

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, we will capture audio recordings of your responses as you participate in the study. The recordings will only be shared within the ICF project team for transcription and with the CFPB.

Your feedback will be kept private and will not be linked to a personal identifier. Only information that is aggregated or de-identified will be shared with the CFPB. Additionally, the CFPB may publish 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, Section 1013, codified at 12 U.S.C. §§ 5493.

Participation is voluntary, and you may withdraw participation at any time.