

Appendix B.4 - Pre-Survey Notification Email to Surety Firms

From: [SBA STUDY TEAM]

To: [SURETY FIRM CONTACT]

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

XX/XX/20XX

Dear [SURETY FIRM CONTACT NAME],

The U.S. Small Business Administration (SBA) has contracted with 2M Research (2M) to conduct the **Evaluation of Fees in SBA's Surety Bond Guarantee Program** study. The focus of the study is to understand the utilization and perception of the Surety Bond Guarantee Program after the change in the program's fee structure.

Please provide your feedback by completing a brief online survey regarding the Surety Bond Guarantee Program's fee reductions. Your responses are voluntary; however, any information that you provide would help SBA improve the SBG Program. The web survey will require approximately 15 minutes of your time. If needed, you may begin the survey and continue at a later time, and your answers will be saved. Survey responses will be held in strict confidence and reported only in the aggregate without identifying any individual respondent. Please complete this survey by [DATE].

To access the survey, please click on this [Survey LINK].

We thank you in advance for your important contribution to this research. Included with this email is an attachment with anticipated Frequently Asked Questions regarding the study. For assistance with the survey or if you would like to complete the survey over the phone, please contact the study team at performance.management@sba.gov.

Thank you,

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

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 (such as this survey) unless it displays a valid OMB control number. The 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 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.