

EMAIL SUBJECT LINE: "VBA Call Center experience survey (2 minutes)"

VA



U.S. Department  
of Veterans Affairs

OMB Number: 2900-0770  
Expiration: 09/30/2020  
Estimated Burden: 2 minutes

## Your opinion matters

Thank you for the opportunity to serve you. Please tell us about your recent experience with the VBA Call Center.

Dear Sara Smith,

We care about your experience with VA. Please take this [two-minute survey](#) to let us know how we are doing. The more information you share with us, the better we can serve you.

[Take Our Survey](#)

Thank you,

### Veterans Experience Office

Department of Veterans Affairs

The Veterans Crisis Line provides free, confidential support for Veterans and their families and friends in crisis. Dial 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7 (System of Records Notice VA158VA10NC5). Visit <https://www.veteranscrisisline.net> for more information.

Additionally, the National Call Center for Homeless Veterans (NCCHV) provides free, confidential support for Veterans and their family members and friends who are homeless or at risk of homelessness. Veterans can either call or chat online with the National Call Center for Homeless Veterans where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week. Dial 1 (877) 424-3838 or visit <https://www.va.gov/HOMELESS/> to receive confidential support.

Please do not reply to this email - it is unmonitored.

If you wish to share your feedback, please do so by August 03, 2018 at 12:35 AM.

You received this email because you provided your email address to VA. If you would like to opt out from receiving future surveys, please click below.

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This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of two minutes to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services to which you may currently be receiving. By filling out this survey, you are authorizing VA database access to retrieve veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>.

EMAIL SUBJECT LINE: "Tell us about your recent VBA Call Center experience"

VA



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of Veterans Affairs

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## Your feedback is important to us

Dear John Smith,

VA constantly strives to provide excellent service. Please let us know how we are doing by taking a [two-minute customer survey](#) regarding your recent experience with the VBA Call Center.

[Take Our Survey](#)

Thank you,

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**EMAIL SUBJECT LINE:** "Unmonitored Automated Email: Department of Veterans Affairs"

OMB Number: 2900-0770

Expiration: 09/30/2020

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Department of Veterans Affairs

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