



# National Personnel Records Center

Military Personnel Records

1 Archives Drive, St. Louis, Missouri 63138

## A SPECIAL REQUEST FROM THE NATIONAL PERSONNEL RECORDS CENTER

Enclosed is our response to a recent inquiry and a brief "Survey of Customer Satisfaction."

After you look at our response, we would deeply appreciate your taking a few additional moments to answer the 10 questions on the survey form and then mail the survey in the postage paid envelope that also is enclosed.

It is very important for us to know what customers think of our service, because it is this kind of information that allows us to correct problems and improve our services. **Your** response to this survey is **especially important** because only a very few of the surveys are enclosed with the thousands of pieces of mail that we send out each week.

We ask that you respond within the next two weeks, to avoid the expense of a follow-up letter.

Please note that we have asked an independent national research organization to conduct the survey so that it will not be possible for us to know how you answered the questions. Also, *if you are a frequent customer*, you may receive surveys attached to other responses. Every survey is significant. Please help us do better by responding to every survey that you receive.

**Thank you for your participation!**

Sincerely yours,

Scott A. Levins  
Director  
National Personnel Records Center