

Privacy Notice

The responses you provide to ICF International (ICF) will be used by the Consumer Financial Protection Bureau (CFPB) to understand consumer's experiences related to financial products and services.

With your consent, ICF will capture audio and video recordings of your responses as you participate in the study. The recordings will only be shared within the ICF and CFPB project teams for transcription and research purposes.

Your feedback will be kept private and will not be linked to a personal identifier. Additionally, the CFPB may publish aggregate or de-identified reports based on the results of this study. None of your identifying information will be included in the reports.

This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512.