

## Focus Group Outreach Email

**Subject:** CFPB Financial Literacy Program Feedback

Dear «Salutation» «ContactLastName»,

The Consumer Financial Protection Bureau (CFPB) and [vendor TBD], an independent research organization, would like to invite you to contribute to an important study about 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. Since your library is not currently included in the CFPB Libraries Database, we would like to get your feedback on your library's financial education resources.

Participating in this study will involve answering questions in a small focus group session with a member of our project team and other librarians like yourself. 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.