



**DEPARTMENT OF VETERANS AFFAIRS**  
**Regional Office and Insurance Center**  
**Wissahickon Avenue and Manheim Street**  
**P. O. Box 7208**  
**Philadelphia PA 19101**

XXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXX

In Reply Refer To:  
310/295-S  
XXXXXXXXXXXXXXXXXX

Dear XXXXXXXXXXXX:

We recently spoke to you on the telephone concerning the above referenced government life insurance policy. We express our sympathy for your loss.

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.)

The 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  
TELEPHONE SERVICE SURVEY  
(Insurance Claims)

	<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. It was easy to get through to a telephone representative.	[ ]	[ ]	[ ]	[ ]	[ ]	
2. Our telephone representative was courteous.	[ ]	[ ]	[ ]	[ ]	[ ]	
3. Our telephone representative listened to your question(s) or concern(s).	[ ]	[ ]	[ ]	[ ]	[ ]	
4. Our telephone representative gave you the information you needed.	[ ]	[ ]	[ ]	[ ]	[ ]	
5. If you were promised follow-up action, it was done quickly.	[ ]	[ ]	[ ]	[ ]	[ ]	
6. If you were promised follow-up action, it was done accurately.	[ ]	[ ]	[ ]	[ ]	[ ]	
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?

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(MMMM YYYY)(Survey #)