



September 2017

Dear RedCLive member,

Welcome to the September 2017 edition of the RED C Live Newsletter!!

A new milestone - €1 million paid in total rewards

In September 2017, 586 RED C Live members reached the €50 threshold for payment and will be sent cheques shortly! The total rewards paid out for completing surveys now stands at €1,027,184.

We are delighted to have passed the €1,000,000 mark in terms of total rewards we have given to our thriving RED C live community. More and more of our business is now being conducted through you as community members and we want to thank you for all your feedback to brand and our clients over the last number of years. We are constantly looking at ways to improve our surveys and make them more interesting, and hopefully you will see different types of surveys over the months ahead – particularly using video to enhance your feedback. RED C continues to work with some of the leading brands in Ireland and worldwide, and is now the largest full service research agency in Ireland. In the past year we have also successfully launched the brand in the UK. So once again thank you for your support, we really appreciate the feedback you give us.

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