



Dear SSA VRI user,

At Social Security, we continually strive to improve our service to the American public. We have recently made Video Remote Interpreters (VRI) available in this office. VRI uses video teleconferencing equipment to provide sign language interpreting services, for deaf, hard-of-hearing or speech-impaired individuals, through an offsite interpreter.

We want to discuss our VRI services with people who have visited the Social Security {insert location} office and had an opportunity to use this technology. Therefore, we will soon be conducting an Electronic Bulletin Board (EBB). An EBB is similar to an online focus group, and allows participants to take part in an online discussion with about 20 to 25 others. We would like your feedback on your experience and level of satisfaction with the service.

Important Information:

- If you are chosen to participate, **you will receive \$75.00 upon completion of the EBB.**
- The EBBs will take place over a three-day period.
- You will need access to a computer for about an hour each day.
- You will respond to a series of questions, and you will be able to interact with the other participants.
- **Your participation will not affect your application for benefits, the decision on your benefit application, the amount of your current benefits, or the services you receive from SSA.**

Your participation is strictly voluntary, but we hope that you will participate and help Social Security continue to provide quality services to the American public.

If you are interested in participating, please send your email address to SSA@2020research.com.

Please note, once you submit your email address, it could take up to six weeks before the research firm, 20|20, contacts you.

Thank you for your help.

Sincerely,
{insert Field Office Manager's signature}