



V SIGNALS PACT ACT SURVEY ANALYSIS

Veterans Experience Office

NOVEMBER 15, 2022



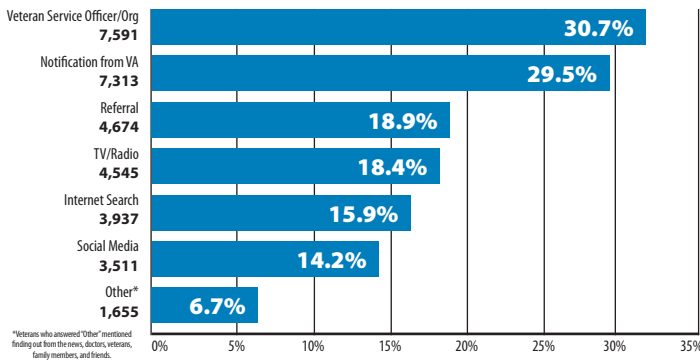
SUMMARY

Emailed to **117,800** Veterans who filed a PACT Act claim to understand how they learned about the PACT Act, what their experience was with filing a claim, and other sentiments of initial filers.

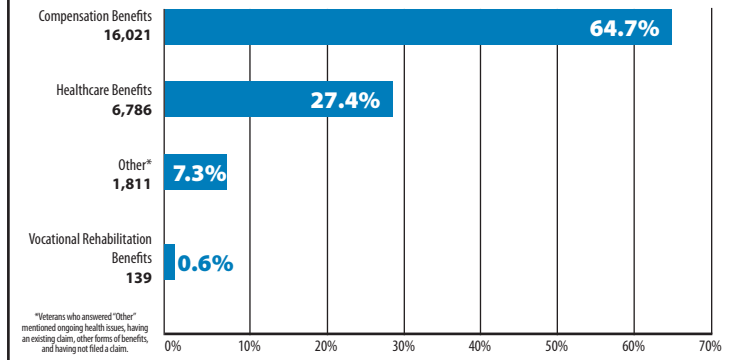
24,757 responses between 11/3/22 - 11/15/22.

21% response rate.

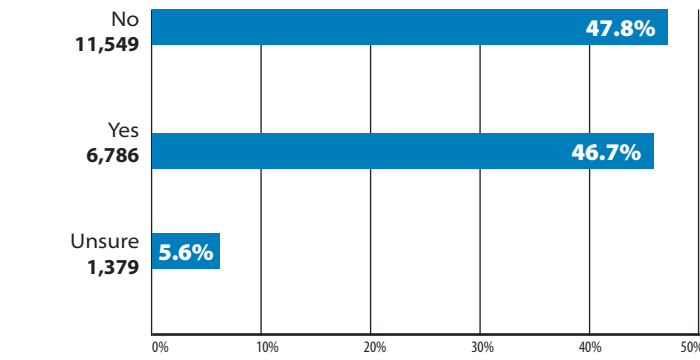
How did you find out about the opportunity to file your PACT Act claim? (Select all that apply)



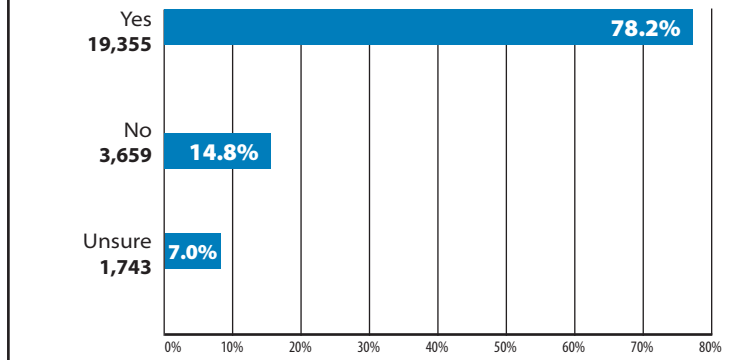
What motivated you to file the PACT Act claim?



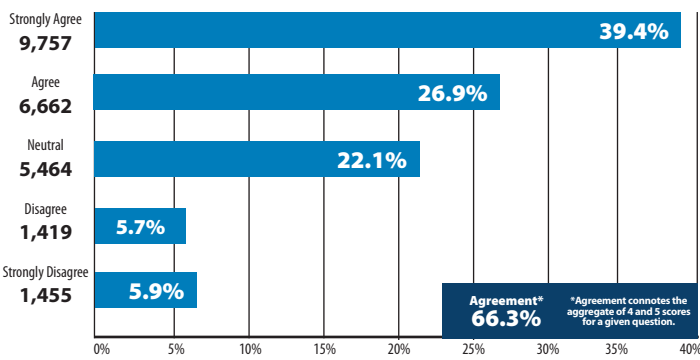
Did you have assistance from a Veteran Service Officer in filing this PACT Act claim?



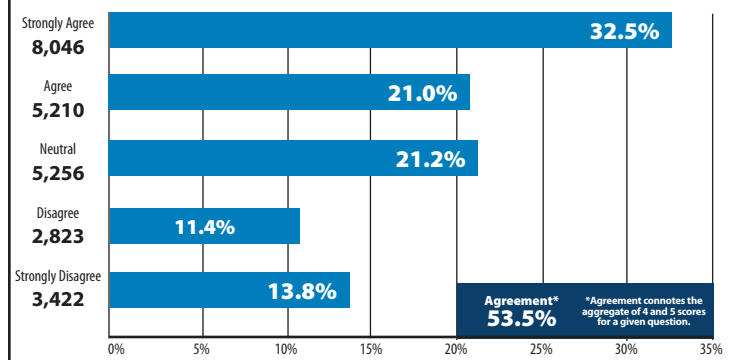
Have you enrolled in VA programs before?



It was easy to file my PACT Act claim.



I know where to go with questions or for status updates concerning my PACT Act claim.



Working Draft, Pre-Decision, Deliberative Document as of 11/15/22

Please note: All VA PACT Act customer experience survey questions have been approved and authorized for use by OMB in strict adherence to OMB Circular A-11 Section 280 Customer Experience survey measurement parameters and guidelines.



U.S. Department of Veterans Affairs
Veterans Experience Office

Learn more and sign up at va.gov/PACT
Call us at 1-800-MyVA411 (1-800-698-2411)