

Board of Veterans' Appeals **Call Center Satisfaction Survey FAQ**

1. Q: What's the purpose of this study?

A: The purpose of the Board of Veterans' Appeals Call Center Satisfaction Study is to determine ways the Board of Veterans' Appeals can improve the level of service provided to Veterans through their call center. The data gathered will be useful in improving the current processes and technology systems, as well as improving training for call center representatives. If you have any questions about the study, you may contact a J.D. Power and Associates representative at 877-774-JDPA (877-774-5372) (toll-free).

2. Q: Who is the Board of Veterans' Appeals?

A: The Board of Veterans' Appeals is the segment of the Department of Veterans' Affairs that is responsible for reviewing benefit claims determinations made by local VA offices and issuing decisions on appeals. . For more information about the Board of Veterans' Appeals, please visit their website at www.bva.va.gov, or call them toll-free at 1-800-923-8387.

3. Q: Who is J.D. Power and Associates?

A: J.D. Power and Associates is an independent marketing research firm with expertise and knowledge of best-in-class call center practices. The Board of Veterans' Appeals contracted J.D. Power and Associates to conduct this study on their behalf. For more information about J.D. Power and Associates, please visit our website at: www.jdpower.com, call 877-774-JDPA (877-774-5372) (toll-free), or email us at BoardofVeteransAppeals@jdpa.com.

4. Q: Will my responses during this interview remain confidential?

A: Yes, your responses during this interview will remain completely confidential and will not affect your eligibility for current or future benefits. The answers you provide will not be linked to your name or contact information.

5. Q: How do I know this is not a scam?

A: You may contact the VA toll free at 1-800-923-8387 for more information and to confirm the legitimacy of this study.

6. Q: How did you get my name and phone number?

A: The Board of Veterans' Appeals collected your name and phone number during your recent phone call. Your contact information will only be used for the purpose of gathering data for this study. If you have any questions or concerns, you may contact the Board of Veterans' Appeals toll free at 1-800-923-8387.

7. Q: How can I obtain a copy of the results of this study?

A: For questions about the results of this study, you may contact the Board of Veterans' Appeals toll free at 1-800-923-8387.

8. If respondent is angry and begins to vocalize their displeasure about your call or VA. Please say:

A: Sir/Ma'am, I understand you're frustrated, but the Board of Veterans' Appeals is committed to improving the quality of the service you receive. The research we are conducting today will help measure and track the effectiveness of initiatives in place. May I continue?

9. If respondent is someone who "called the Board of Veterans' Appeals on behalf of a Veteran" and they do not think they can answer a question because they did not request the appeal: Please say:

A: Please answer on behalf of the person requesting the appeal.