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OMB Control No. 2900-0782

U.S. DEPARTMENT OF VETERANS AFFAIRS LOAN GUARANTY ENROLLMENT SATISFACTION

Recently, we sent you a letter asking you to complete a survey online about your experience with VA home loan benefits. This important survey is being administered for the Veterans Benefits Administration by J.D. Power and Associates.

Your feedback is vital and will contribute to VA's efforts to improve the level of service that Veterans receive.

If you have already completed the survey, we thank you for your feedback. If not, please take a few minutes to complete and return the paper survey or complete the survey online.

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

www.voiceoftheveteranssurvey.com

Password: [VARIABLE]

The survey should only take approximately 10-15 minutes to complete.

Your participation in this survey is voluntary and your information will be kept private to the extent of the law.

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@jdp.com

THANK YOU IN ADVANCE FOR YOUR PARTICIPATION.