

## FREQUENTLY ASKED QUESTIONS

### Who Do I Contact with Additional Questions?

For additional assistance, call Ruben Gonzalez of Industry Insights at (380) 215-1086 or email him at [rgonzalez@industryinsights.com](mailto:rgonzalez@industryinsights.com). You can also call Annika Stensson of IFDA at (703) 962-9947 or email her at [astensson@ifdaonline.org](mailto:astensson@ifdaonline.org) for assistance.

### Is it Required to Answer Every Question?

If you cannot fill out every line, provide as much information as possible. It is okay to leave blanks. However, keep in mind that the more you are able to fill out, the more information you will get back about your own company. You may provide estimates if necessary.

### What if I'm Unsure About Completing the Income Statement and Balance Sheet Sections of the Financial Survey?

If you prefer, complete what you can and forward your financial statements to Industry Insights. Our analysts will complete the financial section of this form, to the extent possible

### Will Anyone Outside of My Company See My Data?

Individual company responses will not be shared with IFDA or anyone outside of Industry Insights. All responses will be kept in strictest confidence by Industry Insights, Inc. Your data will be treated in the strictest confidence by Industry Insights, Inc., an outside, third party firm that specializes in such studies. Industry Insights implements reasonable physical, administrative and technical safeguards (e.g., passcodes, encryption, etc.) to protect company-specific information from unauthorized access, use and disclosure.

For the IFDA Benchmarking Portal's expanded terms and conditions and data security statement, please see the site's privacy policy page <https://industryinsights247.com/privacy.html>.

### What if My Company Requires Industry Insights to Sign a Non-Disclosure Agreement?

At Industry Insights we understand that the information that you provide on the IFDA Operations and Financial surveys is confidential. We treat all data gathered through our surveys with the highest confidentiality and take precautions to protect all submitted data.

If your company requires Industry Insights to sign a non-disclosure agreement (NDA) to participate in the survey, please draft the NDA with Scott A. Hackworth as the representative of Industry Insights, Inc.

All NDAs should be emailed to Matt Chaffin ([mchaffin@industryinsights.com](mailto:mchaffin@industryinsights.com)). After the document has been reviewed, Matt will email you a scanned copy of the signed NDA.

### How do I Submit the Completed Excel or PDF Survey?

You can submit the survey by uploading your completed form to the secure portal, emailing the form to Matt Chaffin, or by mail. Please address all mailed survey forms to Industry Insights, Inc., PO Box 4330, Dublin, Ohio, 43016.

### Can I Work Collaboratively through the Online Questionnaire Without Sharing Credentials?

The portal features an administrative function that allows you to assign varying levels of access to members of your team. To add users:

1. Click the "Organization Admin" link under the Other Options menu
2. Enter the user's name, email, and select the level of access you'd like to assign to the new user:
  - a. The "Admin" option gives the user access to all surveys/results AND allows them to add/remove users
3. Click "Update" and an email will be issued to the added user with additional instructions. Please note that the email might be directed to the spam folder, so we suggest checking if the email was not received.

Once assigned, an email will be issued to new users with instructions for finalizing their account setup.

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