



National Personnel Records Center

9700 Page Avenue, St. Louis, Missouri 63132-5100

A SPECIAL REQUEST FROM THE NATIONAL PERSONNEL RECORDS CENTER

Enclosed is our response to a recent inquiry and a brief "Survey of Customer Satisfaction."

After you look at our response, we would deeply appreciate your taking a few additional moments to answer the 10 questions on the survey form and then mail the survey in the postage paid envelope that also is enclosed.

It is very important for us to know what customers think of our service, because it is this kind of information that allows us to correct problems and improve our services. **Your** response to this survey is **especially important** because only a very few of the surveys are enclosed with the thousands of pieces of mail that we send out each week.

We ask that you respond within the next two weeks, to avoid the expense of a follow-up letter.

Please note that we have asked an independent national research organization to conduct the survey so that it will not be possible for us to know how you answered the questions.

Results of the survey will be published on the National Personnel Records Center Web site (<http://www.archives.gov/st-louis/>).

Thank you for your participation!

Sincerely yours,

R. L. HINDMAN
Director
National Personnel Records Center