# **Sample Script for Phone Banking**

Hello, is [INSERT NAME] there?

Hi! This is [CALLER NAME] from [INSERT ORG]. We wanted to remind you that you can fill out the census online, by telephone, or through a paper questionnaire. Have you already taken the census?

**IF YES**

Great! The more people we count in our community, we make sure to get our fair share of resources and representation. Thank you for completing the census! Would you be interested in helping to ensure that more people are counted in our community? **(see bottom of the page)**

**IF NO**

No problem, you can still complete the census online, by phone or by mail. Now more than ever, we see how important a complete count is. Participating in the census ensures our community gets its fair share of funding for hospitals and medical care Do you have a preference as to how you would like to respond – online, by phone or through a paper questionnaire?

IF ONLINE

Go to 2020census.gov and use the ID that you received from the Census Bureau in the mail. If you don’t have it, you can still go to my2020census.gov and click “I don’t have an ID.” If you don’t have access to the internet in your home, you can still be counted. The online questionnaire can be completed on a smartphone, computer, or tablet.

IF PHONE

By Phone: Call 844-330-2020 to take the Census by phone.

BY MAIL

You’ll receive a paper form from the Census by May. You can fill it out and return it by mail. No postage is required. But we highly encourage you to take the Census online or by phone if you can!

**If Prompted about language access:**

To help you answer the census, the U.S. Census Bureau provides translated web pages and guides in 59 non-English languages, including American Sign Language, as well as guides in braille and large print. A video in American Sign Language (ASL) is available to guide you through responding online. You can also respond in English by TDD at 844-467-2020.

* + - * English: 844-330-2020
      * Spanish: 844-468-2020
      * Chinese (Mandarin): 844-391-2020
      * Chinese (Cantonese): 844-398-2020
      * Vietnamese: 844-461-2020
      * Korean: 844-392-2020
      * Russian: 844-417-2020
      * Arabic: 844-416-2020
      * Tagalog: 844-478-2020
      * Polish: 844-479-2020
      * French: 844-494-2020
      * Haitian Creole: 844-477-2020
      * Portuguese: 844-474-2020
      * Japanese: 844-460-2020
      * English (for Puerto Rico residents): 844-418-2020
      * Spanish (for Puerto Rico residents): 844-426-2020

**Get More People Counted:**

Personal outreach matters in a disconnected time. Call, email, and text your friends. Remind them to fill out the census. Call them again. Then call them again. Make sure they count everyone in their home, kids, too!

Our census count affects everyday services and resources we all come to rely on. Responding to the census is another way to help keep the community safe and healthy by bringing resources like medical care, support for people out of work, and food assistance.

I appreciate your time today and thank you for making sure everyone in [INSERT COMMUNITY] counts!