

DEPARTMENT OF VETERANS AFFAIRS

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

 In Reply Refer To 310/295-S XXXXXXXXXXXX

We recently processed your request relating to the government life insurance policy shown above.

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,

JOE TOMASELLI Chief, Insurance Claims Division

Enclosures Survey Postage Paid Envelope

VA GOVERNMENT LIFE INSURANCE ACCOUNT SURVEY

1. I contacted the VA insurance Center to.	[] request a change of address. [] request a direct deposit action. [] request information on this account.					
	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Othe Insuranc
2. Contacting us with your request was easy.	[]	[]	[]	[]	[]	
3. We took the action as requested.	[]	[]	[]	[]	[]	
We completed your request in a timely manner.	[]	[]	[]	[]	[]	
5. Our communications were understandable.	[]	[]	[]	[]	[]	
6. Our communications were courteous.	[]	[]	[]	[]	[]	_
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?						

MMMMYYYY (survey #)