

Paper Fulfillment Request Process via Telephone (Panel 8/H) – Spring 2024 Census Survey

IVR

<MainMessage> Thank you for calling the 2024 Census Survey Information Line.

For general information about the 2024 Census Survey, including how the Census Bureau protects your responses, press 1.

For questions about mail, including how to request a paper questionnaire, press 2.

For help finding your Census ID to respond online, press 3.

For information to help you respond to the survey, press 4.

To repeat this menu, press 8.

<2 RequestPaperQ/Mail> The Census Bureau is minimizing the use of paper questionnaires. However, if you do not want to respond to the survey online, a paper questionnaire can be mailed to you. If you would like to request a paper questionnaire, press 1. If you already responded to the survey, but continue to receive mailings from the Census Bureau, press 2. To repeat this menu, press 8. To go back to the previous menu, press 9.

<2-1 RequestPaperQ> To request a paper questionnaire in the mail, you must provide your Census ID. Your Census ID is a series of 12 digits found on the front of the letter. If you received a postcard, the 12-digit Census ID is located below the barcode and separated by dashes. Please note that it may take up to xx days to receive your paper questionnaire in the mail. To request a paper questionnaire using your Census ID now, press 1. To repeat this menu, press 8. To go back to the previous menu, press 9.

<2-1-1 RequestPaperQEntry> Please enter your 12-digit Census ID using the keypad on your phone.

<2-2 Mailings> If you have already responded to the survey, the reminder mailing may have been sent before we received your response. Thank you for your response. You do not need to do anything else. The Census Bureau may still contact you about other surveys. To go back to the previous menu, press 9.