



# Federal Emergency Management Agency

c/o J & E Associates, Inc.  
Customer Service Survey Contractor  
8601 Georgia Avenue, Suite 206  
Silver Spring, MD 20910

January 28, 2021

«FST\_NM» «LAST\_NM» «DSTR\_NR»  
«CUR\_ADR\_STRT\_NM»  
«CUR\_ADR\_CITY\_NM», «CUR\_ST\_CD» «CUR\_ZIP\_CD»

DEAR «FST\_NM» «LAST\_NM»:

Several weeks ago a questionnaire was sent to you to complete on the services you received from the Federal Emergency Management Agency (FEMA). You were selected to participate in this survey in order to help us find ways to improve FEMA services.

If you have not had the opportunity to complete the survey, we have included another copy and a postage paid envelope for your convenience. The information you provide is valuable and will help FEMA improve services offered to those affected by disasters.

Your answers are completely confidential and will **not** be connected in any way to your application for assistance. If you have any questions or concerns about your application, please call the FEMA Helpline at 1-800-621-FEMA (3362). If you are hearing and/or speech impaired, please call 1-800-462-7585.

Your response is greatly appreciated.

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