

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 are recent Specially Adapted Housing (SAH) program grant recipients. VA has asked Caliber/ICF International, an independent, national research organization, to conduct the survey.

You were selected for the survey because you are among the national sample of persons who have received this grant. **Your input is very important to our program because you have personal experience with VA and the SAH grant.** VA needs to know about your personal experiences, so that we can continually improve our SAH program grant process. Please take the time to complete and return the enclosed questionnaire.

**Please remember, your answers will be confidential.** VA has asked Caliber/ICF, an independent, national research organization, to conduct the survey. Your responses will be kept confidential, and only group statistics will be reported. There is no way your answers will be linked to you.

**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.

If you have questions about this survey or the questionnaire itself, please call a Caliber/ICF representative 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/>*