

Dear Veterans Affairs (VA) Liaison:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA), Loan Guaranty Service, is gathering customer satisfaction feedback from lenders on the VA home loan program. To obtain this feedback, we have developed an on-line customer satisfaction survey. VA has asked Caliber/ICF International, an independent, national research organization, to administer this survey.

Your firm has been selected to participate in this Lender Customer Satisfaction survey. 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.

Your answers are very important because you and your company have personal experience with VA and the LGY program. VA needs to know about your experiences with the program, so that policymakers can continually improve the VA Home Loan Guaranty process. Please complete the survey at your earliest convenience; it should take no more than 15 minutes to complete.

To access this survey, please go to the following web address, use the password provided below, and follow the on-screen instructions to complete the questionnaire:

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

Please be assured that the survey is completely confidential and that your answers will have no bearing on current or future lending opportunities, or on your relationships with VA.

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 to our Nation's veterans who have served our country so well. Thank you for your support of our efforts.

Sincerely yours,

Keith Pedigo
Director, Loan Guaranty Service

P.S. For information on the VA home loan program, please visit our webpage at www.homeloans.gov