

3506(c)(2)(A)). Currently, the Bureau is soliciting comments concerning the information collection efforts relating to Quantitative Testing of Integrated Mortgage Loan Disclosure Forms.

**DATES:** Written comments must be received on or before May 29, 2012 to be assured of consideration.

**ADDRESSES:** You may submit comments by any of the following methods:

- *Electronic:* <http://www.regulations.gov>. Follow the instructions for submitting comments.
- *Mail/Hand Delivery/Courier:* Direct all written comments to Consumer Financial Protection Bureau, (Attention: Chris Willey, Chief Information Officer), 1700 G Street NW., Washington, DC 20552.

*Instructions:* All submissions must include the agency name and docket number for this notice. In general, all comments will be posted without change to <http://www.regulations.gov>. In addition, comments will be available for public inspection and copying at 1700 G Street NW., Washington, DC 20552 on official business days between the hours of 10 a.m. and 5 p.m. Eastern Time. You can make an appointment to inspect comments by telephoning (202) 435-7275. All comments, including attachments and other supporting materials, will become part of the public record and subject to public disclosure. You should only submit information that you wish to make available publicly.

**FOR FURTHER INFORMATION CONTACT:**

Requests for additional information should be directed to Joseph Durbala, (202) 435-7893, at the Consumer Financial Protection Bureau, (Attention: Joseph Durbala, PRA Clearance Office), 1700 G Street NW., Washington, DC 20552, or through the internet at [Joseph.Durbala@cfpb.gov](mailto:Joseph.Durbala@cfpb.gov).

**SUPPLEMENTARY INFORMATION:**

*Title:* Quantitative Testing of Integrated Mortgage Loan Disclosure Forms.

*OMB Number:* 3170-xxxx.

*Abstract:* The Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank Act), Public Law 111-203, Title X, requires the CFPB to develop disclosures that integrate separate disclosures concerning residential mortgage loans that are required under the Truth in Lending Act (TILA) and Real Estate Settlement Procedures Act (RESPA). The Dodd-Frank Act requires the Bureau to publish proposed integrated disclosures by July 21, 2012. The Bureau began developing the integrated disclosures in 2011, conducting qualitative testing of the

disclosures given in connection with the application by the consumer and the consummation of the transaction. This qualitative testing has been conducted under Emergency Clearance Number 1505-0233 and Generic Clearance Number 3170-0003.

The Bureau proposes to conduct quantitative testing of the integrated disclosures after it publishes the proposed integrated disclosures. The purpose of the quantitative testing will be to examine whether the disclosures aid consumers in understanding the terms of the mortgage loan that is the subject of the disclosure. All information will be collected on a voluntary basis and consumers will receive usual and customary compensation for their participation. For the quantitative research, the Bureau plans to contract with a consumer research firm to formulate a quantitative testing plan, recruit respondents, as well as to conduct the testing and provide a report summarizing the results of the research. The results will assist the Bureau in determining the efficacy of the proposed integrated disclosures, in furtherance of the statutory purpose of the integrated disclosures under TILA and RESPA, which is, in part, to aid the consumer in understanding the transaction.

*Current Actions:* Requesting new OMB approval number.

*Type of Review:* New collection.

*Affected Public:* Individuals or Households.

*Estimated Number of Responses per year:* 2,000.

*Estimated Time per Respondent:* 30 minutes.

*Estimated Total Annual Burden Hours per year:* 1,000.

The following paragraph applies to all of the collections of information covered by this notice:

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection of information displays a valid OMB control number.

*Request For Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. All comments will become a matter of public record. Comments are invited on: (a) Whether the collection of information is necessary for the proper performance of the functions of the agency, including whether the information shall have practical utility; (b) the accuracy of the agency's estimate of the burden of the collection of information, including the validity of the methodology and the assumptions used; (c) ways to enhance the quality,

utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology costs and costs of operation, maintenance, and purchase of services to provide information.

Dated: March 20, 2012.

**Chris Willey,**

*Chief Information Officer, Bureau of Consumer Financial Protection.*

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**BUREAU OF CONSUMER FINANCIAL PROTECTION**

[Docket No. CFPB-2012-0011]

**Proposed Collection; Comment Request**

**AGENCY:** Bureau of Consumer Financial Protection.

**ACTION:** Notice and request for public comment.

**SUMMARY:** The Bureau of Consumer Financial Protection (Bureau), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to comment on a proposed information collection, as required by the Paperwork Reduction Act of 1995, Public Law 104-13 (44 U.S.C. 3506(c)(2)(A)). Currently, the Bureau is soliciting comments on a proposed information collection to test online and print content the Bureau provides to consumers to help them achieve their financial goals and to better understand various financial products and services available to them, pursuant to the Bureau's authorities under the Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank Act), Public Law 111-203.

