

FACT Act Participant Screener (Draft)

Purpose:

- To recruit volunteers for focus groups with individuals who have experienced identity theft
- Recruit participants for one 2-hour focus group (stipend = \$75)
- Recruit participants for one 90-minute focus group (stipend = \$75)
- Recruit 13 participants for a total of 12 to show in each group

Hello, my name is _____ and I'm calling on behalf of the Federal Trade Commission. The Federal Trade Commission is sponsoring a series of focus groups involving people whose identity has been stolen. We received your name from the Federal Trade Commission because you filed a complaint with them related to identity theft. You may have received a letter about this study in the past week or so.

The purpose of these focus groups is to gain a better understanding of consumers' experiences with identity theft, and the information you provide will help to guide the FTC's efforts to educate consumers and regulate the credit bureaus.

The focus group in your area will take place on (day, date and time) and will last about (90 minutes/2 hours). If you participate in this group you will be compensated (\$75) for your time.

Do you think you will be willing and able to participate?

- _____ Yes **(Continue)**
_____ No **(Terminate)**

Your answers to the following questions are strictly confidential. We will never release your identity to anyone other than the organization conducting this study. You are not required to answer any of these questions. You may end this interview at anytime if you wish.

All of the people contacted should qualify for the focus groups from a preexisting list.

1. *Have you contacted one or more of the national credit bureaus?*

_____ Yes
_____ No **(Terminate)**

2. *What is your gender?* (Quota: At least 4 participants of each gender in each group)

_____ a) Male
_____ b) Female

3. *What is your age?* (Quota: At least 3 participants of each category in each group)
- _____ a) 18-34
_____ b) 35-54
_____ c) 55 or older

(Quota: No more than 8 participants in each group can respond (b) on question 4 and (e) on question 5.)

4. *Which of the following categories best describe your ethnicity?*
- _____ a) Hispanic or Latino
_____ b) Not Hispanic or Latino
5. *Please select one or more of the following categories that best describes your race.*
- _____ a) American Indian or Alaska Native
_____ b) Asian
_____ c) Black or African American
_____ d) Native Hawaiian or Other Pacific Islander
_____ e) White
6. *What is the highest level of education you have completed?* (Quota: At least 4 participants in each group respond (a) or (b))
- _____ a) Less than high school
_____ b) High school or GED
_____ c) Some college
_____ d) College graduate or higher
7. *Which of the following statement best applies to you?* (Quota: At least 6 participants in each group respond (b) or (c))
- _____ a) I was satisfied with how the credit bureaus worked with me to resolve my identity theft.
_____ b) I was not satisfied with how the credit bureaus worked with me to resolve my identity theft.
_____ c) I am still in the process of working with the credit bureaus to resolve my identity theft.

Thank you for answering my questions. The focus group will take place on (date and time) at (location). We will provide you with a (\$75) stipend for participating in the focus group, as well as refreshments.

We will send you a confirmation in the mail. Since we are only inviting a few people, it is very important that you notify us as soon as possible if you are unable to attend.

Thank you for your time.