book an appointment](#)

- Email - You may use this email box to get the answers you need or submit supportive documentation; however it may take up to 48 hours to receive a response. If you need to reach a specific person, please enter their name in the submit line of an email.

southwestclaims@tvc.texas.gov

- Phone call – Call 210.303.4490 and leave a VM which will be put on a call back list for our CBAs to make return calls, we try to get back within two business days. Please make sure to speak clearly so the correct information gets passed on- especially the names.

- Email TVC Claims HQ in Austin – You can email directly to the Austin HQ claims department, however this usually takes a couple days to receive a response.

info@tvc.texas.gov

- Call the VA – 800-827-1000 – You can call the VA directly; however, they are unable to give you advise and the information they are able to provide you may be limited.