

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.

About a month ago, we sent you a questionnaire and asked you to participate in our survey effort. You were selected for the survey because you are among the national sample of persons who have received the SAH grant. In case you did not receive or have lost your questionnaire, a replacement survey is enclosed.

If you have already mailed in your completed questionnaire, please do not complete this one. However, if you have not yet replied, I am writing again to request your help in this important study.

Your answers are very important because you have personal experience with the VA and the SAH grant process. We really want to know your experiences – good, bad, or indifferent – because they will help us better understand what parts of the process are working well and what parts need to be fixed.

As a reminder, it is important for you to know that your answers will not affect your current or future benefits. Please also know that **any information you provide on this survey will be confidential**, and will not be linked to you. Again, if you have not yet replied, please take the time to complete the survey.

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/>