



Committed to the future of rural communities.

**United States Department of Agriculture**  
Rural Development  
Centralized Servicing Center (FC-25)  
4300 Goodfellow, Bldg 105E, St. Louis, MO 63120

Dear Homeowner:

USDA is dedicated to providing you with the highest quality customer service. The attached survey gives you an opportunity to provide us with your opinion about our service of your mortgage loan. We will use the results of this survey to improve the quality of our service to you.

This survey is being sent to customers of USDA Rural Development, Centralized Servicing Center (CSC) in St. Louis, Missouri. Please take a few minutes to give us your valuable opinion.

We have asked an independent market research firm, XXXXXXXXXXXXXXX, to tabulate the completed surveys and provide the results to CSC. Your name will not be used in analyzing the results of the survey. All responses to this survey will be handled with utmost care and confidentiality. Information obtained through this survey will not be exchanged with or sold to any third parties.

Please return the completed survey within ten days to XXXXXXXXXXXXXXX using the attached postage paid envelope.

Thank you in advance for your participation in this Customer Satisfaction Survey.

Sincerely,

Administrator  
Rural Housing Service

Enclosure