



**DEPARTMENT OF VETERANS AFFAIRS  
HEALTH ELIGIBILITY CENTER  
2957 CLAIRMONT RD STE 200  
ATLANTA, GEORGIA 30329-1647**

In Reply Refer To: 742/002

April xx, 20xx

Dear Veteran:

The Department of Veterans Affairs (VA), Health Eligibility Center (HEC), is asking for feedback from veterans, like yourself, who have recently completed the Income Verification Process as part of our ongoing commitment to improving service.

Your answers are very important because you have personal experience with HEC and the Income Verification Process. You were selected as part of a national sample of persons who recently completed the Income Verification Process. Findings will be consolidated and reported to HEC and Veterans Health Administration.

**This questionnaire is private and will not affect your current or future benefits in any way.** While I sincerely urge you to complete the questionnaire, should you decide not to participate, your eligibility for any future benefits will not be affected in any way.

**Please remember, that your answers will be completely private.** There is no way your answers will be linked to you. Your help with the questionnaire is very important – HEC needs to know about your experience so that we can improve the Income Verification Process services. Please take the time to complete and return the questionnaire in the enclosed postage-paid envelope.

I would like to add how much we appreciate your assistance with this important project. Your participation will help us improve our service to you and many other veterans. If you have any questions about this request, or need assistance, please call Dennis Boyette toll-free 1-800-929-VETS (8387). Our hours of operation are from 8:00 a.m. until 5:15 p.m. eastern time, Monday through Friday.

Sincerely,

Tony A. Guagliardo  
Director