

[Generic VA Stationary]

Dear Veteran:

This letter is to request your participation in an important survey on burial benefits offered to veterans and their families. The survey is being conducted by an independent research firm, ICF Caliber, to examine how the current set of VA burial benefits can best serve your future needs. Your survey answers are needed to help us set priorities and guide the future direction of national and state veteran cemeteries.

Instructions on completing the survey are enclosed in the attached letter.

The survey will take approximately XX minutes to complete. Survey responses are kept *strictly confidential* and will only be used to report group-level findings. Providing information on this survey is voluntary; your veteran benefits will not be affected in any way. If you have questions about the survey, please call an ICF Caliber representative at 1-XXX-XXX-XXXX, which is staffed from 9-5pm Eastern Standard Time.

We thank you in advance for your assistance with this important project.

Sincerely yours,

William F. Tuerk
Under Secretary for Memorial Affairs

Daniel L. Cooper
Under Secretary for Benefits

[Assistant Secretary Letterhead]

Dear Veteran:

This letter is to provide instructions on completing the survey on burial benefits. I join Under Secretary Daniel L. Cooper and Under Secretary William F. Tuerk in asking for your assistance with this important project. The survey can be completed in one of two ways:

■ **OPTION 1: WEB-BASED SURVEY**

Web Address: [Add here]
Your Password: [Add here]

■ **OPTION 2: PAPER-BASED SURVEY**

Fill out the enclosed survey using a pencil or pen (black or blue ink). After you have completed the survey, return it in the postage-paid envelope.

Please complete the survey using **one** of the two options. **Please do not complete both the Paper and Web versions.** Thank you in advance for your assistance with this important project.

Patrick W. Dunne