



NATIONAL  
ARCHIVES

August 16, 2017

Mr. Steven Coney  
Supervisory Records Officer  
Consumer Financial Protection Bureau  
1700 G Street, NW  
Washington, DC 20552

Dear Mr. Coney:

The National Archives and Records Administration (NARA) reviewed your letter dated August 8, 2017, reporting the unauthorized disposal of audio-visual recordings maintained by CFPB's Office of Technology and Innovation, Operations Division. These records included recordings of Bureau town hall meetings, interviews for the Bureau's five-year anniversary commemoration, a recruitment video, and a speech given by Senator Elizabeth Warren during her 11/9/16 visit.

In your letter you cite recovery efforts which resulted in the recovery of 19 minutes of an interview for the Bureau's five-year anniversary commemoration. However, no other records were recoverable. You also identify six risk mitigation strategies to help prevent future loss. These strategies include conducting a comprehensive review of the audio-visual team's practices and procedures; creating a detailed file plan for quick identification of permanent and temporary records; identifying and transferring all significant and historic audio-visual records to the RM office on a quarterly basis instead of an annual basis; conducting specific RM refresher training for the audio-visual team; identifying two Records Liaison Officers within the audio-visual team who will assist with RM duties; and implementing mandatory annual web-based RM training, including knowledge checks, for all Bureau personnel and contractors.

Your letter satisfies 44 U.S.C. 3106 and 36 CFR 1230.14 requirements and we accept your risk mitigation strategy. This case is considered closed. If you have any questions, please contact

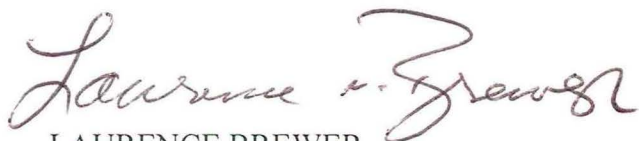
NATIONAL ARCHIVES *and*  
RECORDS ADMINISTRATION

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[www.archives.gov](http://www.archives.gov)

Dawn Sherman-Fells, Archivist & Senior Records Analyst, at 301.837.2083 or by email at Dawn.Sherman@nara.gov.

Sincerely,

A handwritten signature in cursive script that reads "Laurence Brewer". The signature is written in dark ink and is positioned above the typed name.

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government