



August 2020

*Dear RedClive member,*

*Welcome to the August 2020 edition of the RED C Live Newsletter!!*

Last month, 954 RED C Live members reached the €50 threshold for payment and will be sent payment shortly! The total rewards paid out for completing surveys now stands at €2,068,184.

## €2 million Milestone

We are delighted to have passed the €2,000,000 mark in terms of the total rewards we have paid out to our thriving RED C Live panel community. Your opinions are such an important part of our work, and help us to inform brands, business and governments; about what the Irish public want, feel and are looking for to improve product and services that better meet your needs. Your valuable contributions conducting surveys help everyone in Ireland, and are the voice of Ireland. We want to thank you for all your feedback to our clients over the last number of years. RED C continues to work with some of the leading brands in Ireland and worldwide, and as the largest full service research agency in Ireland, we will continue to rely on your views and opinions to shape how we live in the future.

**Richard Colwell**

**CEO**

*Best Wishes*

*The RED C Live Team*

## FAQ's

### Logged out of a Survey

Please remember that you can now log back into a survey if you are unable to complete it in one sitting, or if you are logged out due to a technical fault or a server error. We hope this will improve your experience of RedClive. If you are logged out, please wait for at least 15-20 minutes before you attempt to log back in.

### Quality Control

We would like to remind you that our reputation as a leading market research company is based on the accuracy and validity of the data we provide to our clients.

To ensure members do not complete surveys hurriedly or provide incorrect information, a series of check questions are included at intervals. These inbuilt quality control questions appear on every survey and are administered to everyone equally. Answers provided by members who failed the Quality Control check are not included in the survey results.

We appreciate that this can be frustrating when a genuine mistake is made, however, we are unable to make exceptions to the mechanisms and allow members to go back and change their answers, so please take extra care to avoid being screened out of surveys.

### Reporting issues with surveys

If you encounter an error or a problem when taking part in a survey, such as the screen freezing or otherwise, **please forward us the original survey invite, along with a screen shot of the error**, where applicable, to [info@redclive.ie](mailto:info@redclive.ie)