

**From Display Name: Consumer Financial Protection Bureau (CFPB)**

**Reply to: [vendor] email**

**SUBJECT: CFPB Libraries Survey**

Dear «Salutation» «ContactLastName»:

In order for the Consumer Financial Protection Bureau (CFPB), a federal government agency, to provide the highest service possible, we must stay connected to the needs of the libraries we serve. In about one week, you will be among the hundreds of library staff who will receive an invitation to complete an online survey about your library's use of the CFPB's financial education resources. The purpose of this voluntary survey is to learn more about how libraries are using the resources provided by CFPB and to identify opportunities to improve those resources. The survey largely consists of multiple-choice questions and takes approximately 7 minutes to complete. This is a follow-up survey to one you may have previously completed. Doing this survey annually will allow us to compare results from prior surveys to identify places we've improved and areas that still need improving.

In appreciation for you completing this survey, your library will receive a customized report detailing your library's use of financial education resources and comparing it to similar libraries. The information in this report should be helpful for planning your financial education library programs and outreach strategy.

Your invitation to participate will arrive soon. Your survey responses will help CFPB continue to expand and improve the libraries program.

We thank you for your time and interest in helping us to serve you better.

### **Privacy Act Statement**

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

The information you provide to RTI on behalf of the Consumer Financial Protection Bureau ("CFPB" or "Bureau") will assist the 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.

Information collected on behalf of the Bureau by RTI will be treated in accordance with the System of Records Notice ("SORN"), CFPB.021 – CFPB Consumer Education and Engagement Records, 83 F.R. 83435. Although the Bureau does not anticipate further disclosing the information provided, it may be disclosed as indicated in the Routine Uses described in the SORN.

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 xx/xx/xxxx. 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 [PRA\\_Comments@CFPB.gov](mailto:PRA_Comments@CFPB.gov).

E-mail/Letter Invitation

**From Display Name: Consumer Financial Protection Bureau (CFPB)**

**Reply to: [vendor] email**

**SUBJECT: CFPB Libraries Program Survey**

Dear «Salutation» «ContactLastName»:

Enclosed is a link to a brief web survey about your library's use of the financial education resources provided by the Consumer Financial Protection Bureau (CFPB). You may recall that you recently received an advance email sent on Month XX, 2017 from CFPB about this study.

[vendor name], an independent research organization, is administering this survey on behalf of CFPB to learn more about how libraries are using the resources provided by CFPB. Your responses will help us to determine how those resources might be improved to meet the needs of libraries like yours. The survey should take about 8 minutes to complete.

Although your participation is completely voluntary, your opinions and experiences will help plan future CFPB programs that serve libraries. Survey responses will be kept private as all responses will be reported in the aggregate and never individually.

As a thank you for completing this survey, your library will receive a customized report detailing your library's use of financial education resources and comparing it to other libraries like yours. This report should be helpful for planning your financial education library programs and outreach strategy.

**Please complete the survey by using the following link and typing your unique survey access code:**

**URL: <<URL>>**

**Access code: <<PIN>>**

If you have questions about the survey or have difficulty accessing the website, please contact a member of our project team, via phone or e-mail at (XXX) XXX-XXXX or [XXXX@xxx.org](mailto:XXXX@xxx.org).

Thank you for your time and interest in helping us to serve you better.

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First and Second E-mail Reminder

**From Display Name: Consumer Financial Protection Bureau (CFPB)**

**Reply to: [vendor] email**

**SUBJECT: CFPB Libraries Survey**

Dear «Salutation» «ContactLastName»:

There is still time to complete the Consumer Finance Protection Bureau (CFPB) Libraries Survey. Your time and input will help us improve the financial education resources and tools in our Libraries Program to better serve libraries like yours. The survey should take about 8 minutes to complete.

An independent third party, [vendor], is administering this survey on behalf of CFPB. This survey is voluntary and all responses will be kept private. Survey responses will be returned to and tabulated by RTI.

**To participate in this study, please complete the questionnaire by using the following link and typing your unique survey access code:**

**URL: <<URL>>**

**Access code: <<PIN>>**

If you have questions about the survey or have difficulty accessing the website, please contact a member of our project team, via phone or e-mail at (XXX) XXX-XXXX or [XXXX@xxx.org](mailto:XXXX@xxx.org).

Thank you for your time and interest in helping us to serve you better.

**Privacy Act Statement**

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Second E-mail Reminder

**From Display Name: Consumer Financial Protection Bureau (CFPB)**

**Reply to: [vendor] email**

**SUBJECT: CFPB Libraries Survey**

Dear «Salutation» «ContactLastName»:

There is still time to complete the survey about your library's use of financial education resources provided by the Consumer Financial Protection Bureau (CFPB). Your participation will help us gain a better understanding about how libraries are using the resources provided by CFPB, and how those resources might be improved.

**To participate in this study, please complete the questionnaire by using the following link and typing your unique survey access code:**

**URL: <<URL>>**

**Access code: <<PIN>>**

As a thank you for completing the brief survey, your library will receive a customized report detailing your library's use of financial education resources and comparing it to other libraries like yours. We hope this report will help your library improve and expand your financial education offerings.

The information you provide will be used only for statistical purposes and will be kept private. The survey should take about 8 minutes to complete. Although your participation is completely voluntary, your responses are very important. Your opinions and experiences will help plan future CFPB programs. **Please complete the survey by MONTH XX, 2017 to ensure that your input is received.**

All survey responses will be kept private. Survey responses will be reported in the aggregate and never individually. Your name and contact information will never be disclosed to the government or in any publications related to the project without your permission.

If you have questions about the survey or have difficulty accessing the website, please contact a member of our project team, via phone or e-mail at (XXX) XXX-XXXX or [XXXX@xxx.org](mailto:XXXX@xxx.org).

Thank you for your time and interest in helping us to serve you better.

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Final E-mail Reminder

**From Display Name: Consumer Financial Protection Bureau (CFPB)**

**Reply to: [vendor] email**

**SUBJECT: CFPB Libraries Survey – Last chance!**

Dear «Salutation» «ContactLastName»:

The Consumer Financial Protection Bureau (CFPB) Libraries Survey closes on [Month, Date] and we hope you'll be able to participate. Your input is very important and will help us gain a better understanding about how libraries are using the resources provided by CFPB, and how those resources might be improved. The survey should take about 8 minutes to complete.

Although your participation is completely voluntary, your responses are very important. Your opinions and experiences will help us plan future CFPB programs that serve libraries. All survey responses will be kept private. Survey responses will be reported in the aggregate and never individually.

**To participate in this survey, please complete the questionnaire by using the following link and typing your unique survey access code:**

**URL: <<URL>>**

**Access code: <<PIN>>**

If you have questions about the survey or have difficulty accessing the website, please contact a member of our project team, via phone or e-mail at (XXX) XXX-XXXX or [XXXX@xxx.org](mailto:XXXX@xxx.org).

Thank you for your time and interest in helping us to serve you better.

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