

MyPBA Usability Study Email Messages

Initial invitation:

Subject: Opportunity to provide feedback to PBGC

Dear MyPBA Customer,

We want to hear from you about our new MyPBA application. PBGC will be conducting a usability study with members of the current MyPBA user community. This study will be conducted online to test functions of a new and improved MyPBA (My Pension Benefit Access). If you are interested in participating, and are at least 18 years of age, please click the link below to learn more and answer a short screening questionnaire. If you have questions about this study, please contact us at SurveyCallback@pbgc.gov. Thank you.

[link to screening instrument]

Confirmation:

Subject: Usability study confirmation

Thank you for offering to participate in a PBGC/MyPBA usability study. We look forward to learning about your views of PBGC's new MyPBA (My Pension Benefit Access). We have scheduled you for **Day, Date, at Time**. Please plan to log in about 10 minutes in advance to allow time for any necessary software configuration.

If you find you are no longer able to participate, please let us know as soon as possible. Thank you.

Reminder:

Subject: Usability study reminder

Thank you again for agreeing to participate in PBGC's online usability study about the new MyPBA (My Pension Benefit Access).

This is a friendly reminder that you are scheduled to participate on **Day, Date, at Time**. Please log in about 10 minutes in advance to allow time for any necessary software configuration. We look forward to hearing from you. If you find you are no longer able to participate, please let us know as soon as possible. Thank you.

Non-Confirmation:

Subject: PBGC/MyPBA usability study

Thank you for offering to participate in a PBGC/MyPBA usability study. We were fortunate in having so many customers volunteer that we were able to fill all slots for the usability study. We very much

appreciate your willingness to take part, and we hope you will consider participating in a future PBGC study.

If you have questions, comments, or concerns about PBGC's service, please contact us at SurveyCallback@pbgc.gov.