

The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the **Veterans Crisis Line**: Dial 988 (Press 1) or 1 (800) 273-8255 (Press 1), text 838255, or visit <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the **National Call Center for Homeless Veterans (NCCHV)** by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

Help us serve you better.

Your opinion matters. We care about your time with VA. Please take this survey to let us know about your experience. The more information you share with us, the better we can serve you.

This voluntary survey should take you approximately 3 minutes to complete.

- Customer First Name **\*required**
- 2. Customer Last Name **\*required**
- 3. City **\*required**
- 4. State **\*required**
- 5. Zip Code **\*required**
- 6. Primary / Cell Phone (include area code) **\*required**
- 7. Email Address **\*required**
- 8. What services are you interested in receiving information about?** (Select all that apply)

**(VBA)** File a new or increase claim for service-connection; obtain claim status for a previously filed claim; general counseling on claims for service-connection.

**(VHA)** Explore healthcare eligibility and enrollment, schedule health care appointments, speak to a patient advocate, and obtain general healthcare information and assistance on billing, Caregiver support, Care in the Community questions and referrals.

**(NCA)** Obtain information on Burial and Memorial Services such as Military Honors, location of Veteran burial, grave markers, burial reimbursement, pre-need eligibility for burial. Determine if you or your partner qualify for burial in a VA National Cemetery.

**(Community Services)** Obtain information on community services such as employment, housing, pro- bono legal assistance, temporary financial assistance, food supplementation, faith services, family support, and education.

**(State Benefits)** Explore the many state benefits available to qualified Veterans: Fishing and Hunting license discounts, tuition waivers, employment assistance, reduced or no real property taxes, free license plates and vehicle registration.

**Other**

[Privacy Policy](#)

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 may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans.

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 3 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 which you may currently be receiving. 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>. Information gathered will be kept private to the extent provided by law. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to [Vets-Experience@va.gov](mailto:Vets-Experience@va.gov). VA will not disclose your personal information to third parties outside VA without your consent or when immediately responding to an expressed concern or need for immediate information or resources.