

Dear NAME,

Thank you for agreeing to participate in our upcoming project! Your commitment is highly valued and very important to us.

BEFORE YOUR DISCUSSION

Read, agree to, and *DIGITALLY* sign our consent form. We want you to understand the full extent of your participation before agreeing to it. This consent form will be sent to you 2–3 days before your session. **You will not be allowed to join the virtual session and will not receive your gift card unless you have signed the consent form.**

LIVE SESSION DETAILS

- Date of Session:
- Time of Session (EST):
- Your Local Time:
- Virtual Meeting Link:
- Access code:

Token of Appreciation: \$75

Please join 5 minutes before the scheduled start time. Upon entering the virtual meeting you will be placed in a waiting room until the focus group begins. For your audio, we recommend using a headset with a microphone connected to your computer (wired or Bluetooth). This will help avoid background noise or feedback.

Participation Guidelines:

We invite a small number of people to be a part of this project. Your opinions and participation are very important to us.

- To avoid delay in the focus group, turn on your tested computer (audio testing your headset) turned on and sign in 5 minutes early.
- Please be in a quiet place where you won't be interrupted so that you can focus on the discussion. Please do not drive during the session as this is a safety issue.
- If you need glasses or contacts when you browse the web, please wear them for the focus group.
- We may ask you to complete certain activities during your focus group. You may need to use your keyboard and mouse (or touchpad on a laptop) during these activities. We strongly encourage you to have a mouse and keyboard ready to use that you are comfortable using for all types of activities. Please do not join the focus group on a phone in order to accomplish these tasks.
- We will record the focus group (video and audio) for internal purposes only. This information will not be linked back to you and will not be used for anything except this project.

Participant Considerations

If you commit to this discussion, please give your undivided attention to the session because your participation is extremely important to us. Please do not eat during the session because it may affect your ability to contribute fully to the conversation. Please do not drive during the session because this is dangerous.

We know you may have limited space and may not have a room where you can be alone. But please be in a space where you can have as much privacy as possible to help avoid interruptions. We have found that headphones greatly reduce background noise.

If an emergency comes up that would keep you from participating, please contact us as soon as possible so that we may fill your spot. If for any reason you have any conflicts with this appointment, please reach out to Banyan Communications at [insert_inbox@banyancom.com].

We look forward to seeing you in the session!

Details About Tokens of Appreciation

About 1–2 weeks after the session, you will get an email with instructions for claiming your gift card.