

S 264

Improving Veterans' Experience Act of 2025

Congress: 119 (2025–2027, Current)

Chamber: Senate

Policy Area: Armed Forces and National Security

Introduced: Jan 28, 2025

Current Status: Read twice and referred to the Committee on Veterans' Affairs.

Latest Action: Read twice and referred to the Committee on Veterans' Affairs. (Jan 28, 2025)

Official Text: <https://www.congress.gov/bill/119th-congress/senate-bill/264>

Sponsor

Name: Sen. King, Angus S., Jr. [I-ME]

Party: Independent • **State:** ME • **Chamber:** Senate

Cosponsors (1 total)

Cosponsor	Party / State	Role	Date Joined
Sen. Cornyn, John [R-TX]	R · TX		Jan 28, 2025

Committee Activity

Committee	Chamber	Activity	Date
Veterans' Affairs Committee	Senate	Referred To	Jan 28, 2025

Subjects & Policy Tags

Policy Area:

Armed Forces and National Security

Related Bills

Bill	Relationship	Last Action
119 HR 3578	Identical bill	Dec 19, 2025: Referred to the Subcommittee on Oversight and Investigations.
119 S 423	Related bill	Aug 14, 2025: Became Public Law No: 119-33.

Improving Veterans' Experience Act of 2025

This bill establishes the Veterans Experience Office within the Department of Veterans Affairs (VA) to carry out the key customer experience initiatives of the VA relating to veterans' and beneficiaries' satisfaction with and usage of VA benefits and services.

Additionally, the office must

- require the heads of other organizations and offices within the VA to report regularly on customer experience metrics, action plans, and other customer experience improvement efforts;
- collect veteran-derived data to determine satisfaction and for use in policymaking;
- provide strategic guidance and strategies to VA entities for engaging with veterans and beneficiaries;
- assess and advise the VA on the accuracy and helpfulness of websites and customer-facing information of the VA; and
- assess and advise the VA on the status and opportunities for improvement of the customer service efforts of the VA.

The requirements of this bill terminate on September 30, 2028.

The Government Accountability Office must analyze and report on the methodology, effectiveness, and implementation of the VA's approach to improving veteran and beneficiary customer experience and satisfaction.

