

## FAQ

### **Taking Surveys and Joining Discussions**

How frequently will I be invited to share my opinion?

While the Nutrition Insider Research team issues survey and discussion invitations every month, this doesn't necessarily mean every member will be invited to participate each time. This is because, from time to time, only a set number of invitations are issued for certain surveys and discussions.

### **How will I know if there is a survey or discussion for me to complete?**

We will send you an email invitation with a link to the survey or discussion. You are under no obligation to participate; however, if after several invitations you do not participate in any surveys or discussions, we may consider you an inactive member. Inactive members may be removed from the community if they don't participate over a period of time.

### **How much time does it take to complete a survey?**

We know that your time is valuable, so we ensure that our surveys are as short as possible. They usually take no more than 5 to 10 minutes to complete.

### **How do I know you actually received my questionnaire answers?**

At the end of each survey is a "Finish" or "Submit" button. Once you have clicked that button, your data is stored on our secure server. You will then see a Thank You page. This indicates that we have received your input.

### **Do I need special hardware or software?**

No. Almost any computer or mobile device with Internet access is sufficient to complete our surveys.

### **Are there any fees or costs?**

No. Your community membership is absolutely free. In fact, we are sure that you will find taking our surveys and participating in our discussions to be an enjoyable and rewarding experience.

### **What if I have more than one email address?**

Many people have several email accounts. If you have more than one email address, please register with the email address you would like us to use when contacting you. In addition, please make sure you add support@NutritionInsiders.org to your address book. This will ensure you always receive our email notifications.

### **How do I cancel my membership (opt-out)?**

As a Nutrition Insider community member, you will receive email invitations to complete online surveys and join discussions. To deactivate your membership, you can simply click on the unsubscribe link located at the bottom of the email invitation. Alternatively, you can send an email to support@NutritionInsiders.org to request removal and you will no longer receive survey invitations.

**What if my registration information changes?**

Since your registration information is critical to our sending you the most appropriate surveys, we have developed a place for you to update your information at any time. Simply log in with your username and password and click on the update link. Here you can make changes to your email address and password. This will ensure that we will send our studies to the correct email address.

**Privacy**

For more details, please see our privacy policy.

**Help**

If you experience a technical problem, please e-mail us at: [support@NutritionInsiders.org](mailto:support@NutritionInsiders.org). Please be as specific as possible when describing the problem. Please tell us the browser (include the version number) you are using. We will respond promptly to help determine the nature of the problem.

**How will my responses to survey questions be used?**

Your feedback will be used to help the EAS and ZonePerfect brands better the products and services we offer to you. It will also give you the opportunity to weigh in on our innovations, new product ideas and advertisements. We really appreciate the time and dedication you put in to support our brands.