

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 Servicemembers, Veterans, or 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.

Your input 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. 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.

You may complete the survey via the Internet at [www.voiceoftheveteransurvey.com](http://www.voiceoftheveteransurvey.com).

To begin the Internet survey, please use your unique access code printed above your name on the front of this postcard.

If you have any questions about the survey, please call a J.D. Power and Associates representative at 877-774-5372 (toll-free) or by e-mail at [VeteransAffairs@jdpa.com](mailto:VeteransAffairs@jdpa.com).

**THANK YOU.**