

# Financial coaching initiative

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## Joint project of the Offices of Financial Empowerment and Servicemember Affairs.

The Consumer Financial Protection Bureau (Bureau) Financial Coaching Initiative provides financial coaching services at critical points in consumers' lives as they move along the path to financial stability. The program helps recently discharged veterans and economically vulnerable consumers (such as those who have low incomes, or who are financially underserved) who are seeking assistance from other service providers, such as Department of Labor American Job Centers or community-based nonprofit organizations providing housing or social services. Sixty diverse partner organizations from around the country have been selected to host professional financial coaches.

### Office of Financial Empowerment

We work to empower low-income and economically vulnerable consumers to make informed financial decisions by providing them with tools and information and promoting a more inclusive and fair financial marketplace. Our focus is on consumers with low incomes and who are underserved in the financial services marketplace.

### Office of Servicemember Affairs

The Office of Servicemember Affairs is here to ensure that military personnel, veterans and their families have a voice at the Bureau. Military life and transition

to veteran status can have some extra challenges that can sometimes have powerful financial repercussions. Contact us at [military@cfpb.gov](mailto:military@cfpb.gov).

### About the CFPB

The Bureau is focused on making the consumer financial markets work for families by empowering consumers to take more control over their financial lives. We are working to foster a marketplace:

- Where customers can see prices and risks up front and where they can easily make product comparisons.
- In which no one can build a business model around unfair, deceptive, or abusive practices.
- That works for American consumers, responsible providers, and the economy as a whole.

The Consumer Financial Protection Bureau, through its contractor, offers consumers financial coaching services for educational and informational purposes only. These services do not replace the guidance or advice of an accountant, certified financial advisor, or other qualified professional. Please exercise care when choosing particular services or products after receiving financial coaching, as the Bureau is not liable for financial losses or other problems you may experience.

## Notice of Collection Under the Privacy Act of 1974, 5 U.S.C. § 552a—As Amended (Privacy Act Statement)

The information requested is being collected to assist in providing you with financial coaching services. The Consumer Financial Protection Bureau (Bureau) will not obtain or access any information that directly identifies participants, and any answers you provide will not be tied to you individually. The agency will only obtain and access de-identified results and aggregated analyses of those results.

The collection of this information is authorized by Public Law 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. 5493 and 5512. The information is collected pursuant to the Bureau published Privacy Act system of records notice CFPB.021 – Consumer Education and Engagement Records although no identifiable information will be disclosed.

A limited number of participants will be contacted by Urban Institute to take part in a program assessment after going through the program, which may include an invitation to participate in an interview or a survey. Taking part is voluntary but we encourage your participation in order to ensure that the program is meeting the needs of current and future participants.

Participation in this program is voluntary and you are not required to submit or provide any identifying information.

## Paperwork Reduction Statement

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 OMB control number. The OMB control number for this collection is 3170-0051. It expires on XX/XX/XXXX. The time required to complete this information collection is estimated to average approximately 15 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](mailto:CFPB_PRA@cfpb.gov).

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