

119TH CONGRESS
2D SESSION

H. R. 7704

To amend title 38, United States Code, to require call centers of the Department of Veterans Affairs to use multi-factor identification to verify the identity of callers in connection with high-impact veteran or beneficiary actions, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

FEBRUARY 25, 2026

Mr. MOORE of Alabama (for himself, Mr. VAN EPPS, and Mr. ROSE) introduced the following bill; which was referred to the Committee on Veterans' Affairs

A BILL

To amend title 38, United States Code, to require call centers of the Department of Veterans Affairs to use multi-factor identification to verify the identity of callers in connection with high-impact veteran or beneficiary actions, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “VA Call Center Multi-
5 Factor Authentication Act”.

1 **SEC. 2. MULTI-FACTOR AUTHENTICATION REQUIRED TO**
2 **VERIFY THE IDENTITY OF CALLERS TO VET-**
3 **ERANS AFFAIRS CALL CENTERS IN CONNEC-**
4 **TION WITH HIGH-IMPACT VETERAN OR BENE-**
5 **FICIARY ACTIONS.**

6 Section 5722(b)(3) of title 38, United States Code,
7 is amended by adding at the end the following: “Such con-
8 trols shall include the use of multi-factor authentication
9 by Department call centers in connection with high-impact
10 veteran or beneficiary actions to verify the identity of the
11 caller and confirm that the participation of the caller in
12 connection with the action is in fact appropriate. As used
13 in the preceding sentence, an action is high-impact if an
14 impersonator could cause real, durable harm to the vet-
15 eran or beneficiary, such as by diverting funds, manipu-
16 lating access to accounts, or disclosing sensitive informa-
17 tion.”.

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