



Important note for participants who have yet to receive their token for answering the RE:CARE survey:

Thank you for taking the time to take our survey and share your experiences! Your contribution has helped us better understand the experiences of workers like you, which will hopefully create better policies in the future.

For participants who have yet to receive your token of appreciation, you should have received a message from this number (**014-832 2273**), either via WhatsApp or SMS. You may also try searching for "**RE:CARE**" in your WhatsApp or SMS chat history to check if you've received a message from them.

Below is the message you should be receiving to help you claim your payment:

Reminder – Redeem Your RE:CARE Survey Incentive

You are receiving this message because you recently participated in the RE:CARE survey, which asked about your experiences as either a healthcare or social care worker.

This is a courteous reminder to redeem your incentive before **[EXPIRE DATE OF TOKEN REDEMPTION]**. You may do so by accessing the following secure link: **[LINK IS SHARED HERE]**

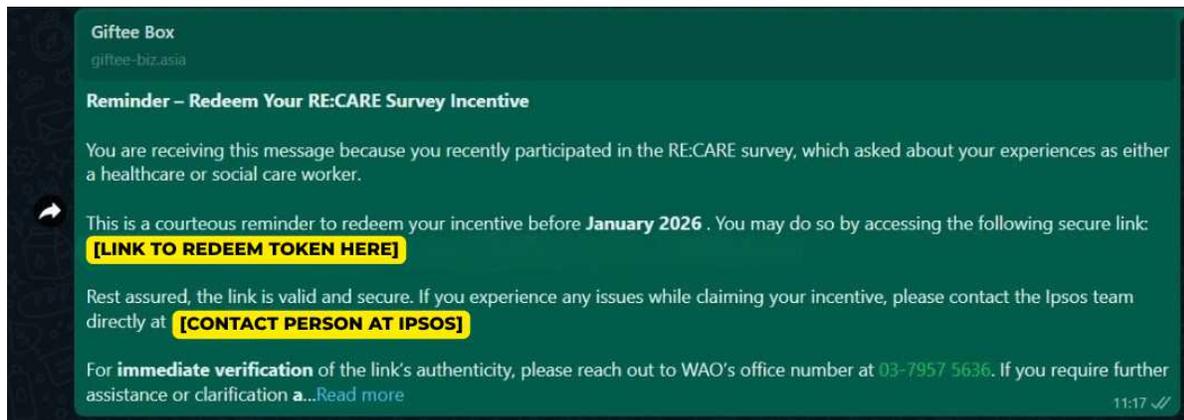
Rest assured, the link is valid and secure. If you experience any issues while claiming your incentive, please contact the Ipsos team directly at nursarah.abdullah@ipsos.com.

For **immediate verification** of the link's authenticity, please reach out to WAO's office number at 03-7957 5636. If you require further assistance or clarification **about the study**, feel free to reach out to the research team at recare@wao.org.my.

Please note that Ipsos and WAO cannot be held responsible for unclaimed incentives once the redemption period has ended. We kindly ask that you acknowledge receipt of this message. If you have already claimed your incentive, please disregard this message.

Thank you once again for your valuable participation.

Attached is a screenshot of a WhatsApp message that has been sent out to participants:



If you have additional questions, please reach out to us at: recare@wao.org.my

Thank you again for your support!



With support from:

