



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 corresponded with our office concerning 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.)

This survey is voluntary; however completing it will help us improve our service.

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.

If you have any questions about your insurance policy, then please feel free to contact us.

Sincerely yours,

JACQUELINE Y. HOWARD
Chief, Policyholders Services Division

Enclosures
Survey
Postage Paid Envelope

VA GOVERNMENT LIFE INSURANCE
CORRESPONDENCE SURVEY

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>No Other Insurance</i>
1. Our response to you was understandable.	[]	[]	[]	[]	[]	
2. Our response was courteous.	[]	[]	[]	[]	[]	
3. We fully answered your question(s).	[]	[]	[]	[]	[]	
4. The reply from us was provided in a timely manner.	Yes []				No []	
5. The overall quality of our service was good.	[]	[]	[]	[]	[]	
6. Our service was good when compared with other life insurance companies.	[]	[]	[]	[]	[]	[]

7. How can we improve our service?

(MMMMYYYY)(Survey #)