

**IRS SB/SE Employment Outreach Phase 3
Reminder Call and Letter**

REMINDER LETTER:

Dear

Thank you for agreeing to participate in the research project of the Small Business sector of the IRS. Your session will take about one hour and 15 minutes. After completing your session, we will pay you \$100 to thank you for your time.

Your participation is voluntary and your responses will be kept anonymous to the extent allowed by law. The IRS is just interested in learning about your understanding of information available about the Small Business sector of the IRS. Your assistance in this research will help the IRS make improvements.

You are signed up for the following time slot at the following location:

[ENTER TIME]

[ENTER LOCATION]

[ENTER ANY INSTRUCTIONS ABOUT PARKING OR ARRIVAL AT FACILITY]

Due to the importance of the research and the limited number of people we have invited, your attendance is VERY important to us. It would be helpful if you could return our confirmation call or email as quickly as you can, so that we can reserve your spot or find a substitute should you find it necessary to cancel. Also, if you find an emergency is going to keep you from attending, please let us know as soon as you are able.

Now, just a few more reminders:

1. Please arrive at least 15-30 minutes early. If you arrive after the start time of the focus group, we will not be able to allow you to participate nor will we be able to pay you.
2. Please turn your pager or cell phone off during the session.
3. Do not bring anyone with you (including children) to the facility as we do not have accommodations for them.
4. Bring picture ID in order to be admitted and glasses if you wear them for reading or watching TV.
5. Again, please be ready for a fun and informative time and if you have any questions or need to cancel for any reason, call xxxx at xxx-xxx-xxxx.

Thank you and we look forward to seeing you soon.

Sincerely,

REMINDER CALL

Hello, I'm _____ and I'm calling from Pacific Consulting Group. This is a call to remind you of your participation in the IRS Small Business sector research project scheduled for (DATE AND TIME). Your session should last about one hour and 15 minutes. The location is (LOCATION).

Your participation is voluntary and your responses will be kept anonymous to the extent allowed by law. The IRS is just interested in learning about your understanding of information available about the Small Business sector of the IRS. Your assistance in this research will help the IRS make improvements. After completing your session you will receive \$100.

Are you still able to attend at this time?

- Yes
- No

Do you need directions? I can email them to you, fax them to you, or give them to you over the phone. (Give any parking or check-in instructions.)

Do you have any questions? (PAUSE AND ANSWER QUESTIONS).

Thank you in advance for your participation.

If you need to cancel, please call [ENTER PHONE NUMBER].

Thank you so much and we'll see you soon.

[RECORD CONFIRMATION OR REFUSAL]