**DATES:** Written comments are encouraged and must be received on or before May 29, 2012 to be assured of consideration.

**ADDRESSES:** You may submit comments, identified by docket number CFPB-2012-0011, by any of the following methods:

- *Electronic:* <http://www.regulations.gov>. Follow the instructions for submitting comments.
- *Mail/Hand Delivery/Courier:* Direct all written comments to Consumer Financial Protection Bureau, 1700 G Street NW., (Attention: Chris Willey, Chief Information Officer), Washington, DC 20552.

*Instructions:* All submissions must include the agency name and docket number for this notice. In general all comments received will be posted without change to <http://www.regulations.gov>. In addition, comments will be available for public inspection and copying at 1700 G Street, NW., Washington, DC 20552 on official business days between the hours of 10 a.m. and 5 p.m. Eastern Time. You can make an appointment to inspect comments by telephoning (202) 435-7275. All comments, including attachments and other supporting materials, will become part of the public record and subject to public disclosure. You should submit only information that you wish to make available publicly.

**FOR FURTHER INFORMATION CONTACT:** Requests for additional information should be directed to Joseph Durbala, (202) 435-7893, at the Consumer Financial Protection Bureau, (Attention: Joseph Durbala, PRA Clearance Office), 1700 G Street NW., Washington, DC 20552, or through the Internet at [Joseph.Durbala@cfpb.gov](mailto:Joseph.Durbala@cfpb.gov).

**SUPPLEMENTARY INFORMATION:**  
*Title:* Generic Clearance for User Testing of Consumer Financial Products and Services.  
*OMB Control Number:* 3170-XXXX.

*Abstract:* Under the Dodd-Frank Act, the Bureau is responsible for “developing and implementing initiatives intended to educate and empower consumers to make better informed decisions.” The Dodd-Frank Act also directs the Bureau to research, analyze, and report on consumer awareness and understanding of, and behaviors with respect to, financial services and products and the associated costs and benefits.<sup>1</sup> In keeping with the Bureau’s commitment to encouraging evidence-based practices to improve consumer financial outcomes, the Bureau exercises its authorities under the Act to measure the impacts of specific Bureau initiatives aimed at improving consumers’ financial literacy and decision-making skills.

In service of these mandates, the Bureau intends to commission periodic user testing of information the Bureau provides to consumers to help them achieve their financial goals and to better understand various financial products and services available to them. The Bureau will also use this information collection to test methods for communicating that information to better understand the impact of particular information delivery methods’ on the attitudes,

understanding, and behaviors of American adult consumers around issues of financial decision-making.

These user testing collections will be conducted either in-person, using spoken prompts and responses, paper-based written and visual prompts and responses; or through online multimedia prompts and responses. The Bureau will employ a qualitative, iterative, testing methodology to assess:

- The quality and impact of written and visual information,
- Methods and media for communicating information, and
- User experience scenarios for using information to assist in financial decision making.

This information will inform the Bureau’s consumer engagement and education efforts, allowing it to improve its delivery of services to consumers and empower them to improve upon their financial-decision-making skills and outcomes.

*Current Actions:* New generic collection request.

*Type of Review:* New.

*Affected Public:* Individuals or Households.

*Annual Burden Estimates:* Below is a preliminary estimate of the aggregate burden hours for the information collections:

Process	Number of respondents	Number of responses per respondent	Average burden per response minutes	Total burden hours
Internet-based qualitative prototype testing .....	500	18	3	450
Internet-based qualitative concept testing .....	500	18	3	450
In-person qualitative prototype testing .....	500	18	5	750
In-person qualitative concept testing .....	500	18	5	750
<b>Total .....</b>	<b>2,000</b>	<b>72</b>	<b>16</b>	<b>2,400</b>

*Request for Comments:* Comments submitted in response to this notice will be summarized and/or included in the request for OMB approval. All comments will become a matter of public record. Comments are invited on: (a) Whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility; (b) the accuracy of the agency’s estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) ways to enhance the quality, utility, and clarity of the information to be collected; and (d) ways to minimize the burden of the collection of information

on respondents, including through the use of automated, collection techniques or other forms of information technology.

Dated: March 20, 2012.  
**Chris Willey,**  
*Chief Information Officer, Bureau of Consumer Financial Protection.*  
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**BUREAU OF CONSUMER FINANCIAL PROTECTION**

[Docket No. CFPB-2012-0012]

**Proposed Collection; Comment Request**

**AGENCY:** Bureau of Consumer Financial Protection.

**ACTION:** Notice and request for public comment.

**SUMMARY:** The Bureau of Consumer Financial Protection (Bureau), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public and other Federal agencies to comment on a proposed information collection, as

<sup>1</sup> 12 U.S.C. s. 5493(b)(1).