



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION
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January 29, 2018

Ms. Raynell Lazier
FOIA Manager
Consumer Financial Protection Bureau
1700 G Street, NW
Washington, DC 20552
raynell.lazier@cfpb.gov

Dear Ms. Lazier:

I am writing this letter in connection with your January 17, 2018, response to our recommendations for improving the Consumer Financial Protection Bureau (CFPB) administration of the Freedom of Information Act (FOIA) process.

We have reviewed your responses and, as indicated in the attached form, we consider the recommendations made by the Office of Government Information Services (OGIS) to the CFPB now closed. We appreciate your thorough response to our August 2017 FOIA compliance assessment, and thank you again for participating in OGIS's agency compliance assessment program.

If you have any questions, please do not hesitate to contact either me or Kirsten Mitchell at 202-741-5775 or kirsten.mitchell@nara.gov.

Sincerely,

ALINA M. SEMO
Director

Enclosure

**OFFICE OF GOVERNMENT INFORMATION SERVICES
FREEDOM of INFORMATION ACT COMPLIANCE ASSESSMENT**

Consumer Financial Protection Bureau (CFPB): August 2017		
Recommendation	Agency Response	Status
Continue to engage high-level CFPB officials and highlight the importance of compliance with FOIA and a high degree of cooperation between staff in the FOIA office and the program offices.	CFPB agrees with this recommendation. The FOIA Office consistently engages with leadership and will continue this strategy to further transparency as well as an understanding of FOIA at the CFPB. An example of this engagement is the comprehensive weekly FOIA report to senior leadership to share information on new, pending, and closed requests and appeals.	Closed
Keep CFPB leadership apprised of the need for any additional FOIA assistance to keep up with growing workload.	CFPB agrees with this recommendation. Over the last year, the FOIA Office has consistently relied on detailed employees to support FOIA operations. The FOIA Office currently has one detailed employee, but it will increase this capacity as the workload increases.	Closed
Comply with U.S. Department of Justice (DOJ) guidance encouraging agencies to use a FOIA metadata tag for all posted records released under FOIA.	This recommendation has been implemented. In late-August 2017, CFPB implemented a process to ensure all released records, including those in the electronic reading room, contained FOIA metadata in accordance with DOJ guidance. Specifically, the FOIA Office ensures that before records are released that there is a uniform FOIA tag which includes reference to CFPB, and a title, date, and description of the documents at issue.	Closed
Create a formal feedback loop to ensure requests are properly processed at the initial request stage and to reduce the number of appeals remanded for further processing.	This recommendation has been implemented. The CFPB FOIA Office has implemented a process to regularly review remands and immediately implement necessary changes to ensure that requests are properly and consistently processed. When an appeal is remanded, the FOIA Office reviews the remand with the Legal Division. Then, the remand is reviewed at the FOIA Office's weekly meeting and any necessary processing changes are disseminated.	Closed