

## Request for Records Disposition Authority

Records Schedule Number      **DAA-0587-2014-0006**  
Schedule Status                      **Approved**

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 Consumer Education and Engagement**  
Minor Subdivision                    **Division of Consumer Education and Engagement**  
Schedule Subject                      **Consumer Education and Engagement**  
Internal agency concurrences will be provided      **No**

Background Information              **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. The Division of Consumer Education & Engagement (CEE) consists of six offices: Consumer Engagement, Older Americans, Financial Education, Financial Empowerment, Servicemember Affairs, and Students. The function of the Office of Consumer Engagement is to monitor and assess public use of CFPB web based tools and products, and to survey the public about the usability of them. The function of the Office of Older Americans is to protect the people just now reaching their sixties who are part of America's largest-ever generation of retirees. This office will connect seniors with what they need to guide themselves through their financial lives. The office has a unique opportunity to bring together and coordinate efforts of senior groups and community organizations, faith based groups, financial services providers, adult protective services agencies, and state and federal regulators to promote consumer protection and help seniors navigate safely through financial challenges. According to the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010, this office conducts research to identify best practices and effective**

methods, tools, technology and strategies to educate and counsel seniors about personal finance management with a focus on – (i) protecting themselves from unfair, deceptive, and abusive practices; (ii) long-term savings; and (iii) planning for retirement and long-term care.

The function of the Office of Financial Education is to research and evaluate existing financial education/literacy programs to help shape and promote effective financial literacy programs throughout the county, and to develop materials and information to help people at key financial decision moments.

The function of the Office of Financial Empowerment is to improve the financial stability low and moderate income and underserved consumers. Its focus is on the financial needs of the 60 million un and under banked and the more 100 million living below twice the poverty. The function of the Office of Service Member Affairs monitors military complaints to CFPB and resolutions of those complaints; ensures fair and adequate outcomes for service members; and works with federal, state, and local partners to address consumer protection measures for service members and their families.

The function of the Office for Students is to help increase awareness of the consequences of student debt, empower consumers to make wise decisions early on in their financial lives and to protect young consumers from high risk financial products. In addition to student loans, young people face unique issues in a number of consumer financial products and services, including cards, debt collection, and deposit accounts.

The official records of CEE are created, received, and stored in several formats, including: scanned images, PDF files, data files, data sets, digital photographs and audio recordings, web-based records (such as SharePoint portals, web pages, wikis, blogs, tweets, etc.), and electronic mail and word processing formats.

The records disposition instructions are media neutral, unless otherwise stated.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
24	6	18	0

GAO Approval

## Outline of Records Schedule Items for DAA-0587-2014-0006

Sequence Number	
1	<b>Publications Files</b>
1.1	Historic publication files Disposition Authority Number: DAA-0587-2014-0006-0001
1.2	Non-historic publication files Disposition Authority Number: DAA-0587-2014-0006-0002
1.3	Publication Project Files Disposition Authority Number: DAA-0587-2014-0006-0003
2	<b>Event/Outreach Files</b>
2.1	Historic event files Disposition Authority Number: DAA-0587-2014-0006-0004
2.2	Non-historic event files Disposition Authority Number: DAA-0587-2014-0006-0005
2.3	Event planning and facilitation files Disposition Authority Number: DAA-0587-2014-0006-0006
2.4	Audio Visual Files Disposition Authority Number: DAA-0587-2014-0006-0007
3	<b>Research and Trend Analysis Files</b>
3.1	Research Records Disposition Authority Number: DAA-0587-2014-0006-0008
3.2	Research and analysis Disposition Authority Number: DAA-0587-2014-0006-0009
3.3	Final Reports, Studies and Recommendations Disposition Authority Number: DAA-0587-2014-0006-0010
3.4	Committee, Conference, and Meeting Files Disposition Authority Number: DAA-0587-2014-0006-0011
4	<b>Education and Awareness Files</b>
4.1	Internal Disposition Authority Number: DAA-0587-2014-0006-0012
4.2	External Files Disposition Authority Number: DAA-0587-2014-0006-0013
4.3	Web-based and Digital Files Disposition Authority Number: DAA-0587-2014-0006-0014
5	<b>Coordination and Monitoring Files</b> Disposition Authority Number: DAA-0587-2014-0006-0015
6	<b>Advisor Certification Files</b>

