

EXHIBIT 4

From: Maten, Paulette, VBAVACO [Paulette.Maten1@va.gov]
Sent: Thursday, October 20, 2016 9:54 AM
To: Charles Ornstein
Subject: RE: FOIA 16-08183-F_C. Ornstein

Good morning Mr. Ornstein,

I am waiting on the emails. Once I began to receive them, I will review and provide you the information incrementally. Otherwise, the time may expand longer than the projected 180 days.

Hope this information helps.

Paulette

From: Charles Ornstein [<mailto:Charles.Ornstein@propublica.org>]
Sent: Thursday, October 20, 2016 9:47 AM
To: Maten, Paulette, VBAVACO
Subject: [EXTERNAL] RE: FOIA 16-08183-F_C. Ornstein

Hi Paulette, do you have any sense of timing on your end? Thanks.

Charles Ornstein
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From: Maten, Paulette, VBAVACO [<mailto:Paulette.Maten1@va.gov>]
Sent: Thursday, October 20, 2016 9:46 AM
To: Charles Ornstein
Subject: FOIA 16-08183-F_C. Ornstein
Importance: High

Good morning Mr. Ornstein,

This email is just a status update regarding your FOIA request. We are still collecting the data for your inquiry.

We apologize for the extraordinary delay.

Please be advised the request will take over 20 days to process due to the need for extensive searching, reviewing, redacting and copying. Under the Open Government Act of 2007, an agency is allowed to exceed the normal processing time of 20 business days for two reasons:

1. There is a need to search for, collect, and review a voluminous amount of records.
2. There is a need to consult with two or more components within the Department of Veterans Affairs (VA).

In regard to your request, we will need to do both. Please be assured your request is being given appropriate attention, but bear in mind that we process requests in the order that they are received, and, accordingly, must first complete work on requests that preceded yours. We will grant you access to the requested records providing the records are not exempted from disclosure by law.

Thank you for your interest in the Department of Veterans Affairs. Customer service is very important to us. If you have questions regarding this request, please feel free to contact me at 202-461-8306 and refer to the case number noted in the subject line of this email.

Warmest regards,

Paulette D. Maten, MPA
Department of Veterans Affairs
Veterans Benefits Administration
Compensation Service
202-461-8306