Appendix M2

Frequently Asked Questions

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SNAP Mobile Payment Pilots Evaluation Frequently Asked Questions

What is the study about?

The purpose of the study is to learn about the new option to use mobile payment (like a smartphone or smartwatch) to pay for food with your SNAP benefits. In this study, SNAP participants have the option to use mobile payment or a physical EBT card to make food purchases. Your feedback about the mobile payment option will help us determine what works and what could be improved.

Who is sponsoring the study?

The study is being sponsored by the U.S. Department of Agriculture (USDA), Food and Nutrition Service (FNS), the Federal agency that oversees the SNAP program.

Who is conducting the study?

The study is being conducted by Mathematica, an independent research firm. We do not work for [STATE SNAP AGENCY], USDA, or any other governmental agency.

Why should I participate?

Your participation will help us understand how we can improve mobile payment options as they become more widely available.

Is the information kept private? How is the information going to be used?

The information you provide will be kept private. We will summarize all feedback in our report. Nothing you say will ever be linked to your name. All information will be stored safely and destroyed at the end of the study. Also, nothing you say will affect your eligibility for SNAP or any other programs.

Do I have to participate?

No. Your participation is voluntary. You don’t have to answer any questions you don’t want to, and you can stop at any time.

I would like to speak with someone about this study.

You can contact the project survey director, [NAME] at XXX-XXX-XXXX or by email at [EMAIL].

**Public Burden Statement**

This information is being collected to assist the Food and Nutrition Service in evaluating the Supplemental Nutrition Assistance Program (SNAP) Mobile Payment Pilot (MPP). This is a voluntary collection and FNS will use the information to evaluate the implementation, adoption, and scalability of the SNAP MPP. This collection does request personally identifiable information under the Privacy Act of 1974. 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 1 minute (0.0167 hours) 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. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: U.S. Department of Agriculture, Food and Nutrition Service, Office of Policy Support, 1320 Braddock Place, 5th Floor, Alexandria, VA 22314 ATTN: PRA (0584-XXXX). Do not return the completed form to this address.