



# Federal Emergency Management Agency

c/o J & E Associates, Inc.  
Customer Service Survey Contractor  
8601 Georgia Avenue, Suite 206  
Silver Spring, MD 20910

September 7, 2007

«FST\_NM» «LAST\_NM» «DSTR\_NR»  
«CUR\_ADR\_STRT\_NM»  
«CUR\_ADR\_CITY\_NM», «CUR\_ST\_CD» «CUR\_ZIP\_CD»

DEAR «FST\_NM» «LAST\_NM»:

The Federal Emergency Management Agency (FEMA) is interested in knowing how well your disaster housing needs were met. We have contracted with J & E Associates, a survey research firm, to conduct a customer satisfaction survey.

Your opinion about your experience with FEMA will help us improve the services offered to those affected by future disasters. We chose you from hundreds of people who have contacted FEMA for disaster assistance. Your answers will remain confidential and will **not** be connected in any way to your application for assistance.

Every survey is important, so please take a few minutes to complete and return this survey as soon as you receive it. We have provided a postage paid envelope for your convenience.

Sending other documentation related to your application with this survey may delay action on your case. If you have any questions or concerns about your application for assistance, please call the FEMA Helpline at 1-800-621-FEMA (3362). If you are hearing and/or speech impaired, please call 1-800-464-7585.

Thank you for your time.

Federal Emergency Management Agency