

CFPB Office for Older Americans  
Reverse Mortgage Discussion Guide Usability Testing

Appointment reminder email for In-person Interviews

**[Subject line] Appointment Reminder for Home Ownership Interview**

Hello [NAME],

You are scheduled to participate in an interview on home ownership, tomorrow ([DATE]) at [TIME]. During the interview, you will be asked to review informational materials and provide feedback. Please arrive 10 minutes before your scheduled time so we can begin on time. The interview will be approximately 60 minutes long, and you will receive an honorarium of \$75 in the form of a prepaid Visa gift card once the session is complete.

**The study will take place at 1010 N Glebe Road on the 4th floor, suite 410.** Our building is a large gray office building, in Ballston Plaza, that says Citibank on the side and houses Boeymonger restaurant. The street entrance to our office building is located on N Wakefield street (if you are looking at Boeymonger, the entrance is to the right). If you drive around to the back of the building, you can enter our underground garage, which is labeled 'Citibank parking' and 'LAZ Parking'. Be careful – the garage is under 4 buildings, and if you drive too far from the entrance that you come in from, you can easily end up entering the wrong building. The elevators are marked - make sure you come up in the one marked 1010. Please remember to bring your ticket upstairs with you, and I will validate for you. I have included a Google map link (<http://bit.ly/1740sT3>) that has basic directions on how to get to our office.

If you have any questions or need to reschedule or cancel your appointment, please contact me. My phone number is below.

[Recruiter name]

Recruiter | Fors Marsh Group  
1010 N. Glebe Road Suite 510  
Arlington, VA 22201  
571.858.3817

Appointment reminder email for Remote Interviews

**[Subject line] Appointment Reminder for Home Ownership Interview**

Hello [NAME],

You are scheduled to participate in an interview on home ownership, tomorrow ([DATE]) at [TIME]. During the interview, you will be asked to review informational materials and provide feedback. Please test the link below prior to your scheduled interview to ensure that you can join. The interview will be approximately 60 minutes long, and you will be mailed an honorarium of \$75 in the form of a prepaid Visa gift card once the session is complete.

**Five minutes before your scheduled time**, please click on the below link to connect with your researcher. We recommend that you try to use VoIP first to talk with the researcher through the computer, but telephone numbers are also available:

Join from PC or Mac: [LINK]

Or Telephone:

Dial: [NUMBER]

Meeting ID: [ID]

If you have any questions or have any problems connecting to your researcher, please contact me. My number is below.

[Recruiter name]

Recruiter | Fors Marsh Group  
1010 N. Glebe Road Suite 510  
Arlington, VA 22201  
Desk: 571.858.3817