

**\* Please enter your unique Request Number below.**

**(Your Request Number can be found in your NPRC Response Letter. Your Request Number starts with a single digit and is followed by a hyphen and 11 more digits. Enter your Request Number as shown: "2-00070074008.")**

**\* Please select the FIRST letter of the Veteran's FIRST Name below.**

**Note: The FIRST letter of the First Name of the Veteran must be selected from below and will be used as a cross-check to validate the Request Number.**

***Please share with NPRC your opinion about the service you received from us in response to a current request for records or information. Please answer all questions to the best of your ability. If an item does not apply, or if you do not have an opinion, leave it blank.***

**\* Are you (please select one of the following from below that best describes you):**

- Veteran/Retiree (Requested your own information/record)**
- Next of Kin (Requested deceased's record/information)**
- Commercial (Paid) Researcher/Company**
- State/County Veterans Service Officer (VSO)**
- City/County/State/Federal Court official**
- Law Enforcement official (FBI, Police, Sheriff, etc.)**
- Senate/Congressional staff**
- Private Citizen (FOIA Request)**
- Media Member (Reporter, News staff, etc.)**
- Medical Facility Staff (Hospital, Clinic)**
- Military Service Department staff**
- Other (please specify)**

**The primary duties of NPRC's Military Personnel Records Facility are to perform the following tasks upon request, to the best of our abilities within the limits of law and Department of Defense Regulations:**

- **Provide official copies of documents from the Veteran's Service or Medical records**
- **Provide information extracts from Veteran's Service or Medical records**
- **Perform limited document corrections in the Veteran's official record**
- **Refer requests to the proper agency if we do not have the record in our holdings or if the request is beyond what we are authorized to perform**
- **Provide a means for the Veterans or Next-of-Kin to order replacement service Medals or Awards**
- **Performing these tasks in an accurate and timely manner**

**Which method did you use to submit your request to NPRC?**

- I filled out a records request form, i.e. Standard Form 180 (SF-180).**
- I used your on-line tool, through the National Archives website (eVetRecs).**
- I wrote a letter.**
- I paid a private company or individual to obtain the records on your behalf.**
- Other (please specify).**

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**If you submitted your request using the Standard Form 180 (SF-180) request form, was the process easy?**

- It was easy
- It was not easy, it took some effort to figure out

**Where did you obtain the Standard Form 180?**

- Online Government Website (archives.gov, etc)
- Real Estate Agent
- State or County Veteran Service Office
- Military Organization (VFW, etc.)
- State Government Agency
- Funeral Home
- Lawyer
- Friend, Relative, Other Veteran
- College (Educational Institution)
- Employer
- Other (please specify)

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**If you submitted your request using our on-line tool (eVetRecs), was the process easy?**

- It was easy**
- It was not easy, it took some effort to figure out**
- It was difficult, you need to find a way to simplify it. I think you should:**

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**If you had paid a private company or individual to obtain the record on your behalf instead of using our service, which is free to most requesters, what was your reason?**

- It was easier than requesting for it from NPRC directly**
- I needed it in a hurry and they promised fast response time**
- I didn't know NPRC's services are usually free to most requesters**
- I searched for directions on-line and the web results lead me to the company/individual**
- Other reason (please specify):**

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**Considering our primary duties listed above, how satisfied are you with the overall service we have provided you?**

- Highly Satisfied** (NPRC greatly exceeded my expectation)
- Satisfied** (NPRC exceeded my expectation)
- Neutral** (NPRC met my expectation)
- Dissatisfied** (NPRC did not meet my expectation)
- Highly Dissatisfied** (NPRC failed to meet my expectation)

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**If your answer to the previous question is "Dissatisfied" or "Highly Dissatisfied", please help us understand where we have failed to meet your needs by selecting the reason below that best describes the error we made. If reason is not shown, please explain in the provided space below.**

- We did not address everything you've requested
- We sent you wrong or incomplete information
- We sent you documents that are illegible/unreadable
- We referred you to the wrong agency/office
- We sent you information that belonged to someone else
- Other (please specify):

**Remember that we will not contact you regarding the specific feedback that you left for us here, but please call our Customer Support line at 314-801-0800 and we'll do our best to rectify the situation.**



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**If we did not address everything you've requested, did we explain the reason in our response letter?**

- Yes, there was an explanation provided.**
- Yes, there was an explanation provided, but I am not satisfied with the outcome.**
- No explanation was provided.**

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**Contact with NPRC to check on the status of your request:**

- I called the Customer Service line.**
- I used the Status Request web page.**
- I did not contact NPRC to check on the status of my request.**

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**How many times did you call the Customer Service line to check on the status of your request? (Please enter a numerical value below.)**

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**How many times did you use the Status Request webpage to check on the status of your request? (Please enter a numerical value below.)**

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**If you contacted us by phone through the Customer Service line, please tell us about your experience:**

	Highly Agree	Agree	Neutral	Disagree	Highly Disagree
<b>It was easy to reach us by phone:</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Our Customer Service Representative was courteous and professional towards you:</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>We addressed all of your questions/concerns:</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>You were satisfied with the overall phone experience:</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

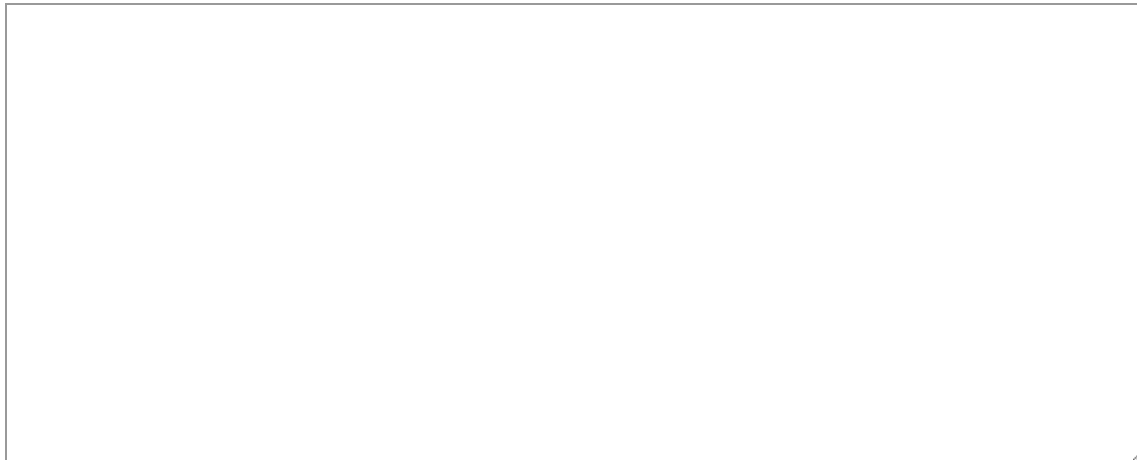
**With regards to the response letter or package we sent you, would you consider our response time to be:**

- Faster than you've expected.
- As expected.
- Slower than you've expected.

**If you've requested the DD 214 or equivalent document, we would have affixed them with a raised seal. Do you find this additional feature useful and necessary?**

- Yes, raised seal copies are needed for my purpose.
- No, it doesn't make any difference to me, just as long as I received a copy.

**If you could make one change that would improve the way NPRC handles requests for records or information, what would that be?**



**The space above is for comment only. Please do not ask a question here or request additional assistance regarding the current request. If you need additional assistance regarding NPRC's response to the request, please contact our Customer Service Staff at 314-801-0800.**

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OMB Control No. 3095-0070. Expires 1/31/24