

**[REMINDER POSTCARD PRINTED WITH DVA and RAND logo  
OR LETTER WITH FLYER/BROCHURE, 6.7 reading level]**

<DATE>

PLEASE FORWARD. ADDRESS CORRECTION REQUESTED.

Dear <FIRST NAME > <LAST NAME>:

We have been calling you to ask you take part in a 25 to 30 minute telephone interview. We are RAND, an independent research organization, conducting a survey for the DEPARTMENT OF VETERANS AFFAIRS.

**The interview is confidential:**

- We will not connect your answers to your name.
- The interview is checking up on the VA, not on you.

**It is easy:** There are no right or wrong answers.

**It is important:**

- This is your chance to let your experiences be heard.
- This will help the VA improve mental health services for all veterans.

**We will give you \$10 to thank you for your time!**

If you want to do the interview now, or if you have any questions about this evaluation, please call us toll-free at 1-800-XXX-XXXX. Ask to speak with Barbara Levitan, RAND Survey Coordinator, or email [blevitan@rand.org](mailto:blevitan@rand.org). We will be happy to answer any questions you may have about the survey.

Sincerely,

BARBARA LEVITAN  
Survey Coordinator