	<b>Disposition Authority Number: DAA-0587-2014-0006-0016</b>
7	<b>Decision Memoranda</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0017</b>
8	<b>Government Accountability Office (GAO) Study Files</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0018</b>
9	<b>Employee Certification Program Files</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0019</b>
10	<b>Study Group Files</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0020</b>
11	<b>Private Education Loan Ombudsman Annual Reports</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0021</b>
12	<b>Consumer Feedback Files</b>
12.1	<b>On-line Research and Analysis Tools</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0022</b>
12.2	<b>Web site feedback reports</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0023</b>
13	<b>Direct Contact with Service Members Files</b> <b>Disposition Authority Number: DAA-0587-2014-0006-0024</b>

Records Schedule Items

Sequence Number											
1	<p><b>Publications Files</b> Publications and related consumer financial products, including but not limited to pamphlets, leaflets, booklets, digital, and brochures, created to advise and educate the community on consumer products.</p>										
1.1	<p><b>Historic publication files</b> Disposition Authority Number      <b>DAA-0587-2014-0006-0001</b> Specific created publications may include but not limited to, major events, conferences, award presentations, and public service and awareness announcements.</p> <p>Final Disposition                      <b>Permanent</b> Item Status                                <b>Active</b> Is this item media neutral?            <b>Yes</b> Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?      <b>No</b></p> <p><b>Disposition Instruction</b> Cutoff Instruction                        <b>Cut off at the end of the calendar year.</b> Transfer to the National Archives for Accessioning      <b>Transfer to the National Archives in 5 year blocks 15 year(s) after the last year in the block</b></p> <p><b>Additional Information</b> First year of records accumulation    <b>2011</b> What will be the date span of the initial transfer of records to the National Archives?      <b>From 2011 To 2015</b> How frequently will your agency transfer these records to the National Archives?      <b>Every 5 Years</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;"></th> <th style="width: 25%;">Estimated Current Volume</th> <th style="width: 25%;">Annual Accumulation</th> </tr> </thead> <tbody> <tr> <td><b>Electronic/Digital</b></td> <td><b>5 MB</b></td> <td><b>1 MB</b></td> </tr> <tr> <td><b>Paper</b></td> <td></td> <td></td> </tr> </tbody> </table>			Estimated Current Volume	Annual Accumulation	<b>Electronic/Digital</b>	<b>5 MB</b>	<b>1 MB</b>	<b>Paper</b>		
	Estimated Current Volume	Annual Accumulation									
<b>Electronic/Digital</b>	<b>5 MB</b>	<b>1 MB</b>									
<b>Paper</b>											

Microform		
Hardcopy or Analog Special Media		

1.2

**Non-historic publication files**

Disposition Authority Number      **DAA-0587-2014-0006-0002**

**Publications may include but not limited to, routine events such as, award ceremonies and social events.**

Final Disposition                      **Temporary**

Item Status                              **Active**

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                      **Cut off at end of calendar year in which product is produced.**

Retention Period                      **Destroy 2 year(s) after cutoff**

**Additional Information**

GAO Approval                          **Not Required**

1.3

**Publication Project Files**

Disposition Authority Number      **DAA-0587-2014-0006-0003**

**Records include materials prepared for the development of historic and non-historic publications.**

Final Disposition                      **Temporary**

Item Status                              **Active**

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**

2

Cutoff Instruction Cut off at end of calendar year in which product is produced.

Retention Period Destroy 2 year(s) after cutoff

**Additional Information**

GAO Approval Not Required

**Event/Outreach Files**

Financial education event files developed to document the promotion of the education programs may include but not limited to, electronic presentations, agendas, question and answer formats, and other related materials provided and presented to attendees at outreach sessions (e.g., community meetings, town halls, and media, business government and stakeholder events).

2.1

**Historic event files**

Disposition Authority Number DAA-0587-2014-0006-0004

Records include specific material created for major events, meetings, conferences, award presentations and related activities.

Final Disposition Permanent

Item Status Active

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 Cut off at end of calendar year.

Transfer to the National Archives for Accessioning Transfer to the National Archives in 5 year blocks 15 year(s) after the last year in block.

**Additional Information**

First year of records accumulation 2011

What will be the date span of the initial transfer of records to the National Archives? From 2011 To 2015

How frequently will your agency transfer these records to the National Archives? Every 5 Years

	Estimated Current Volume	Annual Accumulation
Electronic/Digital	5 MB	1 MB

Paper		
Microform		
Hardcopy or Analog Special Media		

2.2

**Non-historic event files**

Disposition Authority Number **DAA-0587-2014-0006-0005**

**Records may include but not limited to, routine events such as, award ceremonies and social events.**

Final Disposition **Temporary**

Item Status **Active**

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 **Cut off at end of calendar year in which product is produced.**

Retention Period **Destroy 5 year(s) after cutoff**

**Additional Information**

GAO Approval **Not Required**

2.3

**Event planning and facilitation files**

Disposition Authority Number **DAA-0587-2014-0006-0006**

**Registrations and related records created in the course of establishing and hosting public education and awareness events.**

Final Disposition **Temporary**

Item Status **Active**

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**



2.4

**Disposition Instruction**

Cutoff Instruction                      Cut off at the end of the calendar year in which event has been completed.

