



[DATE]

Dear Veteran:

As part of its ongoing commitment to improving service, the Department of Veterans Affairs (VA) is gathering feedback from Veterans regarding their recent housing and employment status. You have been randomly selected to participate in this important research from a pool of veterans who have separated from service in the last five years, who may or may not have filed a disability compensation claim.

To gather feedback, we have developed the enclosed survey, which can be filled out in its paper form or taken on-line. VA has asked the independent research firm JD Power & Associates to administer this survey. VA needs your feedback so that policymakers can continually improve service to departing servicemembers. Please complete the questionnaire at your earliest convenience but no later than MONTH XX, 20XX; it should take no more than 15 minutes to complete.

To access this survey on-line, 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: XXXXXX**
- **Your Password: XXXXXX**

If you wish to fill out the survey by hand, simply place it in any post office box once complete. Postage is pre-paid.

**Please be assured that the survey is completely confidential and that your answers will have no bearing on your relationships with VA.** If you have questions about this survey or the questionnaire itself, please call JD Power & Associates at **1-XXX-XXX-XXXX** (toll free).

VA appreciates your assistance with this important project. With your help, we can improve our service to you and all our Nation's veterans who have served our country so well. Thank you for your support of our efforts.

Sincerely,

Mark Bologna  
Director, VA Loan Guaranty Service