



DEPARTMENT OF VETERANS AFFAIRS  
HEALTH ELIGIBILITY CENTER  
2957 CLAIRMONT RD STE 200  
ATLANTA, GEORGIA 30329-1647

July 24, 2005

In Reply Refer To: 742/002

«TITLE» «FIRST NAME» «MIDDLE NAME» «LAST NAME »  
«STREET ADDRESS»  
«CITY» «STATE» «ZIP CODE»

Dear Veteran:

As a part of our ongoing commitment to improving service, the Department of Veterans Affairs (VA), Health Eligibility Center (HEC), is conducting a survey of veterans, like yourself, who have recently completed the Income Verification Process.

This letter is simply to let you know that you have been selected to participate in this survey. **The survey is completely confidential and will not affect your benefits in any way.** In a few days, you will be receiving the survey in the mail. Please take the time to complete and return the survey when it arrives.

Your help with the survey is very important – the Health Eligibility Center needs to know about your experience so that we can improve the Income Verification Process.

I would like to add how much we appreciate your assistance with this important project. Your participation will help us improve our service to veterans such as yourself in the future. If you have any questions about this request, or need assistance, please call Dennis Boyette toll-free at 1-800-929-VETS (8387) extension 1398. Our hours of operation are from 8:00 a.m. until 5:15 p.m. eastern time, Monday through Friday.

Sincerely,

A handwritten signature in cursive script that reads "Gary M. Baker".

Gary M. Baker  
Director



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June xx, 2005

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Dear Veteran:

Enclosed is the Department of Veterans Affairs (VA), Health Eligibility Center (HEC), survey I wrote to you about recently. We are conducting this survey of veterans, like yourself, who have recently completed the Income Verification Process as part of our ongoing commitment to improving service.

Your answers are very important because you have personal experience with HEC and the Income Verification Process. You were selected as part of a national sample of persons who recently completed the Income Verification Process. Survey findings will be consolidated and reported to HEC and Veterans Health Administration..

**The survey is completely confidential and will not affect your current or future benefits in any way.** While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for any future benefits will not be affected in any way.

**Please remember, that your answers will be completely confidential.** There is no way your answers will be linked to you. Your help with the survey is very important – HEC needs to know about your experience so that we can improve the Income Verification Process. Please take the time to complete and return the survey in the enclosed postage-paid envelope.

I would like to add how much we appreciate your assistance with this important project. Your participation will help us improve our service to you and many other veterans. If you have any questions about this request, or need assistance, please call us toll-free at 1-800-929-VETS (8387) extension 1398. Our hours of operation are from 8:00 a.m. until 5:15 p.m. eastern time, Monday through Friday.

Sincerely,

A handwritten signature in cursive script, appearing to read "Gary M. Baker", is written over a horizontal line.

Gary M. Baker  
Director