

Appendix C.5 - Survey Reminder Email 1

From: [SBA STUDY TEAM]

To: [SURETY AGENT CONTACT]

Subject: Reminder for the Surety Bond Guarantee Program Impacts on the Fee Reduction Survey

XX/XX/20XX

Dear [SURETY AGENT CONTACT NAME],

We are writing to confirm that you received our email about participating in the web survey for the **Evaluation of Fees on SBA's Surety Bond Guarantee Program**. The study focuses on understanding your experience and perception of the Surety Bond Guarantee Program's new fee structure. Your responses are voluntary; however, aggregated survey results will inform the U.S. Small Business Administration on future program decisions. We encourage you to complete the survey before **XX/XX/2020**.

You can access the survey at [**Unique Link to survey**], where you will not be required to enter login information. You may save your responses and return to complete the web survey at any time during the data collection period. If a colleague is working with you to complete the web survey, that colleague can use the same survey link. You will be directed to the last completed survey question/section when reopening the web survey.

If you have any questions or concerns, please do not hesitate to contact the SBA survey help desk by emailing performance.management@sba.gov (or simply reply to this email). Included with this email is an attachment containing responses to anticipated Frequently Asked Questions regarding the study. For planning purposes, a printable version of the web survey can be found at [**Link to survey PDF**] and a printable version of the Frequently Asked Questions can be found at [**Link to FAQ PDF**].

Sincerely,

Brittany Borg

Director, Analysis and Evaluation Division

Office of Program Performance, Analysis, and Evaluation

Office of the Chief Financial Officer

U.S. Small Business Administration

Enclosed: Frequently Asked Questions

<p>According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is XXX-XXXX. The time required to read this email is estimated to average 2 minutes (0.03 hours). However, the total time required for your participation is estimated at 15 minutes. Send comments regarding this burden</p>

estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to U.S. Small Business Administration, Director, Records Management Division, 409 3rd St., S.W., Washington, DC 20416 and Desk Officer for the Small Business Administration, Office of Management and Budget, New Executive Building, Room 10202, Washington, DC 20503.