



**CFPB Office for Older Americans
Reverse Mortgage Discussion Guide Usability Testing
Within the July/August 2017 timeframe**

REMOTE PARTICIPANT INFORMATION SHEET

You are being asked to participate in a remote interview. This information sheet describes the purpose, procedures, benefits, risks of participating in the interview. It also describes your right to withdraw from the interview at any time. A member of the Fors Marsh Group (FMG) staff is available to read through this information sheet with you and discuss in detail, if you wish.

What is the purpose of the interviews?

Interviews are being conducted for the Consumer Financial Protection Bureau (CFPB) to receive feedback about an informational guide on financial products. The informational guide is aimed at helping consumers with their financial decision-making process. Your feedback during the interview will help improve the informational guide for fellow Americans.

What do I need to know about the interview?

This opportunity is being offered to adults (62 years and older) across the United States who are homeowners. The interviews will take place remotely within the July/August 2017 timeframe. Each interview will last approximately 60 minutes and you will work one-on-one with a moderator.

You will need to have access to a computer with hi-speed internet and a phone at the time of the interview. You will be provided with a website link to the online meeting room and a phone number to dial into for audio. During the interview, you will be asked to share your computer screen using online meeting room software. The software requires the download of a web browser plug-in. The download takes a few seconds to complete and does not require administrator access. More information about the download can be found here - <https://www.zoom.us/download>.

Audio and video of the computer screen will be recorded. FMG will share these recordings with the CFPB. Individuals' names will not be used in any description of findings. Participants will be asked questions about their experience with loan products and then asked to review an informational guide. Participants will be asked to respond to questions about their experience using the informational guide. Other team members may observe the interviews remotely.

What are the potential risks of participating in the interview?

There are minimal risks associated with this interview. Participants will be asked to respond to questions and provide feedback about their experience using the informational guide. You do not have to answer any questions that you do not wish to answer.

Does being in this interview provide any benefit?

Participants will be compensated with a \$75 Visa gift card for their participation in the interview. The \$75 gift card will be mailed to each participant's address upon completion of the usability testing. When the feedback from the interviews is applied, it will improve the process for fellow Americans who are considering financial loan products.

Will it cost me anything to be in this interview?

There are no costs for you to participate in the interview.

Do I have to be in this interview?

Your participation is voluntary. There are no penalties associated with refusal to participate; however your participation is encouraged so as to get a wider range of feedback from Americans. You may choose not to answer any question you do not wish to answer.

Who will have access to this interview and/or contact information?

Only the staff working on this project will have access to the information you provide in the interview. Your name will not be associated with any of your responses from the interview.

Who do I contact if I have questions about the interview?

If you have questions or concerns about the interview, you can contact Jonathan Strohl, Senior Researcher, FMG, jstrohl@forsmarshgroup.com, (571)858-3803.

Privacy Act Statement

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

The information you provide through your responses to Fors Marsh Group (FMG) will assist the survey sponsor, the Consumer Financial Protection Bureau (CFPB), in evaluating an informational guide to financial products.

The CFPB will not obtain or access any personally identifiable information from FMG about study participants. The agency will only obtain and access de-identified results and aggregated analyses of those results.

Information collected on behalf of the CFPB by FMG will be treated in accordance with the System of Records Notice ("SORN"), CFPB.022 – CFPB Market and Consumer Research Records, 77 F.R. 67802. Personally identifiable information will only be used by FMG to facilitate the study 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 survey is voluntary. You are not required to participate or share any identifying information with FMG, including name and email address, and you may withdraw participation at any time. However, if you do not include the requested information, you may not participate in the study.

Paperwork Reduction Act Statement

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and not withstanding any other provision of law a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-3600. It expires on 08/31/2019. The time required to complete this information collection is estimated to average approximately 60 minutes per response. 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 Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to CFPB_PRA@cfpb.gov.