

**Modernizing the Loan Servicing Experience for SFHD Loan Borrowers
Research Participant Consent**

This agreement relates to your participation in USDA's SFHD Customer Loan Management project which aims to improve the SFHD Loan borrower's loan servicing experience. The project is taking place between March 4 – March 29, 2024. Your participation is completely voluntary. If at any point you no longer wish to take part, please let us know by reaching out to [appropriate contact name and email]. We ask that you read, sign, and return this form to acknowledge your agreement to participate.

We appreciate your participation. Your time and input make it possible for us to improve government services.

We'll be using information from the session to understand what people expect and want from government programs and services, particularly those offered to SFHD loan borrowers.

We'd like to record the session. We'll use this information to help us review our time together and make sure we understand what you shared. At any time during the session, you can ask us to stop recording, or you can end the discussion. Please initial next to each statement.

_____ I consent to having audio recorded.

_____ I consent to having video recorded and photos captured.

We'll work to protect your privacy. We may use the information you share to help tell stories of what people want and need. We follow best practices in government research as defined in this federal guide: <https://methods.18f.gov/fundamentals/privacy/>. If we share your story or quotes, we will not attribute them to you by name or show your image in association with your name.

You can withdraw your consent or change your mind about what you have shared with us. You can do this during the session, at the end of the session, or after the session by contacting: [appropriate contact name and email].

We appreciate you taking part in this session. Your perspective will help shape this project. Thank you very much for your time and feedback!

By signing this form, you are authorizing the production or use only as specified above.

Signature

Printed Name

Date