

## A.8.2 Telephone Script: Retailer

Hello, my name is [NAME] and I'm calling on behalf of the Food and Nutrition Service, the federal agency that funds the Nutrition Assistance Program in Puerto Rico. May I please speak with the owner/manager?

I'm calling to ask you to participate in an in-person interview about Puerto Rico's NAP. I would like to schedule a time to come to your store to ask you some questions about how Family Card holders spend their benefits in food stores and how retailers view the benefits and barriers to accepting the Family Card in their stores. For this study, we will be talking with retailers like you- both certified and uncertified-- across Puerto Rico. The interview will take about 40 minutes. Two individuals from Insight Policy Research, an independent contractor for the Food and Nutrition Service, will come to your store for the interview. I want you to know that participation in this study will not affect your current or future certification status in any way. Neither your name nor the name of your store will be used in our final report. We are hoping to conduct the interview during the week of [DATES]. Are you interested and willing to participate?

IF YES: Thank you. One of our research team members will be in touch shortly to schedule a specific date and time for the interview.

IF NO: Thank you for your time.