Appendix B.5 – Survey Reminder Email 1

**To:** **[SURETY FIRM CONTACT]**  
**From:** **[SBA STUDY TEAM]**

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

**XX/XX/20XX**

Dear **[SURETY FIRM CONTACT NAME]**,

We are writing to confirm that you received our email about participating in the web survey for the **Evaluation of Fees in 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). We have 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

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