Retention Period                      Destroy 5 year(s) after cutoff

**Additional Information**

GAO Approval                      Not Required

**Audio Visual Files**

Disposition Authority Number      DAA-0587-2014-0006-0007

Audio visual records documenting participation by CFPB high-level officials in public and financial industry events. Records include but are not limited to digital photographs and videos of meetings and events with the President of the United States, and other high level officials in the government, and in the public sector.

Final Disposition                      Permanent

Item Status                      Active

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                      Cut off at the end of the calendar year in which event has been completed.

Transfer to the National Archives for Accessioning      Transfer to the National Archives in 5 year blocks 15 year(s) after the last year in the block

**Additional Information**

First year of records accumulation      2011

What will be the date span of the initial transfer of records to the National Archives?      From 2011 To 2015

How frequently will your agency transfer these records to the National Archives?      Every 5 Years

	Estimated Current Volume	Annual Accumulation
Electronic/Digital	50 MB	10 MB
Paper		

Microform		
Hardcopy or Analog Special Media		

3

**Research and Trend Analysis Files**

Research and analysis records, copies of consumer complaints received from the Office of Consumer Response, copies of financial product offers copies of private and federal studies, and other records that document the interaction between financial services providers and consumers.

3.1

**Research Records**

Disposition Authority Number      **DAA-0587-2014-0006-0008**

Include detailed studies of risk items that are of particular concern or importance to CFPB and consumers. The analysis may include extensive market analysis of economic, demographic, regulatory, supervisory and market trends. Records include annual reports and studies, and consumer information from public and non-public sources, (e.g., State Attorney Generals, Financial Institutions).

Final Disposition                      **Temporary**

Item Status                                **Active**

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                      **Cut off at end of calendar year in which product is produced.**

Retention Period                        **Destroy 2 year(s) after cutoff**

**Additional Information**

GAO Approval                            **Not Required**

3.2

**Research and analysis**

Disposition Authority Number:      **DAA-0587-2014-0006-0009**

**Research and analysis records documenting abuse and scams against consumers.**

Final Disposition                        **Temporary**

Item Status                                **Active**

3.3

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			
<b>Disposition Instruction</b>				
Cutoff Instruction	Cut off at end of calendar year in which product is produced.			
Retention Period	Destroy 5 year(s) after cutoff			
<b>Additional Information</b>				
GAO Approval	Not Required			
<b>Final Reports, Studies and Recommendations</b>				
Disposition Authority Number	DAA-0587-2014-0006-0010			
<b>Reports, studies, and recommendations to Congress and other institutions on consumer education and engagement matters.</b>				
Final Disposition	Permanent			
Item Status	Active			
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			
<b>Disposition Instruction</b>				
Cutoff Instruction	Cut off at the end of the calendar year.			
Transfer to the National Archives for Accessioning	Transfer to the National Archives in 5 year blocks 15 year(s) after the last year in the block			
<b>Additional Information</b>				
First year of records accumulation	2011			
What will be the date span of the initial transfer of records to the National Archives?	From 2011 To 2015			
How frequently will your agency transfer these records to the National Archives?	Every 5 Years			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;"></td> <td style="width: 25%;">Estimated Current Volume</td> <td style="width: 25%;">Annual Accumulation</td> </tr> </table>			Estimated Current Volume	Annual Accumulation
	Estimated Current Volume	Annual Accumulation		

Electronic/Digital	5 MB	1 MB
Paper		
Microform		
Hardcopy or Analog Special Media		

3 4

**Committee, Conference, and Meeting Files**

Disposition Authority Number      **DAA-0587-2014-0006-0011**

Internal and external agency committees established by agency authority and tasked with establishing and reviewing policy, studying subject matters of agency importance, recommending new actions or developing multi-year plans, and related strategic matters. Records include any files created and/or maintained by the committee including agenda, minutes, final reports, and related records documenting accomplishments of official boards and committees.

Final Disposition                      **Temporary**

Item Status                              **Active**

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                      **Cut off at end of calendar year in which product is produced.**

Retention Period                        **Destroy 5 year(s) after cutoff**

**Additional Information**

GAO Approval                            **Not Required**

4

**Education and Awareness Files**

Financial education training and awareness materials created for consumers.

