



Consumer Financial
Protection Bureau

Para leer esta carta en español por favor vea el dorso.

1234567 101

<FIRST NAME> <LAST NAME>
<ADDRESS>
<CITY> <STATE> <ZIP>

May 7, 2020

Dear Consumer,

I would like to ask for your help with a survey about your views and experiences with your finances. As you may remember, we sent you a survey about a year ago. This survey will help us understand how consumer situations and finances can change. Understanding your experiences is particularly important in developing policies to assist consumers in financial distress, especially now as many people face difficult financial situations because of the novel coronavirus.

The survey is sponsored by the Consumer Financial Protection Bureau (CFPB), a Federal agency created in 2010 to make markets for financial products like mortgages, credit cards, and car loans work better for consumers like you.

We will follow up with you by mail in the coming weeks about this survey. Please fill out the survey, even if you didn't fill out the previous survey, since people's experiences can vary widely.

Your participation is voluntary, and your responses will remain confidential. Please do not identify yourself in any way when you return your questionnaire in the enclosed postage-paid return envelope. You can also take the survey online by following the instructions below.

We expect the survey will take 10-15 minutes to complete and have enclosed a small token of appreciation. Thank you in advance for your help with this important survey.

If you have any questions about this survey, please feel free to call (855) 246-9457 or visit www.consumerfinance.gov/making-ends-meet-survey to learn more.

Respectfully,

Thomas Pahl
Policy Associate Director for Research, Markets, and Regulations
Consumer Financial Protection Bureau

To Take the Survey Online

Mobile

Text your unique survey PIN #: <12345678> to 202-883-3381 to receive a link to directly connect to your survey.

Web

Go to www.CFPBMakingEndsMeet.com and enter your unique survey PIN #: <12345678> and 5-digit zip code.