
APPENDIX B.8 SURVEY REMINDER EMAIL 2



From: 2M Study Team

To: State SNAP Director

Subject: Second Reminder for the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII)* Study Web Survey

XX/XX/20XX

Dear **[FIRST NAME] [LAST NAME]**:

This is a reminder to complete the *How States Safeguard SNAP Participants' Personally Identifiable Information (PII)* study web survey as soon as possible. Your State agency's (SA) experiences with and methods of maintaining the security of SNAP PII can benefit other agencies dealing with similar challenges, so your response to this study is especially important. We need responses from all SAs to provide a national perspective on best practices for safeguarding PII.

Completing the web survey online is easy. If you choose, you can complete part of the web survey at one time, save your responses, and return to complete and submit the survey at another time. The survey can be accessed by clicking this link: **[Unique Link to survey]**. For your convenience, this unique URL will directly open your SA's web survey without the need for any login information.

If you have any questions or concerns, please do not hesitate to contact the 2M survey help desk by calling (toll-free) **1-877-230-3035** or by emailing SNAPPII@2mresearch.com (or simply reply to this email). Someone will be available during normal business hours (9:00 a.m. to 5:00 p.m. ET, Monday through Friday) to take your call. If you call outside of these hours, please leave a message, and we will return your call the following business day. We will make arrangements with States and territories outside Eastern, Central, Mountain, and Pacific time zones to follow up on any questions.

We urge you to complete the web survey by **[Month, Day, Year]**.

Thank you so much.

Sincerely,

Dr. Dallas Elgin

Senior Researcher | 2M Research Project Director

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 **0584-XXXX**. The time required to complete this information collection is estimated to average 3 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.