

## Russell, Effie L

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**From:** FHA Survey  
**Sent:** Thursday, October 28, 2021 1:09 PM  
**Subject:** SURVEY: HUD/FHA Customer Service Experience - SAMPLE SURVEY

Dear FHA Client,

You recently contacted the Federal Housing Administration's FHA Resource Center - either by telephone (1-800-CALLFHA) or by email ([answers@hud.gov](mailto:answers@hud.gov)). We are very interested in obtaining your feedback on the quality of that experience. We are asking you to assist us in improving our customer service by taking just a couple minutes to respond to a quick nine question survey using the link provided below. Please know that your decision to respond to this survey and any feedback you provide will be anonymous.

FHA is committed to improving the service provided to our clients and your participation in this survey is a key part of that effort.

**[Place link for Sales Force Survey Here](#)**

Sincerely,

FHA Customer Service Team

*NOTE: Responding to this survey is voluntary and completely anonymous. No personal information is collected or maintained in conjunction with your response to this survey. HUD obtained approval to conduct this survey from the Office of Management and Budget under control number 2511-0001. That authority expires on 9/31/2024. HUD may not collect this information, and you are not required to respond, after that expiration date. According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The time required to complete this information collection is estimated to average 2 minutes. All responses to this collection of information are voluntary. If you have comments or concerns regarding this collection, please contact HUD's Customer Experience team at [CX@hud.gov](mailto:CX@hud.gov).*