



June 2020

*Dear RedCLive member,*

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

Last month, 707 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 €1,979,384.

## IMPORTANT Message for RedCLive members

In light of the current Coronavirus (COVID-19) outbreak, the purpose of this message is to inform you that RED C has business continuity plans in place that will ensure surveys continue to run smoothly. We are closely monitoring the situation. As our online surveys these are completed remotely by our members and people at home, there is no reason to suggest that this work will be affected. In fact, there is some early evidence that higher participation rates are possible. RED C's high quality online panel remains a strong solution to conduct research for both quantitative surveys and qualitative online focus groups and communities.

For the duration of the crisis, we will be sending out your rewards in digital/virtual card format. This is the quickest way for us to get you rewards at this time. The digital cards will be sent to you by email from RED C, the cards created by EML Payment Group. The cards can be used for any payment that can be made online or over the phone, in exactly the same way as a physical card, but can't be used in store. If you would rather wait for the cheque, please let us know by the 5<sup>th</sup> of the month in which the payment is due and the cheque will be sent after the lockdown restrictions have been lifted.

**Please TAKE CARE and STAY SAFE.**

*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)