

NAME

ADDRESS

CITY, STATE, ZIP

Dear «name»:

On behalf of the Department of War, please let me again express our sincere condolences on the loss of your loved one. Our desire is to improve support and assistance to families like yours who have suffered such a tragic loss. To improve support, we request your feedback through participation in a survey to measure the effectiveness, strengths and weaknesses of our services.

Participation is voluntary and it should take only 30 minutes to complete the survey. Responses are confidential and will be combined with responses from other participants, then reported to senior leadership, along with recommendations on how we might better serve families. Names and other identifying information will not appear in any report or data file available to the Department of War or outside research group.

This survey will be conducted telephonically through Military OneSource. If you would like to schedule a preferred date and time to participate in the survey or do not want to participate and want your name removed from the mailing list, please contact us at Survivorsurveyappointments@militaryonesource.com or by telephone at 571-388-5445. If we do not hear from you, anticipate a phone call next month.

We greatly appreciate your consideration in participating in this important survey which will help ensure we provide the very best support possible to families during the most tragic time of their lives. In the meantime, I've attached a list of your respective Service Gold Star and Surviving Family Member Liaisons should you need immediate assistance.

Sincerely,

Deborah S. Skillman

Director

Casualty, Mortuary Affairs, and Military

Funeral Honors

Office of the Deputy Assistant Secretary of War

(Military Community and Family Policy)