

Qualitative Interview Outreach Email

Subject: CFPB Financial Literacy Program Feedback

Dear «Salutation» «ContactLastName»,

The Consumer Financial Protection Bureau (CFPB) and RTI International, an independent research organization, would like to invite you to contribute to an important study evaluating the use and implementation of CFPB financial literacy resources in libraries. During the past few years, CFPB has provided libraries with financial literacy resources such as free print materials, online resources, library staff training, marketing materials, and a guidebook for partnering with local organizations. We would like to get your feedback on your library's use of these CFPB program and materials.

Participating in this study will involve answering questions over the telephone with a member of our project team. We ask for approximately 45 minutes of your time. Your feedback will help us identify areas where the CFPB can improve current resources or create new resources to better serve libraries.

With your permission, we will record the session to verify the accuracy of our notes. The recording will not be used for any other purpose, and will be destroyed as soon as the analysis of your information is completed. All individual responses will be kept private. No identifying information will be used in any notes or reports so your responses will not be linked to you.

A member of the research team will call you in the next few days with more information about participating in this important evaluation. Or, you can call 1-XXX-XXX-XXXX to schedule a time to complete the interview.

Thank you in advance for your time and consideration.

Privacy Act Statement

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

The information you provide through your responses will assist the Consumer Financial Protection Bureau ("CFPB") in providing feedback to assess and improve the CFPB libraries program.

The CFPB will not obtain any personally identifiable information. RTI will be making audio recordings of the focus groups, but only the transcribed text will be transmitted to the CFPB.

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 identifying information.

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 3170-0036. It expires on 8/31/2019. The time required to complete this information collection is estimated to average approximately 45 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.