

## Practitioner Focus Group Email Messages

### **Initial invitation:**

Subject: Opportunity to provide feedback to PBGC

Dear PBGC Customer,

We want to hear from you about how we can improve our service to pension practitioners such as yourself. PBGC will be conducting a series of focus groups with members of the pension practitioner community. These focus groups will be conducted online. If you are interested in participating, please click the link below to learn more and answer a short screening questionnaire. If you have questions about this study, please contact us at [SurveyCallback@pbgc.gov](mailto:SurveyCallback@pbgc.gov). Thank you.

[link to screening instrument]

### **Confirmation:**

Subject: Focus group confirmation

Thank you for offering to participate in a PBGC focus group. We look forward to learning about your views of PBGC's service. We have scheduled you for **Day, Date, at Time**. Please plan to log in about 10 minutes in advance to allow time for any necessary software configuration. If you find you are no longer able to participate, please let us know as soon as possible. Thank you.

### **Reminder:**

Subject: Focus group reminder

Thank you again for agreeing to participate in PBGC's online focus group for pension practitioners.

This is a friendly reminder that you are scheduled to participate on **Day, Date, at Time**. Please log in about 10 minutes in advance to allow time for any necessary software configuration. We look forward to learning about your views of PBGC's service. If you find you are no longer able to participate, please let us know as soon as possible. Thank you.

### **Non-Confirmation:**

Subject: PBGC focus group

Thank you for offering to participate in a PBGC focus group. We were fortunate in having so many practitioners volunteer that we were able to fill all slots for the focus group sessions. We very much appreciate your willingness to take part, and we hope you will consider participating in a future PBGC focus group.

If you have questions, comments, or concerns about PBGC's service, please contact us at [SurveyCallback@pbgc.gov](mailto:SurveyCallback@pbgc.gov).