



## DEPARTMENT OF VETERANS AFFAIRS

### Veterans Benefits Administration

Washington DC 20420

OMB Control Number: 2900-0782—Public Reporting Burden Statement

VA may not conduct, sponsor, or require the respondent to this collection of information unless it displays a valid OMB Control Number. All responses to this collection are voluntary. Public reporting burden for this collection of information is estimated to average 15 minutes per submission, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Failure to furnish the requested information will have no adverse affect on any VA benefits to which you may be entitled.

Dear Servicemember, Veteran, or Surviving Spouse:

The Department of Veterans Affairs (VA) Veterans Benefits Administration is conducting a customer satisfaction survey of Servicemembers, Veterans and surviving spouses who have recently obtained a VA home loan. VA has commissioned an independent research company, J.D. Power and Associates, to administer the survey.

I sincerely urge you to complete the questionnaire. Your feedback will help us continue to improve the delivery of VA benefits to all Servicemembers, Veterans and beneficiaries.

**It is important for you to know that your participation in this survey is voluntary. If you decide to participate, your answers will not affect your current or future benefits. Information will be kept private to the extent of the law. Any information that you provide on this questionnaire is confidential and will not be linked to you.**

Please complete and return the enclosed paper survey or complete the survey online. By participating in this survey you will be adding greatly to our understanding of the opinions of Servicemembers, Veterans and beneficiaries regarding the VA application process.

To complete the online survey, please visit the website below. Use the unique password printed below in order to access the survey.

[www.voiceoftheveteransurvey.com](http://www.voiceoftheveteransurvey.com)

Password: [VARIABLE]

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. To access the J.D. Power and Associates Privacy Notice, please visit <http://businesscenter.jdpower.com/privacy.aspx>.

Thank you in advance for helping us in this important Voice of the Veteran Customer Satisfaction Survey Initiative!

Sincerely,

Danny Pummill  
Acting 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.