

**Appendix B:
Recruitment Script for Two-Week Follow-Up**

Recruitment Script for Two-Week Follow-Up

Individuals who elect to participate in the *Two-Week Follow Up Survey* will be contacted by RTI through their preferred mode (phone, text, or e-mail) approximately two weeks from the date on which they completed the *Immediate Survey*. The following are the recruitment scripts for the telephone and Web-based *Two-Week Follow-Up Survey*.

Telephone Survey

Telephone Interviewer Script

Hello, this is _____ calling from the Customer Service Survey. Have I reached the same person who participated in a similar survey about two weeks ago?

If NO

I'm sorry. I'm trying to reach someone else. I'll try back another time.

If YES

Great. Is this a good time for you to safely complete the survey and receive your \$10 electronic gift card?

If NO

Okay. Is there another time later today or tomorrow that I should call back? (*Schedule call*)

If YES

Good. Before we continue, could you provide me with your 4-digit PIN number?

If PIN is CORRECT → go to **Consent for Two-Week Telephone Survey**

If PIN is INCORRECT or caller does not remember PIN

I'll need to get you to confirm some additional information to ensure that I'm speaking to the right person. Do you remember the date that you completed the first Customer Service Survey?

(*Confirm that completion date is correct for that number.*)

And how did you complete the survey? Was it over the phone, over text, or on the web?

(*Confirm that the mode is correct.*)

If information is provided satisfactorily → go to **Consent for Two-Week Telephone Survey**

If information is NOT provided satisfactorily

I'm sorry. I'm unable to continue with the survey at this time. If you remember your PIN number later today or tomorrow and want to complete the survey, please call us back at XXX-XXX-XXXX.

Web Survey

Text/Email Prompt

The Customer Service Survey is available for you to complete at this link [[web link](#)]. Please complete the survey as soon as possible to receive your \$10 electronic gift card.

Web Survey Intro Screen

Thank you for participating in the Customer Service Survey. Please enter your 4-digit PIN number. If you do not remember your PIN number, please call [XXX-XXX-XXXX](#) to speak to a survey representative who can help you with your PIN or to complete the survey over the phone.

If PIN is CORRECT → go to next Web page, Consent for Two-Week Follow-up Web Survey