

**VA****U.S. Department  
of Veterans Affairs**

# News Release

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## **VA Life Insurance Program Scores High in Veteran Satisfaction**

WASHINGTON – VA’s Life Insurance Program received a strong customer satisfaction score of 81 on a scale of 100 from the American Customer Satisfaction Index (ACSI), an independent survey that scores customer satisfaction for more than 300 private companies and federal and local government agencies.

“VA is proud of the excellent service provided by its dedicated Insurance Program employees and the recent ACSI results they achieved,” said Secretary of Veterans Affairs Robert A. McDonald. “As part of our MyVA transformation effort, we will use the feedback from the survey to continue to build upon our strong customer service performance and further enhance the experience of the Veterans we work hard to serve every day.”

The objective of the survey is to measure customer satisfaction and identify the critical factors related to improved customer satisfaction. The customer service index score of 81 is well above the government average of 64, and higher than the private life insurance industry average score of 77. The final score is based on favorable responses to questions of customer satisfaction compared to customer expectations.

In total, nine distinct services were surveyed, including Telephone Service, Requests for Policy Loans and Cash Surrenders, Correspondence, Waiver-of-Premium Decisions, Beneficiary Claims and Designations, and new Life Insurance Applications.

As part of its mission to serve Servicemembers, Veterans, and their families, VA’s Life Insurance Program provides individuals with the peace of mind that comes with knowing their family’s financial security is protected, given the extraordinary risks involved in military service. VA provides more than \$1.3 trillion in coverage and insured 6.4 million Servicemembers, Veterans, and their families in fiscal year 2015.

For more information concerning VA’s Insurance Program, go to <http://www.benefits.va.gov/insurance/index.asp>.

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