

B. COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1. Provide a numerical estimate of the potential respondent universe and describe any sampling or other respondent selection method to be used. Data on the number of entities (e.g. households or persons) in the universe and the corresponding sample are to be provided in tabular format for the universe as a whole and for each strata. Indicate expected response rates. If this has been conducted previously include actual response rates achieved.

During a 12 month period, 480 Beneficiary surveys will be released to insured/beneficiaries.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	308	64%

During a 12 month period, 480 Cash Surrender surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	302	63%

During a 12 month period, 480 Correspondence surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	270	56%

During a 12 month period, 480 Insurance Claims surveys will be released to insured/beneficiaries.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	257	54%

During a 12 month period, 480 IVR Policy Service surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	188	39%

During a 12 month period, 480 Missing Check surveys will be released to insured/beneficiaries.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	318	94	30%

During a 12 month period, 480 Policy Loan surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	247	51%

During a 12 month period, 480 S-DVI Application surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	197	41%

During a 12 month period, 480 Waiver surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	257	46%

During a 12 month period, 480 VMLI surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	381	166	44%

During a 12 month period, 480 Telephone ICD surveys will be released to insured/beneficiaries.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	303	63%

During a 12 month period, 480 Telephone Policy Service surveys will be released to insured.

	To Be Contacted	Actual Response (Number)	Expected Response (Percent)
Mail Survey	480	241	50%

2. Describe the procedures for the collection of information, including:

- **Statistical methodology for stratification and sample selection**

The population from which this sample was drawn from is insured veterans/beneficiaries.

- **Estimation procedure**

The Insurance customer survey was developed by the Insurance Service and approved by a VBA survey research specialist. We will survey 40 randomly selected veterans and beneficiaries per month for each of the Insurance end products.

- **Degree of accuracy needed**

We will survey 40 randomly selected veterans and beneficiaries per month for each of the Insurance end products. The sample size is 95% confidence level with a 3% error tolerance rate.

- **Unusual problems requiring specialized sampling procedures**

No unusual problems requiring specialized sampling procedures.

- **Any use of less frequent than annual data collection to reduce burden**

N/A

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield “reliable” data that can be generalized to the universe studied.

To maximize response rates, a cover letter is released with the survey explaining how the response will help improve service to all our insured veterans. The response rate was determined by reviewing the most recent statistical data. There are no ways to improve response rate. The nonresponses are not included in the sample.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.

No testing of procedures or methods has been done as these surveys are new.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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