

APPENDIX C:

Prenotification Letter

DATE

NAME

ADDR1

ADDR2

CITY, ST ZIP

Dear NAME:

I am contacting you on behalf of the Consumer Financial Protection Bureau (the “CFPB”), a government agency established by Congress to protect consumers and help financial markets work for both consumers and firms.

The CFPB has contracted with ICF International to conduct a national, voluntary telephone survey, where they will ask consumers about specific types of consumer financial products. The survey is part of a study that was authorized by Congress under the Dodd-Frank Wall Street Reform and Consumer Protection Act. I am sending you this letter to notify you that an interviewer from ICF International will be calling you in the near future to request that a member of your household participate in the survey.

Your household’s participation in this survey would be a big help to the CFPB in its continuing efforts to get consumers the information they need to make financial decisions they believe are best for themselves and their families. I hope you will agree to participate.

The interview takes only about 10 minutes to complete.

The survey is completely voluntary and responses will remain private except where required by law. ICF will not share your identity or contact information with the CFPB or any other party. The person being interviewed doesn’t have to answer any questions that he or she doesn’t want to answer. If you would like to participate in the survey and require an accommodation to participate, please contact us at CFPB_504Request@CFPB.gov.

The CFPB has placed a link on its home page [WEBSITE] where prospective survey participants can confirm this is a government-sponsored survey. The survey has been reviewed and approved by the U.S. Office of Management and Budget. The OMB control number is: 3170-XXXX, which expires on [DATE].

Sincerely,