4.1

**Internal**

Disposition Authority Number      **DAA-0587-2014-0006-0012**

Records include, slides, handouts, brochures, course completion certificates, and related records created to train, certify, and accredit CFPB staff in consumer education and engagement functions.

4.2	Final Disposition	Temporary
	Item Status	Active
	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
	<b>Disposition Instruction</b>	
	Cutoff Instruction	Cut off at end of calendar year in which product is produced.
	Retention Period	Destroy 2 year(s) after cutoff
	<b>Additional Information</b>	
	GAO Approval	Not Required
	<b>External Files</b>	
Disposition Authority Number	DAA-0587-2014-0006-0013	
Records include materials developed by CFPB for public financial education purposes, including but not limited to, presentations, handouts, and brochures for meetings, conferences and related external activities to consumers.		
4.3	Final Disposition	Temporary
	Item Status	Active
	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
	<b>Disposition Instruction</b>	
	Cutoff Instruction	Cut off at end of calendar year in which product is produced.
	Retention Period	Destroy 5 year(s) after cutoff
	<b>Additional Information</b>	
	GAO Approval	Not Required
	<b>Web-based and Digital Files</b>	
Disposition Authority Number	DAA-0587-2014-0006-0014	
Web-based or other digital content targeted towards consumers, located on such site as Consumerfinance.gov.		

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Final Disposition Temporary  
Item Status Active  
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 Cut off at the end of the calendar year in which the content was removed from the public's view.  
Retention Period Destroy 2 year(s) after cutoff

**Additional Information**

GAO Approval Not Required

**Coordination and Monitoring Files**

Disposition Authority Number DAA-0587-2014-0006-0015

Records created in the course of coordinating consumer protection efforts of consumers with other Federal agencies, State regulators, and private entities, (e.g., National Association of Insurance Commissioners – NAIC) as appropriate to promote consistent, effective, and efficient enforcement. Records include but are not limited to meeting records such as agendas, memoranda, discussion material, meeting minutes, progress reports and other documentation about coordination and monitoring activities.

Final Disposition Temporary  
Item Status Active  
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 Cut off at end of calendar year upon completion of meeting.  
Retention Period Destroy 5 year(s) after cutoff

**Additional Information**

GAO Approval Not Required

**Advisor Certification Files**

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Disposition Authority Number      DAA-0587-2014-0006-0016

Monitoring certifications or designations of financial advisors who advise seniors: alerting SEC and State regulators of abusive certifications; reporting to Congress and SEC with recommendations on informing seniors about identifying appropriate advisors; and related monitoring activities. Records include but are not limited to the monitoring of the types of certifications or designations of financial counselors. Also included are senior financial education certification studies (e.g., Insured Industry & Financial Counseling, Insured Retirement Institute, and Investment Advisers Association), and related records.

Final Disposition                      Temporary

Item Status                              Active

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                      Cut off at the end of the calendar year in which the certificate/credential expires or is superseded.

Retention Period                        Destroy 5 year(s) after cutoff

**Additional Information**

GAO Approval                            Not Required

**Decision Memoranda**

Disposition Authority Number      DAA-0587-2014-0006-0017

Decision memoranda that determine the CFPB course for providing consumer based financial education information, advice, tools and other financial education information ideas that influence the CFPB research on consumer decision-making behavior and other financial activities.

Final Disposition                        Permanent

Item Status                                Active

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**

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Cutoff Instruction                      Cut off at the end of each calendar year upon completion of memo.

Transfer to the National Archives for Accessioning      Transfer to the National Archives in 5 year blocks 15 year(s) after the last year in the block

**Additional Information**

First year of records accumulation      **2011**

What will be the date span of the initial transfer of records to the National Archives?      **From 2011 To 2015**

How frequently will your agency transfer these records to the National Archives?      **Every 5 Years**

	Estimated Current Volume	Annual Accumulation
<b>Electronic/Digital</b>	<b>5 MB</b>	<b>1 MB</b>
<b>Paper</b>		
<b>Microform</b>		
<b>Hardcopy or Analog Special Media</b>		

8

**Government Accountability Office (GAO) Study Files**

Disposition Authority Number      **DAA-0587-2014-0006-0018**

**GAO study of certification of individuals and education programs. Records include correspondence with GAO, drafts of GAO recommendations and report, Bureau comments, and copy of final GAO report.**

Final Disposition                      **Temporary**

Item Status                              **Active**

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                      **Cut off at end of calendar year upon completion of GAO report.**



