



DEPARTMENT OF VETERANS AFFAIRS
Regional Office and Insurance Center
Wissahickon Avenue and Manheim Street
P. O. Box 42954
Philadelphia PA 19101

XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXX

In Reply Refer To:
310/292-S
XXXXXXXXXXXXXXXXXX

Dear XXXXXXXXXXXX:

You recently called the Insurance toll-free number and used our automated Interactive Voice Response System to get information about the above referenced government life insurance.

Now we would like to know if we did the best possible job. You can help us by doing the following:

- 1. Fill out the enclosed survey.
- 2. Send it to us in the enclosed envelope. (We've paid for the postage.)

Completing the survey is voluntary, and it will help us improve our service.

If you have any questions and would like us to call you, fill in the box at the bottom of the survey.

Thank you for taking your time to help us. Please return your survey as soon as possible to make sure we can include your responses in the results.

Sincerely yours,

JACQUELINE Y. HOWARD
Chief, Policyholders Services Division

Enclosures
Survey
Postage Paid Envelope

VA GOVERNMENT LIFE INSURANCE
INTERACTIVE VOICE RESPONSE SYSTEM SURVEY

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	
1. The automated instructions were easy to understand and follow.	[]	[]	[]	[]	[]	
2. You were able to quickly access the information you wanted.	[]	[]	[]	[]	[]	
3. The information you accessed was easy to understand.	[]	[]	[]	[]	[]	
4. You were able to get the information you wanted without needing to speak to a representative.	[]	[]	[]	[]	[]	
5. You received the information you asked the system to mail to you.	[]	[]	[]	[]	[]	[] N/A
6. We quickly replied to your voice message.	[]	[]	[]	[]	[]	
7. You would use the Interactive Voice Response System again.	[]	[]	[]	[]	[]	
8. Overall quality of service was good.	[]	[]	[]	[]	[]	
9. Our service was good when compared with other life insurance companies.	[]	[]	[]	[]	[]	[] No other insurance
10. How can we improve our service?						



Complete This Section *ONLY* If You Would Like Someone
To Call You About This Insurance



Yes, I would like an Insurance Representative to call me about my recent request.

Name: _____ Daytime Phone Number: _____

Insurance File Number: _____ Best time to call during the day: _____

Privacy Act Information: The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U.S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.576(b). Disclosure of information involves releases of statistical data and other non-identifying data for the improvement of services within the VA benefits processing system and associated administrative purposes. If you have comments regarding this burden estimate or any aspects of this collection of information, call 1-800-827-1000 for mailing information on where to send your comments.

Public Reporting Burden Statement: VA may not conduct or sponsor, and respondent is not required to respond to this collection of information unless it displays a valid OMB Control Number. Public reporting burden for this collection of information is estimated to average 6 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. If you have comments regarding this burden estimate or any other aspect of this collection of information, call 1-800-827-1000.

(MMMMYYYY)(Survey #)

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