

**Privacy Act Statement:**  
**5 U.S.C. 552a(e)(3)**

National Opinion Research Center (NORC) is assisting the survey sponsor, the Consumer Financial Protection Bureau (CFPB), in collecting survey data to understand consumers' experiences and preferences with banking to improve resources to help and protect consumers.

NORC will link your survey responses with demographic information that you have submitted for NORC panel participation. However, your demographic information will not be used to re-identify you. The CFPB will obtain, and access, de-identified results and aggregated analyses of the survey results. You may provide your name and contact information at the end of this survey if you are interested in participating in a follow-up interview but submitting your personally identifiable information (PII) is optional.

Information collected will be treated in accordance with the System of Records Notice (SORN), [CFPB.021 – CFPB Consumer Education and Engagement Records](#). Although the CFPB does not anticipate further disclosing the information provided, it may be disclosed as indicated in the Routine Uses described in the SORN. Direct identifying information will only be used to facilitate follow-up interviews 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 is voluntary, and you may withdraw participation at any time.