



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

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

In Reply Refer To
310/295-S
CXXXXXXXXXX

Dear XXXXXXXXXX :

We recently processed a request concerning Veterans' Mortgage Life Insurance (VMLI). 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
 VETERANS' MORTGAGE LIFE INSURANCE (VMLI) SURVEY

1. I contacted the VA Insurance Center to: apply for VMLI.
 request information on this account.

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>	<i>Not Applicable</i>
2. It was easy to apply for VMLI.	[]	[]	[]	[]	[]	[]
3. Instructions on the VMLI application were understandable.	[]	[]	[]	[]	[]	[]
4. Contacting us with your request was easy.	[]	[]	[]	[]	[]	[]
5. We took the action as requested.	[]	[]	[]	[]	[]	[]
6. We completed your request in a timely manner.	[]	[]	[]	[]	[]	[]
7. Our communications were understandable.	[]	[]	[]	[]	[]	[]
8. Our communications were courteous.	[]	[]	[]	[]	[]	[]
9. The overall quality of our service was good	[]	[]	[]	[]	[]	[]

10. How can we improve our service?

MMMMYYYY (survey #)