

Dear Veteran or Family Member:

As part of its ongoing commitment to improve service, the Department of Veterans Affairs (VA), Veterans Benefits Administration is conducting a customer satisfaction survey of Veterans or their family members who have recently applied for pension or dependency and indemnity compensation (DIC) benefits. VA has commissioned an independent research company, J.D. Power and Associates, to administer the survey.

Your input about your recent experience applying for VA benefits is critical to our efforts to improve the quality of service we provide.

**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.**
- **If you decide not to participate, your eligibility for VA benefits will not be affected in any way.**
- **Information will be kept private to the extent of the law. Any information you provide on this questionnaire is confidential and will not be linked to you.**

The survey should only take approximately 10-15 minutes to complete. For your convenience, you may complete and return the survey in the enclosed postage-paid envelope.

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@jdp.com](mailto:VeteransAffairs@jdp.com). To access the J.D. Power and Associates Privacy Notice, please visit <http://businesscenter.jdp.com/privacy.aspx>.

I sincerely urge you to complete the questionnaire. Your participation will help us continue to improve delivery of VA benefits. Thank you in advance for helping us in this important Voice of the Veteran Customer Satisfaction Survey Initiative!

Sincerely,

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.