

WITHDRAWN – RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0082-2017-0002

Request for Records Disposition Authority

Records Schedule Number DAA-0082-2017-0002
Schedule Status Returned Without Action

Agency or Establishment Federal Reserve System
Record Group / Scheduling Group Records of the Federal Reserve System
Records Schedule applies to Agency-wide
Schedule Subject Recordings of Consumer Complaint Calls
Internal agency concurrences will be provided No

Background Information

The Federal Reserve offers Consumer Help via a number of contact methods, including a website, a 1-800 number, e-mail, fax, and mail contact addresses. Consumers are invited to file complaints if they believe a bank has been unfair or misleading, discriminatory in lending practices, or violated federal consumer protection laws and regulations. Federal Reserve Consumer Help connects the consumer with the appropriate federal regulator for the bank or institution involved in the complaint; if those banks or institutions are supervised by the Federal Reserve, the complaint will be investigated by one of the twelve Federal Reserve Banks or the Board.

The Federal Reserve Consumer Help (FRCH) unit serves as the central receipt and routing point for general consumer inquiries not related to financial institutions and consumer complaints against financial institutions on behalf of the Consumer Affairs function and Board Division of Consumer & Community Affairs (DCCA). Calls received by the FRCH include all conversations with consumers, regulators, or other entities pertaining to inquiries and complaints, both incoming and outgoing. Recordings may include personally identifiable information (PII), such as complainant's name and consumer banking information necessary to respond to the inquiry or refer the complaint to the proper regulatory agency. The FRCH receives calls related to institutions that are not regulated by the Federal Reserve, so these calls are routed to the appropriate regulator.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
0	0	0	1

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GAO Approval

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Records Schedule: **DAA-0082-2017-0002**

Outline of Records Schedule Items for DAA-0082-2017-0002

Sequence Number

1	Recordings of consumer complaint calls made or received by the Federal Reserve Consumer Help unit for quality control purposes only Disposition Authority Number: DAA-0082-2017-0002-0001
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Records Schedule Items

Sequence Number	
1	<p>Recordings of consumer complaint calls made or received by the Federal Reserve Consumer Help unit for quality control purposes only</p> <p>Disposition Authority Number DAA-0082-2017-0002-0001</p> <p>The FRCH unit enters the information about the consumer complaint or inquiry into the Complaint Analysis Evaluation System and Reports (CAESAR), which is the tracking and recordkeeping system for the complaint and inquiry information. Consumer complaint case file records are destroyed 5 years after a final action is taken on a case in compliance with records retention authority N1-81-00-02, Item 16a, Special Investigation, Fair Lending Discrimination, and Consumer Complaint cases. Electronic data used to process a consumer complaint is deleted with related consumer complaint case file records in compliance with N1-81-00-02, Item 17, Tracking Systems. All other inquiries are considered public correspondence with a retention period of 3 years. Consumer complaints referred to other regulators may be destroyed immediately as nonrecords.</p> <p>Final Disposition Temporary</p> <p>Item Status Withdrawn</p> <p>Is this item media neutral? No</p> <p>Explanation of limitation Electronic only</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? No</p> <p>Disposition Instruction</p> <p>Retention Period Delete/destroy when one (1) year old.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p>

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Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
01/23/2017	Certify	Stephen Cooper	Records Program Manager	NA - NA
01/27/2017	Return Without Action	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1