

Dear Veteran or Family Member:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Veterans Benefits Administration (VBA), is conducting a customer satisfaction survey of individuals who have recently used the VA Home Loan Guaranty program to purchase or refinance their homes. VA has asked Caliber/ICF International, an independent, national research organization, to conduct the survey.

You were selected for the survey as part of a national sample of persons who have recently used the VA Home Loan Guaranty program. **Your input is very important to our program, so please take the time to complete the survey.** VA needs to know about your personal experiences, so that policymakers can continually improve the VA Home Loan Guaranty process.

You have the choice to complete the survey either online OR via the enclosed questionnaire. You should complete the survey using ONLY ONE of these formats.

<u>OPTION 1: WEB-BASED SURVEY</u>	<u>OPTION 2: PAPER-BASED SURVEY</u>
<p>Fill out the Survey on the Internet at: <u>www.VALoanVeteranSurvey.icfcaliber.com</u></p> <p>Your Password: XXXXXX</p> <p>Follow the on-screen directions to complete the survey. Once you've completed the survey online, throw the enclosed survey form away.</p>	<p>Fill out the Survey using the enclosed form and a pencil or pen (black or blue ink).</p> <p>After you have completed the survey, simply return it in the postage-paid envelope.</p>

It is important for you to know that your answers will not affect your current or future benefits. While I sincerely urge you to complete the survey, should you decide not to participate, your eligibility for veterans benefits will not be affected in any way. Please also know that **any information you provide on this survey will be confidential**, and will not be linked to you.

Any questions about this survey may be directed to a Caliber/ICF representative toll-free at 1 (866) 890-2030. With your help, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work!

Sincerely yours,

Keith Pedigo
Director, Loan Guaranty Service

P.S. For information regarding VA benefits, please visit VA's homepage at <http://www.va.gov/>.