

CENSUS BUREAU SURVEY—IS IT LEGIT?

How to verify a mailing is from the Census Bureau—

In addition to conducting the decennial census count, the Census Bureau also conducts various surveys at other times, choosing randomly who receives them.

If you receive mail from the Census Bureau, **the envelope contains** information that will help you verify its legitimacy. For example: “U.S. Census Bureau” and/or “U.S. Department of Commerce” logo in the return address; and “Jeffersonville, IN” in the return address.

Every year, the Census Bureau conducts over 100 surveys that collect statistics on households, businesses, hospitals, and more. The survey statistics deliver valuable information for local officials and organizations who provide resources and services to the community.

What You Should Know:

The survey may be provided in a mailing; by a caller from the Census Bureau; or by a field representative. Some surveys, *Household Pulse Survey*, may be via text message—it uses the number **39242** to send a link to complete the survey online. Emails may also be received from the official **@census.gov** domain. All official federal government websites end in **.gov**.

It is the law to fill out the Census Bureau survey(s). If you choose not to answer the survey(s), you may be faced with a fine.

How to Respond:

If you want to verify the legitimacy of a survey, you can search the Census Bureau’s ALPHABETICAL list of surveys by name to verify it is from the Census Bureau: (<https://www.census.gov/programs-surveys/surveyhelp/list-of-surveys.html>). When you click on the name of the particular survey you received, you can fill it out online; see a sample of the survey; and also read FAQs or go to <https://ask.census.gov> to ask a question or to access a list of FAQs.

◆ **If someone calls** you asking you to complete a survey, call the National Processing Center to verify the caller is a Census Bureau employee, or go to the website and enter the name into the Census Bureau Staff Search. [Census Bureau Staff Search](#)

- ◆ **If you want to verify** that the person who called you is a **Census Bureau employee**, but do not know the name of the person who contacted you, contact the Chicago Regional Office — (630) 288-9200 or toll-free at 1-800-865-6384.
- ◆ **If someone visits your residence (field representative)** and asks you to complete a survey:
 - ◇ check first for a valid U.S. Census Bureau ID badge, which includes: name, photo, Dept of Commerce watermark, and expiration date;
 - ◇ check the name on the Census Bureau Staff Search.
 - ◇ if you are still unsure then call the Regional Office to verify **you are in a legitimate survey** and the visitor is a Census Bureau employee.
- ◆ **If you get an e-mail** and think it is bogus:
 - ◇ do not reply, do not click on any links, and do not open any attachments;
 - ◇ forward the e-mail or website URL to the Census Bureau ois.fraud.reporting@census.gov;
 - ◇ delete the message. They will investigate and notify you of the findings.
- ◆ **If you want to verify that a number on Caller ID is from the Census Bureau, please note:** Most Census Bureau calls originate from one of the following numbers:
 - (812) 218-3144, Jeffersonville IN or
 - (520) 798-4152, Tucson AZ

Visit https://www.census.gov/about/npc.Call_from_an_Interviewer.html for more information.

Tips:

The Census Bureau **never asks for:**

- ⇒ your full Social Security number
- ⇒ money or donations
- ⇒ anything on behalf of a political party
- ⇒ your full bank or credit card account numbers
- ⇒ your mother’s maiden name
- ⇒ passwords

SEE REVERSE SIDE FOR MORE INFORMATION

REPORT all scams to the Arkansas SMP—866-726-2916 / www.ar.gov/SMP

Census Bureau Regional Office
(AR is in Chicago Regional Office)

Marilyn A. Sanders,
Regional Director

1111 W. 22nd Street, Suite 400

Oak Brook, IL 60523-1918

(630) 288-9200 or 1-800-865-6384

FAX: (630) 288-9288

TDD: (708) 562-1791

E-mail: Chicago.Regional.Office@census.gov

If you get Census Bureau mail and question its authenticity, check that the return address is Jeffersonville, Indiana and/or call the Regional Office for AR to verify the survey: 1-800-865-6384.

For business surveys please visit the [Business Help Site](#) Business Help Site (census.gov) or contact the [National Processing Center](#):

1-800-523-3205 Jeffersonville, IN

1-800-642-0469 Tucson, AZ

1-800-923-8282 Customer Service Center

1-800-877-8339 TDD/TTY

— <https://ask.census.gov> —

Household Pulse Survey: Measuring Social and Economic Impacts during the Coronavirus Pandemic

Data collection for Phase 3.5 of the Household Pulse Survey started on June 1, 2022 and is scheduled to continue until August 8, 2022.

Overview

The Household Pulse Survey is a 20-minute online survey studying how the coronavirus pandemic is impacting households across the country from a social and economic perspective. For more information: [Household Pulse Survey \(COVID-19\) \(census.gov\)](#) Data from this survey will show the widespread effects of the coronavirus pandemic on individuals, families, and communities across the country.

If you have been selected to participate in the Household Pulse Survey, **you will receive an email from COVID.survey@census.gov or a text message from 39242* (message and data rates may apply)** with a link to complete the survey. If we have not received a response from you, you may receive up to 3 follow-up reminders.

Only those whose addresses have been selected to participate can complete the survey. A limited number of addresses across the country have been invited to answer the Household Pulse Survey.

***Respondents may Reply “Stop” to opt out of receiving text messages.**

Is Answering the Census Required by Law?

According to Title 13, Section 221 (Census, Refusal or neglect to answer questions; false answers) of the United States Code, persons who fail or refuse to respond to the mail-back census form, or refuse to respond to a follow-up census taker, could be fined up to \$100. Persons who knowingly provided false information to the census can be fined up to \$500.

But those fines have significantly increased as of 1984. The Census Bureau points out that under Section 3571 of Title 18, the fine for refusing to answer a bureau survey can be as much as \$5,000, and up to \$10,000 for knowingly providing false information.

Before imposing a fine, the Census Bureau typically attempts to personally contact and interview persons who fail to respond to census questionnaires.

