



**Rural Development**

Thomas E. Hannah  
Deputy Administrator  
Centralized Servicing  
Center

4300 Goodfellow Blvd.  
FC-2/Bldg. 105  
St. Louis, MO 63120

Voice 314-457-5951  
Fax 314-457-4546

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, xxxxxxxxxxxxxxxxx, 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 xxxxxxxxxxxxxxxxx, using the attached postage paid envelope.

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

Sincerely,

Thomas E. Hannah  
Deputy Administrator  
Centralized Servicing Center

Enclosure

USDA is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (PDF), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).