

Hi XX,

Just a friendly reminder that you are confirmed for the Consumer Financial Protection Bureau (CFPB) Protecting Older Account Holders focus group on <day, date, time>. Please be sure to arrive 10 minutes before your scheduled time so that we can begin on time. The study will be approximately 60 minutes long and compensation will be \$75 in the form of a prepaid Visa card.

**At your earliest convenience, please confirm your participation by responding "confirmed" to this email.** If you are unable to attend the session, please let me know.

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 location 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 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 bring the ticket you receive at the gate of the parking garage entrance up with you, and I will validate it for you.

If you have any questions before your appointment, please respond to this email or call 571.858.3817.

We look forward to your participation!

Julie Brown  
Fors Marsh Insights  
1010 N Glebe Suite 410  
Arlington, VA 22201