

Request for Records Disposition Authority

Records Schedule Number: DAA-0587-2014-0004
Schedule Status: Returned Without Action
Agency or Establishment: Consumer Financial Protection Bureau
Record Group / Scheduling Group: Records of the Consumer Financial Protection Bureau
Records Schedule Applies to: Major Subdivision
Major Subdivision: Division of the Chief Operating Officer
Schedule Subject: CFPB Video/Screenshot Recordings and Audio Recordings
Internal agency concurrence will be provided: Yes

Background Information: Background: Records created and received by this office relate to the mission-critical functions and the internal administration of the Bureau required for compliance with the governing principles of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010:
1) Consumers are protected from unfair, deceptive, or abusive acts and practices and from discrimination;
2) Federal consumer financial law is enforced consistently without regard to the status of a person as a depository institution; and
3) Markets for consumer financial products and services operate transparently and efficiently to facilitate access and innovation.
This records schedule contains audio records created at CFPB call centers.

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of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items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

GAO Approval

0001

Outline of Records Schedule Items for DAA-0587-2014-0004

Sequence Number	
1	Routine Video / Audio and Screenshot Recordings Disposition Authority Number: DAA-0587-2014-0004-0001
2	Other than Routine Video / Audio and Screenshot Recordings Disposition Authority Number: DAA-0587-2014-0004-0002
3	Routine Audio/visual Recordings Files Disposition Authority Number: DAA-0587-2014-0004-0003

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Records Schedule Items

Sequence Number	
1	<p data-bbox="386 411 1065 448">Routine Video / Audio and Screenshot Recordings</p> <p data-bbox="386 465 1156 502">Disposition Authority Number DAA-0587-2014-0004-0001</p> <p data-bbox="386 519 1503 853">Video /audio records and screenshot recordings captured in systems or during meetings, interviews, and telephone calls with consumers. The records include but are not limited to the following: Name, address, account numbers (such as credit card and loan account numbers), and the names of financial institutions, voice recording, comments, suggestions, and complaints, etc. The video/screenshots reflect the data as it is being entered into the CFPB Database by the agent. The videoscreenshots do not capture the consumer in any manner. The video/audio screenshot recordings are immediately captured, and stored on a CFPB third party system.</p> <p data-bbox="386 871 935 907">Final Disposition Temporary</p> <p data-bbox="386 924 932 961">Item Status Withdrawn</p> <p data-bbox="386 978 841 1015">Is this item media neutral? Yes</p> <p data-bbox="386 1032 841 1155">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p> <p data-bbox="386 1187 688 1224">Disposition Instruction</p> <p data-bbox="386 1241 1515 1429">Cutoff Instruction Delete video/audio records and screenshot recordings one year after creation, and after a determination is made that the recordings do not contain information necessary to document the CFPB activities.</p> <p data-bbox="386 1446 1175 1483">Retention Period Destroy 1 year(s) after cutoff</p> <p data-bbox="386 1522 688 1558">Additional Information</p> <p data-bbox="386 1576 1162 1612">GAO Approval Required and Not Received</p>
2	<p data-bbox="386 1634 1224 1670">Other than Routine Video / Audio and Screenshot Recordings</p> <p data-bbox="386 1688 1166 1724">Disposition Authority Number DAA-0587-2014-0004-0002</p> <p data-bbox="386 1742 1503 1953">Video /audio records and screenshot recordings captured in systems or during meetings, interviews, and telephone calls with consumers. The records include but are not limited to the following: Name, address, account numbers (such as credit card and loan account numbers), and the names of financial institutions, voice recording, comments, suggestions, and complaints, etc. The video/screenshots reflect the data as it is being entered into the CFPB Database by the agent. The</p>

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video/screenshots do not capture the consumer in any manner. The video/audio screenshot recordings are immediately captured, and stored on a CFPB third party system.

Final Disposition Temporary

Item Status Withdrawn

Is this item media neutral? Yes

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No

Disposition Instruction

Cutoff Instruction Delete video/audio and screenshot recordings not earlier than three years and not longer than five years after creation, and after a determination is made that the recordings do not contain information necessary to document the CFPB activities.

Retention Period Destroy 5 year(s) after cutoff

Additional Information

GAO Approval Not Required

Routine Audio/visual Recordings Files

Disposition Authority Number DAA-0587-2014-0004-0003

Files include audio/visual documents recorded/filmed by or for the Bureau. These records contain information that is unique in substance, arrangement, or manner of presentation and unavailable in another form. These records also contain recordings, such as training films, that were made to assist CFPB in performing routine functions. They may be accompanied by written materials (in paper or electronic format) related to the subject of the recording; such documents may include programs prepared for and distributed at the official screening of a film; and/or documents providing a word-for-word text transcription of the audio contents of a recording. Older documents contained in these files may be recorded in any of a number of standard audio/visual film formats; newer recordings may have been transferred to optical disk format.

Final Disposition Temporary

Item Status Withdrawn

Is this item media neutral? Yes

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No

Returned Without Action

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Disposition Instruction

Cutoff Instruction

Cut off at the close of the calendar year. Destroy 5 years after cut off.

Retention Period

Destroy 5 year(s) after cutoff

Additional Information

GAO Approval

Not Required

Returned Without Action

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
02/10/2014	Certify	Steven Coney	Records Officer	Operations Division - Administrative Office
05/20/2014	Return for Revision	Rania Mahmoud	Appraisal Archivist	National Archives and Records Administration - Records Management Services
12/17/2014	Submit For Certification	Sylvia Lockley	Records Management Analyst III	Consumer Financial Protection Bureau - Chief Operating Officer
01/07/2015	Certify	Steven Coney	Records Officer	Operations Division - Administrative Office
03/18/2015	Return Without Action	Rania Mahmoud	Appraisal Archivist	National Archives and Records Administration - Records Management Services

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