	<p>Retention Period Destroy 5 year(s) after cutoff</p> <p>Additional Information</p> <p>GAO Approval Not Required</p> <p><b>Employee Certification Program Files</b></p> <p>Disposition Authority Number DAA-0587-2014-0006-0019</p> <p><b>Certifications and credentials of CFPB financial advisors and educators. Records consist of certificates of completion, continuing learning education credits, and related documentation.</b></p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</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? Yes</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cut off at the end of the calendar year in which the certificate/credential expires or is superseded.</p> <p>Retention Period Destroy 5 year(s) after cutoff</p> <p>Additional Information</p> <p>GAO Approval Not Required</p>
9	<p><b>Study Group Files</b></p> <p>Disposition Authority Number DAA-0587-2014-0006-0020</p> <p><b>Work papers, records, etc. associated with surveys or studies, e.g. survey instruments and information.</b></p> <p>Final Disposition Temporary</p> <p>Item Status Active</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No</p>

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**Disposition Instruction**

Cutoff Instruction                      **Cut off at end of calendar year in which product is produced.**

Retention Period                        **Destroy 5 year(s) after cutoff**

**Additional Information**

GAO Approval                            **Not Required**

**Private Education Loan Ombudsman Annual Reports**

Disposition Authority Number        **DAA-0587-2014-0006-0021**

**Annual reports to Congress.**

Final Disposition                        **Permanent**

Item Status                                **Active**

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                        **Cut off at end of calendar year.**

Transfer to the National Archives for Accessioning        **Transfer to the National Archives in 5 year blocks 15 year(s) after the last year in the block.**

**Additional Information**

First year of records accumulation    **2011**

What will be the date span of the initial transfer of records to the National Archives?        **From 2011 To 2015**

How frequently will your agency transfer these records to the National Archives?        **Every 5 Years**

	Estimated Current Volume	Annual Accumulation
Electronic/Digital	5 MB	1 MB
Paper		
Microform		

<b>Hardcopy or Analog Special Media</b>		
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12

**Consumer Feedback Files**  
Online tools to enable users to provide feedback about consumer financial interests

12.1

**On-line Research and Analysis Tools**

Disposition Authority Number      **DAA-0587-2014-0006-0022**

Research and analysis information received from online tools, and outreach initiatives (e.g., "Know Before You Owe" User Feedback Files; Ask CFPB, an online Question and Answer Platform that helps consumers find authoritative answers to their basic financial questions; and the College Cost Comparison Tool) and other records that document consumer financial interests. Records include feedback through survey instruments, website submissions, comment forms, and correspondence.

Final Disposition                      **Temporary**

Item Status                              **Active**

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                      **Cut off at the end of the calendar year in which all survey forms have been received and information has been entered in the electronic file and verified.**

Retention Period                      **Destroy 5 year(s) after cutoff**

**Additional Information**

GAO Approval                          **Not Required**

12.2

**Web site feedback reports**

Disposition Authority Number      **DAA-0587-2014-0006-0023**

Final Disposition                      **Temporary**

Item Status                              **Active**

Is this item media neutral?          **Yes**

Do any of the records covered by this item currently exist in

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electronic format(s) other than e-mail and word processing?

**Disposition Instruction**

Cutoff Instruction

Cut off at the end of the calendar year in which all statistical reports have been completed.

Retention Period

Destroy 5 year(s) after cutoff

**Additional Information**

GAO Approval

Not Required

**Direct Contact with Service Members Files**

Disposition Authority Number

DAA-0587-2014-0006-0024

**Case files documenting direct contact with service members regarding their financial products complaints.**

Final Disposition

Temporary

Item Status

Active

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

Cut off at end of calendar year in which contact has been made.

Retention Period

Destroy 5 year(s) after cutoff

**Additional Information**

GAO Approval

Not Required

### 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
01/08/2015	Certify	Steven Coney	Records Officer	Operations Division - Administrative Office
02/02/2016	Return for Revision	Rania Mahmoud	Appraisal Archivist	National Archives and Records Administration - Records Management Services
02/08/2016	Submit For Certification	Steven Coney	Records Officer	Operations Division - Administrative Office
02/17/2016	Certify	Steven Coney	Records Officer	Operations Division - Administrative Office
05/26/2016	Submit for Concurrence	Rania Mahmoud	Appraisal Archivist	National Archives and Records Administration - Records Management Services
05/27/2016	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
06/02/2016	Concur	Laurence Brewer	Director, National Records Management Program	National Archives and Records Administration - National Records Management Program
06/05/2016	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist