

T-2 Lender Survey Reminder Post Card 1:



**U.S. DEPARTMENT OF VETERANS AFFAIRS
LOAN GUARANTY SERVICE STAFF**

Recently, we asked you to complete an important on-line 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 on-line survey. Here is the information you need to access the survey:

- **The Web Address:** www.VALenderSurvey.icfcaliber.com
- **Your Password:** XXXXXX

The survey is designed to be taken by the individual at your location who is most familiar with the VA home loan program. If you find you are unable to answer one or more survey items, please seek out the appropriate person in your office to complete those items.

The survey will only take 15 minutes to complete.

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

THANK YOU.