3-2-1 SURVEY

Consent statement:
Hello! We are asking for participation on a short survey. If you are a woman and between the ages of 18 to 49 years, please listen to a brief statement about participating. If you are not a woman between 18-49 of years, please end the call now.

This research study is to learn how measures to stop the spread of COVID-19 have affected women's access to family planning. You do not have to use family planning to participate. Participation involves answering a few questions now. We may also call again within one week to ask similar questions. There are no known risks, and there will be no benefits or compensation for participation. You may refuse to participate, refuse to answer any question or end the survey at any time. Your name or phone number will not be linked to your answers, or shared with anyone. This study is being conducted with our partner [insert appropriate local partner] and [insert local authority, most often MOH]. There will be no charges for your airtime to take the survey.

Please press 1 if you are a woman between the ages of 18 and 49 and you agree to participate in the survey.

Press 2 if you do not want to participate in this survey or if you are not a woman between the ages of 18 and 49.

- *If she presses 1*: Thank you for your help! → *Go to survey*
- *If she presses 2*: Good bye

START SURVEY HERE

PANEL SURVEY

1. ***FIRST OUTBOUND***

Priming SMS: Hello! You were selected to participate in the survey! We will be calling you tomorrow at XX am so please be sure to be close to your phone and have it charged. Thank you.

Consent Statement:
Hello! You are receiving this phone call because you recently consented to participate in a survey following a call to the 3-2-1 service. The survey was for women between the ages of 18 and 49 years. We are calling now with the second part of the survey. As a reminder participation is voluntary and you may decide not to participate or answer any question. There will be no charges for your airtime to take the survey. If you participate, we will enter your mobile number in a lottery to win [insert amount] in phone credit. After today, we may call you again in three months.

Please press 1 if you agree to participate in the survey now.

Press 2 if you want to participate in this survey at a later time.

Press 3 if you do not want to participate in this survey or feel free to hang up now or at any time.

Press 4 if you did not previously participate in a survey after calling in to the 3-2-1 service.

- *If she presses 1*: Go to the Survey
- *If she presses 2*: "Thank you for participating. We will call you back in a few hours' time…"
- *If she presses 3*: Good bye
- *If she presses 4*: Good bye

START SURVEY HERE