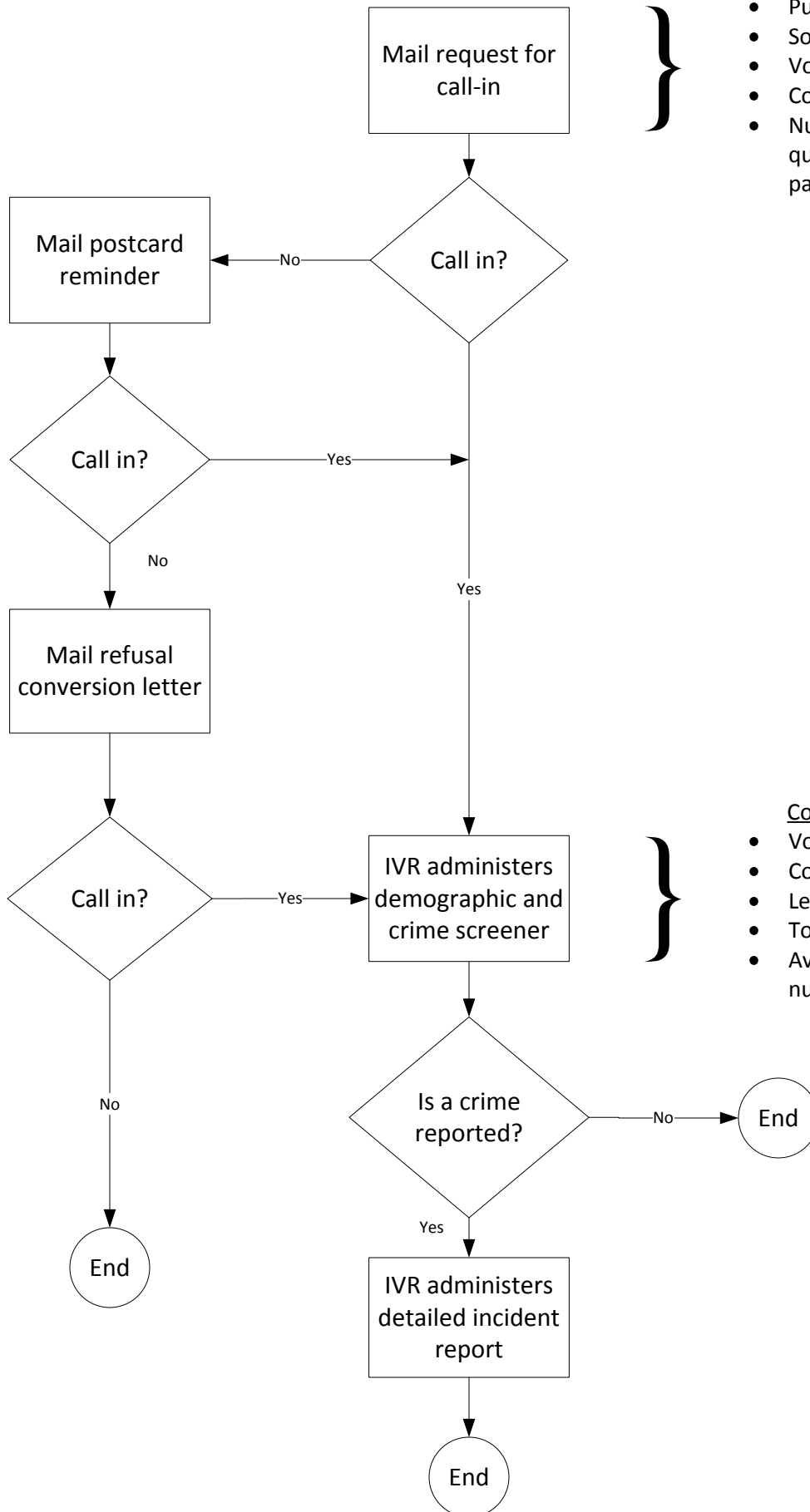


## Attachment 15: Data collection process for Mail IVR



### Content of letter:

- Purpose of survey
- Source of sample
- Voluntary nature of request
- Confidentiality of data
- Numbers to call with questions or to refuse to participate

### Content of introduction:

- Voluntary nature of request
- Confidentiality of data
- Length of survey
- Topics of survey
- Availability of hotline numbers