

Follow Up eMail from CNAC to National VSO Accredited Claims Representatives
(To be sent about a week after the initial eMail from the VDBC Chair)

Dear National VSO Accredited Claims Representative:

This is a follow up to the email letter you should have received about a week ago from Gen Scott, the Chair of the Veterans' Disabilities Benefits Commission (VDBC). Your email address has been provided to us at The CNA Corporation (CNAC) by the VDBC for purposes of instructing you in how to access and answer a survey of all national VSO accredited claims representatives that we are conducting for the VDBC. The survey findings will be used by the Commission in preparing its report to the President and the Congress regarding the benefits provided to compensate and assist veterans and their survivors for disabilities and deaths attributable to military service.

If you voluntarily agree to participate, you may access the survey by using the internet link provided below. It will take you to a secure website that contains the on-line survey, and uniquely identify you to the website as a national VSO accredited claims representative who is qualified to take the survey. Please note that this link is to be used by you and you alone. Do not share it with a colleague. Your national VSO colleagues will each receive a unique link of their own. Once you complete the survey, the link will be inactivated; however, please keep a copy of the link (or do not delete this email) until you totally complete and submit the survey. This will allow you to re-enter the website and continue answering questions if you did not totally complete the survey during your first session.

Your unique link to the survey website is: <https://www.uniquelink123.cna.org>.

In the unlikely event the link does not take you to the survey website, please contact CNAC at vdbcsurvey@cna.org and let us know. You may also use this email address to ask us any questions you may have about the survey. If you would like to know more about CNAC, please visit our website at <http://www.cna.org>.

Please complete this survey on-line within the next few weeks, but no later than *Month Day*. We estimate that it will only take you about 30-40 minutes to complete.

Your responses to the survey will be recorded on-line and sent electronically to CNAC. Please be assured that only CNAC analysts will have access to your individual responses, will keep them confidential and secure, and will use them for research purposes only. They will not share your individual responses with anyone outside of CNAC, and will only report aggregated results that will not permit the identification of individual respondents.

Thank you for participating in this very important project. Your survey responses, along with those of other accredited VSO representatives, will assist the VDBC to gain a better understanding of how best to compensate and assist our Nation's disabled veterans and their survivors.

Sincerely,
The CNA Corporation