

REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER 01-587-12-14	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received 9/26/12	
1. FROM (Agency or establishment) Consumer Financial Protection Bureau		NOTIFICATION TO AGENCY In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
2. MAJOR SUBDIVISION Consumer Education & Engagement			
3. MINOR SUBDIVISION Office of Servicemember Affairs			
4. NAME OF PERSON WITH WHOM TO CONFER Yvonne K. Wilson, Senior Records Management Specialist	5. TELEPHONE NUMBER 202-435-7578	DATE 10/30/11	ARCHIVIST OF THE UNITED STATES <u>WITHDRAWN</u>
6. 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 on the attached <u>4</u> page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE 9/20/2012	SIGNATURE OF AGENCY REPRESENTATIVE Steven L. Coney		TITLE Records Officer
7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	Media Neutral Records Schedule for the Program Records of the CFPB Division of Consumer Education & Engagement (CEE), Office of Servicemember Affairs CFPB Approvals: CEE Office of Servicemember Affairs <i>Coney</i> 9/20/12 <hr/> (Date)		

Attachment to SF 115: Consumer Financial Protection Bureau (CFPB), RG 587

Division of Consumer Education & Engagement – Office of Servicemember Affairs

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, Financial Education, Financial Empowerment, Older Americans, Servicemember Affairs, and Students. The function of the Office of Servicemember Affairs is to ensure that military personnel and their families receive the financial education they need to make better-informed consumer decisions. The Office of Servicemember 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 official records of the Office of Servicemember Affairs may be created, received, and stored in several formats, including: paper records, 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 1. ~~Publications Files~~

~~Publications including but not limited to pamphlets, leaflets, digital media, booklets and brochures, created to advise and educate the community of servicemembers.~~

~~a. Publication Files~~

~~Specific publications created by the Office of Servicemember Affairs for major events, conferences, award presentations, meetings, and public service and awareness announcements.~~

~~Disposition: **TEMPORARY**. Cut off at the end of the calendar year. Destroy/delete 15 years after cutoff.~~

~~b. Publication Project Files~~

~~These records may include but are not limited to proposals, drafts, comments, correspondence, and related records leading to the final publication.~~

WITHDRAWN

Disposition: **TEMPORARY**. Cut off at end of calendar year in which product is produced.
Destroy/delete 2 years after cutoff.

WITHDRAWN

Item 2. Event/Outreach Files

Financial education event files developed to document the promotion of the servicemembers education programs (e.g., a visit to Joint Base San Antonio, a roundtable with enlisted personnel and spouses from the Air Force, Army and Navy, etc.). Included are Power Point presentations, agendas, question and answer formats, and other related materials provided and presented to attendees at outreach sessions (e.g., community meetings, military bases, town halls, and media, business government and stakeholders events).

a. Historic Events /Outreach Files

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

Disposition: **PERMANENT**. Cut off at the end of the calendar year. Transfer to the National Archives 15 years after cutoff.

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b. Audiovisual Records

Audiovisual records created to document major events and outreach activities.

Disposition: **PERMANENT**. Cut off at the end of the calendar year. Transfer to the National Archives 15 years after cutoff.

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c. Non-Historic Events Files

Records include audiovisual records, presentations and related materials created for routine events such as meetings, award ceremonies and social events.

Disposition: **TEMPORARY**. Cut off at the end of the calendar year in which event has been completed.
Destroy/delete 5 years after cutoff.

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d. Event Planning and Facilitation Files

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

Disposition: **TEMPORARY**. Cut off at the end of the calendar year in which event has been completed.
Destroy/delete 5 years after cutoff.

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Item 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 (e.g., auto loans, payday loans, installment lending, internet

(lending), and other records that document the interaction between financial services providers and servicemembers.

a. Research Records

Records pertaining to detailed studies of risk items that are of particular concern or importance to CFPB and servicemembers. The analysis may include extensive market analysis of economic, demographic, regulatory, and 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).

Disposition: **TEMPORARY**. Cut off at end of calendar year in which product is produced. Destroy/delete 2 years after cutoff.

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b. Abuse and Scam Research and Analysis records

Research and analysis records documenting abuse and scams against servicemembers protected under the Service Members Civil Relief Act (SCRA).

Disposition: **TEMPORARY**. Cut off at end of calendar year in which product is produced. Destroy/delete 5 years after cutoff.

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c. Final Reports and Studies

Disposition: **TEMPORARY**. Cut off at the end of the calendar year. Destroy/delete 15 years after cutoff.

WITHDRAWN

Item 4. Committee, Conference, and Meeting Files

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.

Disposition: **TEMPORARY**. Cut off files at the end of each calendar year in which committee is superseded or cancelled, at the completion of a significant activity (e.g., completion of research report), or at the change of the committee chair. Destroy/delete 5 years after cutoff.

WITHDRAWN

Item 5. Direct Contact with Servicemembers Files

Case files documenting direct contact with servicemembers regarding their financial products complaints.

Disposition: **TEMPORARY**. Cut off at end of calendar year in which contact has been made. Destroy/delete 5 years after cutoff.

Item 6. Education and Awareness Files

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Financial education training and awareness materials created for the financial education of service members.

a. Internal files

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.

Disposition: **TEMPORARY**. Cut off at end of calendar year in which product is produced. Destroy/delete 2 years after cutoff.

WITHDRAWN

b. External files

Records include materials developed by CFPB for public financial education purposes, including presentations, handouts, and brochures for meetings, conferences and related external activities to servicemembers.

Disposition: **TEMPORARY**. Cut off at end of calendar year in which product is produced. Destroy/delete 5 years after cutoff.

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c. Web-based files

Web-based or other digital content targeted towards servicemembers, such as debt repayment assistance, located on such sites as Consumerfinance.gov.

Disposition: **TEMPORARY**. Cut off at the end of the calendar year in which the content was removed from the public's view. Destroy/delete 2 years after cutoff.

WITHDRAWN

Item 7. Coordination and Monitoring Files

Records created in the course of coordinating consumer protection efforts of servicemembers with other Federal agencies, State regulators, and private entities (e.g., The Board of Governors and the Federal Trade Commission) 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.

Disposition: **TEMPORARY**. Cut off at end of calendar year upon completion of meeting. Destroy/delete 5 years after cutoff.

WITHDRAWN

Item 8. Communications with Congress

Records include but are not limited to the record copy of responses to congressional inquiries, comments and correspondences submitted to Congress.

Disposition: **TEMPORARY**. Cut off at the end of each calendar year in which the information is submitted to Congress. Destroy/delete 5 years after cutoff.

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Note: The official records are maintained by the Office of Legislative Affairs.