

Dear Servicemember, Veteran, or Surviving Spouse:

Recently, we sent you a postcard asking you to complete a survey online about your experience with VA home loan benefits. This important survey is being administered for the Veterans Benefits Administration by J.D. Power and Associates.

As a reminder, your participation in this survey is voluntary and your information will be kept private to the extent of the law.

If you have already completed the survey, thank you for your feedback.

If not, please take a few minutes to complete and return the enclosed paper survey or complete the survey online at [www.voiceoftheveteransurvey.com](http://www.voiceoftheveteransurvey.com). To access the online survey, please enter the access code printed on the upper right-hand corner of the enclosed survey.

Any questions about this survey should be directed to a J.D. Power and Associates representative at **877-774-5372** (toll-free) or by e-mail at [VeteransAffairs@jdpa.com](mailto:VeteransAffairs@jdpa.com). To access the J.D. Power and Associates Privacy Notice, please visit <http://businesscenter.jdpower.com/privacy.aspx>.

I sincerely urge you to complete the questionnaire. Your participation will help us continue to improve delivery of VA benefits. Thank you in advance for helping us in this important Voice of the Veteran Customer Satisfaction Survey Initiative!

Sincerely,

Under Secretary for Benefits

P.S. For information about VA benefits, I invite you to visit our VA Home Page on the Internet at <http://www.va.gov>. I also encourage you to visit [eBenefits.va.gov](http://eBenefits.va.gov), and register to obtain a user account.