From: [VENDOR NAME]
To: [ENROLLEE EMAIL ADDRESS]
Subject: Survey Reminder - How do you like your health plan?

Dear [ENROLLEE FIRST AND LAST NAME],

Recently, we emailed you about a survey regarding your experiences with [QHP ISSUER NAME] from July through December 2024. This survey is sponsored by the Department of Health and Human Services. **You can complete this survey online right now by clicking “Take Survey Now” below.** If you already completed the survey, thank you for your help and please disregard this email.

[QHP ISSUER NAME] will use the combined survey data to provide better service and care for their enrollees. By completing this survey, you will help them achieve that goal. This survey information will also be used to inform health plan quality ratings that people can use to compare plans on HealthCare.gov or their state’s Marketplace website.

**Take Survey Now**

Your participation is voluntary, and your answers will be kept private. This survey should take about 10 minutes to complete.

If you have any questions about the survey, call [VENDOR NAME] at (XXX) [XXX-XXXX], between [XX:XX] a.m. and [XX:XX] p.m. [VENDOR LOCAL TIME], Monday through Friday (excluding federal holidays), or email [**VENDOR EMAIL**].

We greatly appreciate your help in improving health care.

Sincerely,

[NAME AND TITLE OF SENIOR EXECUTIVE FROM VENDOR or QHP ISSUER]

[VENDOR or QHP ISSUER NAME]

Para responder la encuesta en español por internet, haga clic en: [**Responda la Encuesta Ahora**]. Para solicitar una encuesta en papel y en español, o para responder la encuesta en español por teléfono, llame al número siguiente: (XXX) [XXX-XXXX].

[IF OFFERING IN CHINESE] 如需在线参与中文问卷调查，请点击[**立即参加问卷调查**]。如需索取中文版纸质问卷调查，或以中文进行电话问卷调查，请拨打以下号码：(XXX) [XXX-XXXX]。

If the above link does not work, you can copy and paste the following into your internet browser: [**FULL SURVEY URL WITH EMBEDDED LOGIN CREDENTIALS**]. To unsubscribe from all future email communication, please click **here**.