

Dear Veteran or Family Member:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs, Veterans Benefits Administration, is conducting a survey of veterans who are eligible to apply for a grant under VA's Specially Adapted Housing program. 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 input is very important to our program. The results of the survey will help VA better understand why some eligible veterans have not yet chosen to use this grant benefit. It will also be used to determine the ways in which we can improve the grant application process. Please take the time to complete and return the enclosed questionnaire.

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 on the SAH benefit, or our other programs, please visit our webpage at www.homeloans.va.gov