



Screeners for CFPB Financial Foundations

Quota

- Spanish speaking adults (18 years of age and older) who state that they:
 - Speak primarily Spanish at home.
 - Visit financial websites in Spanish or Spanish & English to find answers to their questions.
 - Do not currently and have never owned a home.

- ▶ We should find a mix of the following:
 - People who do and don't have a bank account.
 - People with credit score less than 700 and people who don't know their credit score.
 - People who haven't bought a home and either have never owned or used to own a home.

Recruitment Plan

- ▶ Recruitment will be conducted by Fors Marsh Group (FMG).
- ▶ Panel members first complete the web-based screener.
- ▶ Panel members who qualify based on the web-based screener are called and administered the phone-based screener.
- ▶ If panel members qualify and there is availability, members are scheduled for a time that is convenient for them.
- ▶ Participant's information is reconfirmed upon arrival for their interview.
- ▶ Participants are compensated \$75 for the 60-minute session.

Web-Based Screener (NOTE: Items in grey are FMG standard recruiting items.)

Thank you for your interest in participating in research studies at Fors Marsh Group. One-on-one interviews will be 60 minutes long, are scheduled for ___(date depends on approval timing)___ and will take place at the Fors Marsh Group office, located at 1010 North Glebe Road, Arlington, Virginia (near the Ballston-Marymount University Metro station). If you are interested in participating, please

complete this questionnaire. If you qualify for this study, we will contact you with further questions and schedule you at a time that is convenient for you. Compensation (\$75 prepaid gift card) will be provided to those who participate in the study.

[Paragraph below included]

Privacy Act Statement

5 U.S.C. 552(a)(e)(3)

The information you provide through your responses to Fors Marsh will assist the study sponsor, the Consumer Financial Protection Bureau (“CFPB”), in determining your eligibility to participate in tests that will provide feedback about people’s experiences with financial products and services

The CFPB will not obtain and access identifying information from Fors Marsh about study participants including voice recordings, video recordings, or contact information related to rest participants. The agency will only obtain and access de-identified results and aggregated analyses of those results.

Information collected on behalf of the Bureau by Fors Marsh will be treated in accordance with the System of Records Notice (“SORN”), [CFPB.021: CFPB Consumer Education and Engagement Records, 77 FR 60382](#). This information will not be disclosed as outlined in the Routine Uses for the SORN. Direct identifying information will only be used by Fors Marsh to facilitate the usability testing and will be kept private except as required by law.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.

Participation in this study is voluntary, you are not required to participate or share any personally identifying information with Fors Marsh during the usability testing, including name, age, email address, mobile number, alternate number, race, ethnic origin, gender, city and state of residence, education level, household income, current employment status, and occupation. You may withdraw from participation at any time.

Paperwork Reduction Act Statement [[Link to new window](#)].

[Paragraph below in the new window]

Paperwork Reduction Act

According to the Paperwork Reduction Act of 1995, “an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid Office of Management and Budget (OMB) control number.” The OMB control number for this collection is 3170-0024 and expires 11/30/2018. The time required to complete this information collection is estimated to average approximately 5 minutes per response. Responding to this collection of information is voluntary. Comments regarding this collection of information—including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection—should be submitted to the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to CFPB_PRA@cfpb.gov.

Thank you for your interest.

Q1 What language do you primarily speak when you are at home?

1. Only Spanish
2. Mostly Spanish, but some English
3. An equal amount of Spanish and English
4. Mostly English, but some Spanish **[Terminate]**
5. Only English **[Terminate]**
6. Don't know/Refused **[Terminate]**

Q2 Are you a person of Hispanic, Latino, or Spanish origin?

1. No, not of Hispanic, Latino, or Spanish origin **[Terminate]**
2. Yes, Mexican, Mexican American, Chicano
3. Yes, Puerto Rican
4. Yes, Cuban
5. Yes, another Hispanic, Latino, or Spanish origin (Please specify, for example, Argentinian, Colombian, Salvadorian):

Q3 Please select all of the following that best describes your race:

1. White
2. Black or African American
3. American Indian or Alaska Native
4. Asian
5. Native Hawaiian or Other Pacific Islander

Q4 What city and state do you live in? **[Text box]**

Q5 What is the highest degree of education that you have earned? **[Radio buttons, select only one]**

1. Less than high school degree or equivalent

2. High school graduate (grade 12, diploma, or GED)
3. Trade school certificate
4. Some college courses completed
5. Graduated with a two-year degree (Associate)
6. Graduated with a four-year degree (Bachelor's)
7. Some graduate school courses completed **[Terminate]**
8. Graduated with a post-graduate degree (Master's, JD, MD, PhD) **[Terminate]**

Q6 Which of the following best describes what you are currently doing? **[Check boxes, select all that apply]**

1. Going to high school
2. Going to community college, two-year degree program, or trade school (either full-time or part-time)
3. Going to a four-year college/university (either full-time or part-time)
4. Working full-time
5. Working part-time
6. Homemaker
7. Retired
8. Not employed

//If Q6_R1, 2, 3, 6, 7 or 8 only are selected, skip to Q9//

Q7 What is your occupation? **[Text box]**

Q8 What industry do you work in? **[Text box]**

Q9 What is your annual household income? **[Radio buttons, select only one]**

1. Less than \$30,000
2. \$30,000 to less than \$50,000
3. \$50,000 to less than \$100,000
4. \$100,000 to less than \$150,000 [terminate]
5. \$150,000 or more [terminate]

