

## **DEPARTMENT OF VETERANS AFFAIRS**

Regional Office and Insurance Center Wissahickon Avenue and Manheim Street P. O. Box 7208 Philadelphia PA 19101

XXXXXXXXXXXXXX
XXXXXXXXXXXXX
XXXXXXXXXXXXX
XXXXXXXXXXXXX

In Reply Refer To: 310/295-S XXXXXXXXXXXXXXXX

## Dear XXXXXXXXXXXXX:

We are sorry for your recent loss. We processed your claim for government life insurance and 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,

JOE TOMASELLI Chief, Insurance Claims Division

Enclosures Survey Postage Paid Envelope

## VA GOVERNMENT LIFE INSURANCE CLAIM SURVEY

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Other Insurance
1. It was easy to claim the insurance.	[ ]	[ ]	[ ]	[]	[ ]	
Instructions to claim the insurance were clear.	[ ]	[]	[]	[]	[ ]	
Our communications were understandable.	[ ]	[ ]	[]	[ ]	[ ]	
4. Our communications were courteous.	[ ]	[ ]	[ ]	[]	[ ]	
5. Your payment was received in a timely manner.	[ ]	[ ]	[ ]	[]	[ ]	
6. The amount of payment was clearly explained.	[ ]	[ ]	[ ]	[]	[ ]	
7 The overall quality of our service was good.	[]	[]	[]	[]	[]	
8. Our service was good when compared with other life insurance companies.	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
9. How can we improve our service?						
			(MMMM Y	YYY) (s	urvey #)	

**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. (OMB Approval No. 2900-0569)