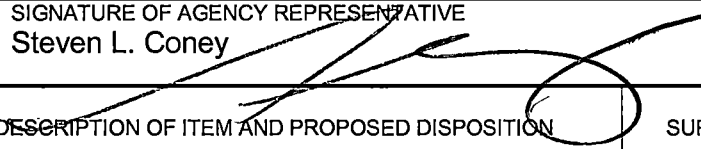


REQUEST FOR RECORDS DISPOSITION AUTHORITY		JOB NUMBER NL-587-12-17	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received 9/26/12	
1. FROM (Agency or establishment) Consumer Financial Protection Bureau		NOTIFICATION TO AGENCY In accordance with the 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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	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 Consumer Engagement			
4. NAME OF PERSON WITH WHOM TO CONFER Yvonne K. Wilson, Senior Records Management Specialist	5. TELEPHONE NUMBER 202-435-7578	DATE 6/30/14	ARCHIVIST OF THE UNITED STATES <u> </u> WITHDRAWN
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> 3 </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 9/20/12	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 GRS OR SUPERSEDED JOB CITATION	10.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 Consumer Engagement CFPB Approvals: CEE Office of Consumer Engagement <u>Coney</u> <u>9/20/12</u> (Date)		

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

Division of Consumer Education & Engagement – Office of Consumer Engagement

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 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 official records of the Office of Consumer Engagement 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. Education and Awareness, Publications, and Event/Outreach Files~~

~~Records include but are not limited to publications, pamphlets, leaflets, booklets brochures, financial education training, awareness materials, and financial education event files developed to document the promotion of the Financial Education program.~~

~~a. Historic files.~~

~~Specific education and awareness files, publications, and event/outreach files created for major events, conferences, meetings, award presentations, and public service and awareness announcements.~~

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

WITHDRAWN

b. Non-historic files.

Education and awareness files, publications, and event/outreach files created for routine events such as meetings, award ceremonies and social events.

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

WITHDRAWN

c. Project files.

These records may include but are not limited to proposals, drafts, comments, correspondence, and related records pertaining to education and awareness activities, publications, and event/outreach activities.

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

WITHDRAWN

Item 2. Consumer Feedback Files

Online tools to enable users to provide feedback about consumer financial interests.

- a. 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.

Disposition: **TEMPORARY**. 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. Destroy/ delete 5 years after cutoff.

WITHDRAWN

- b. Web site feedback reports.

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

WITHDRAWN

Item 3. Study Group Files

Study groups of experts in a variety of fields, from consumer protection, fair lending, consumer financial products or services, and community development.

- a. Study Group Records.

Records include but are not limited to survey instruments, survey information collected from individuals and organizations during actual surveys, meeting records, correspondence, and related records that document the work of and the survey of information collected by the study groups.

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

WITHDRAWN

- b. Final study group reports outlining the study, including the recommendations of the group.

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

WITHDRAWN