Q10 Which of the following do you use on a daily or weekly basis? **[Check boxes, select all that apply]**

1. Laptop or desktop computer
2. Tablet
3. Smartphone
4. Mobile phone

Q11 Within the last 6 months, have you searched for information online about any of the following? **[Check boxes, select all that apply]**

1. Credit card
2. Prepaid card

3. Government benefit card or payroll card
4. Sending money to another country
5. Buying a home
6. Paying for college
7. Buying or leasing a car
8. Payday, title, pawn, or any other kind of loan
9. Checking or savings account
10. I have not sought information about any financial products or services in the past 6 months **[Terminate]**

Q12 In a few sentences, please describe the information you sought about your choices in question 11: **[text entry box]**

Q13 How do you usually find information about financial products or services? **[Check boxes, select all that apply]**

1. Online (websites, forums) **[must select in order to qualify, otherwise, terminate]**
2. Friends and Family
3. Financial Advisers
4. Library
5. Other (please specify):

Q14 In which language do you usually search for information online? **[Radio buttons, select only one]**

1. Spanish Only
2. English Only **[terminate]**
3. Both English and Spanish

Q15 Have you purchased any of the following in the past 6 months?

1. Money order
2. Used a check casher
3. Bill pay
4. Tax refund advance
5. Payday loan, title, pawn loan

Q15. Do you currently, or have you ever, owned a home? **[Radio buttons, select only one]**

1. Yes, I currently own a home. **[terminate]**
2. No, I do not currently own and have never owned a home.
3. No, I don't currently own but have owned in the past.

Q16. Which best describes your future plans to own a home? **[Radio buttons, select only one]**

1. I haven't bought a home, but hope to someday.
2. I haven't bought a home, and may never buy one.
3. I haven't bought a home, and refuse to buy one I'm not sure.

Q16 How often do you check your credit report? **[Radio buttons, select only one]**

1. I check my credit report often.
2. I've checked my credit report at most a few times.
3. I've never checked my credit report.
4. I'm not familiar with what a credit report is.

[Terminate if participant chooses R1 and has a bank account.]

Q17. What is your credit score? **[Radio buttons, select only one]**

1. 300-400
2. 401-500
3. 501-599
4. 600-699
5. 700 and above **[terminate]**
6. I do not know my credit score.
7. I do not wish to answer.

Q18. Please indicate which best describes your current banking situation: **[Radio buttons, select only one]**

1. I have a checking account at a bank or credit union.
2. I don't have a checking account at a bank or credit union, but used to have one.
3. I don't have a checking account at a bank or credit union, and have never had one.

Q20. What are your financial goals in the next five years? **[Text box]**

Q21. Which of the following have you thought about doing in the next five years? **[Check boxes, select all that apply]**

1. Pay down debt
2. Improve credit score
3. Buy a house/condo
4. Start a business
5. Open an investment account
6. Open a retirement account
7. Open a savings account
8. Open a bank account
9. Apply for a credit card

Q22. First name: **[Text box]** Last name: **[Text box]**

Q23. Email: **[Text box]**

Q24. Mobile number: [Text box]

Q25. Alternate number: [Text box]

Q26. Age: [Radio buttons, select only one]

1. 18 – 24 years old
2. 25 – 34 years old
3. 35 – 44 years old
4. 45 – 64 years old
5. 65+ years old

Q27. What is your gender? [Radio buttons, select only one]

1. Male
2. Female

Thank you for completing this survey. The study is taking place April 26-27, 2017. We hope to be in contact with you soon about scheduling a time for you to participate. If you have any questions, please contact us at ux@forsmarshgroup.com or call us at (571) 858-3817. You can also visit our website at www.Forsmarshgroup.com.

Phone-Based Screener (for those who qualify based on web-based screener)

Hello _____. Thank you for your interest in participating in user experience studies at Fors Marsh Group. My name is _____ and I wanted to follow up regarding a web-based screener that you completed recently for an upcoming study about financial products and services. I wanted to ask a couple more questions and see if we can schedule you. Your participation is completely voluntary. Do you have a few minutes?

Before I continue, I'd like to read you a Privacy Statement:

Privacy Act Statement

5 U.S.C. 552(a)(e)(3)

The information you provide through your responses to Fors Marsh will assist the study sponsor, the Consumer Financial Protection Bureau ("CFPB"), in determining your eligibility to participate in tests that will provide feedback about people's experiences with financial products and services

A federal law called the Privacy Act directs how the CFPB collects, keeps and shares your personal, private information- including the personal information contained in your answers to these questions. Your participation is completely voluntary, and is subject to the CFPB privacy policy that can be found on our website, www.consumerfinance.gov.

[Abbreviated Paperwork Reduction Act Statement](#)

This survey has been approved under the Paperwork Reduction act of 1995 by the Federal Government's Office of Management and Budget and assigned OMB control number 3170-0024. Without this OMB control number we could not conduct this survey.

Q1. Can you please verify your age?

Q2. Which device do you use most to access the internet?

Q3. Could you talk about your plans to buy a home? [put response to Q16] [Open ended. Terminate if responses are inconsistent with web screener.]

Invitation:

We would like to invite you to participate in our study. We will be asking you questions about your experiences with financial product and services. The entire interview should last about an hour, and you will be paid \$75 in the form of a check when you are done. Would you be willing to participate in this study?

Reconfirm participant's email address.

Terminate message: both for web and phone screener

We are sorry but you do not qualify for this study. Would you like us to contact you for future studies that you qualify for? [Radio buttons, select only one]

1. Yes

2. No