

Dear _____,

We are a team of researchers at the Consumer Financial Protection Bureau seeking to [describe purpose of your research].

We are contacting you because you recently submitted a complaint to the Consumer Financial Protection Bureau about [product or topic of complaint], and we would like to learn more about your experience.

Our goal is to [very generally describe goal of your research]. Would you be willing to talk with our team for 45 to 60 minutes? Participants will receive a \$100 gift card as compensation for their time.

If you are interested in talking with us, please reply to this email with the time that works best for you on one of the following options:

(List of available dates/times)

When you respond to sign up, we will confirm your phone number and send you an invitation where we will call you for the interview. Please note that this is for research purposes only and will not impact the resolution of your complaint.

Thank you in advance for your valuable help and participation!

Best wishes,

[Sign with Name or Team Name]

Privacy Act Statement

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

Your information will be used by the Consumer Financial Protection Bureau (CFPB) or its contractor for recruitment to participate in a survey to inform and improve CFPB public products, services, and resources.

If you choose to participate, the CFPB will use personally identifiable information (PII) you provide such as your name and email address to send you a survey and provide information regarding your participation in the research.

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 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 in the survey is voluntary and you may withdraw participation at any time.

FOLLOW UP EMAIL

Dear _____,

We are following up on our earlier email to see if you would be willing to speak with our research team at the Consumer Financial Protection Bureau (CFPB) about your recent experience submitting a complaint to the CFPB about [product or purpose of complaint]. **Participants who take part in up to a one-hour interview will be compensated with a \$100 gift card.**

If you're interested, please reply to this email with the time that works best for you on one of the following options:

(Insert List of Dates)

Other dates and times can be made available if these don't work with your schedule.

Thank you for assistance,

[Name or Team Name]

Privacy Act Statement

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

Your information will be used by the Consumer Financial Protection Bureau (CFPB) for recruitment to participate in usability testing to inform and improve CFPB public products, services, and resources.

If you choose to participate, the CFPB will use personally identifiable information (PII) you provide such as your name, email address, and telephone number to contact you to schedule a session and provide information regarding your participation in the research. The CFPB may seek to identify and capture perspectives from specific communities or groups. In such cases, the CFPB may collect additional demographic information such as [age, gender, race, income, education, employment status, general location, housing situation, family and dependents, marital status, and language] to determine your eligibility to participate in the usability test.

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 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 in the testing is voluntary. However, if you choose not to provide the requested information, you may not be eligible to participate in the test.

AFTER INTERVIEW THANK YOU EMAIL

Dear _____,

Thank you very much for speaking with us today about your recent experience submitting a complaint to the CFPB. We believe that direct conversations with people who have used our process is one of the best ways to keep improving what we do for American consumers.

As we mentioned before, participants who take part in up to a one-hour interview are compensated with a \$100 gift card. You should receive an email later today from: noreply@tangocard.com with all the details for choosing your gift card. If you do not see it in your Inbox, please check your Spam/Junk folder.

Thank you again for assistance,

The CFPB Research Team