

*T-1 Veteran Survey Reminder Post Card 1:*



**U.S. DEPARTMENT OF VETERANS AFFAIRS  
SURVEY OF VETERAN SATISFACTION WITH  
HOME LOAN GUARANTY PROCESS**

Recently, we asked you to complete an important customer satisfaction survey regarding the **VA Home Loan Program**.

If you have already completed the survey, thank you for your feedback.

If not, please take a few minutes to complete the survey.

▪ **OPTION 1: WEB-BASED SURVEY**

Fill out the Home Loan Survey using the World Wide Web:

- **The Web Address:** [www.VALoanVeteranSurvey.icfcaliber.com](http://www.VALoanVeteranSurvey.icfcaliber.com)
- **Your Password:** XXXXXX

▪ **OPTION 2: PAPER-BASED SURVEY**

Fill out the Home Loan Survey form previously mailed to you using a pencil or pen (black or blue ink). After you have completed the survey, return it in the postage-paid envelope.

If you have questions, please call your Caliber/ICF representative at 1-866-890-2030.

**THANK YOU.**