



OFFICE of GOVERNMENT INFORMATION SERVICES

December 23, 2015—Sent via U.S. mail

[REDACTED]  
[REDACTED]

Re: Case No.: 201600169  
NG: CM

NATIONAL  
ARCHIVES  
and RECORDS  
ADMINISTRATION

8601 ADELPHI ROAD  
OGIS  
COLLEGE PARK, MD  
20740-6001

web: [www.ogis.archives.gov](http://www.ogis.archives.gov)  
e-mail: [ogis@nara.gov](mailto:ogis@nara.gov)  
phone: 202-741-5770  
toll-free: 1-877-684-6448  
fax: 202-741-5769

Dear [REDACTED]:

This responds to your November 5, 2015 request for assistance from the Office of Government Information Services (OGIS), which we received via U.S. mail. Your request for assistance pertains to your Freedom of Information Act (FOIA) request to the Consumer Financial Protection Bureau (CFPB).

Congress created OGIS to complement existing FOIA practice and procedure; we strive to work in conjunction with the existing request and appeal process. The goal is for OGIS to allow, whenever practical, the requester to exhaust his or her remedies within the agency, including the appeal process. OGIS has no investigatory or enforcement power, nor can we compel an agency to release documents. OGIS serves as the Federal FOIA Ombudsman and our jurisdiction is limited to assisting with the FOIA process.

In your submission, you explain that you submitted a FOIA request to CFPB by email on [REDACTED], but you have not received acknowledgement or a response from the agency. OGIS staff contacted CFPB FOIA staff, who informed us that your request has been logged into the system and that the agency will begin processing it immediately. CFPB also informed us that they will contact you directly to acknowledge your case and provide a tracking number.

I hope that this information about your request is useful to you. Thank you for contacting OGIS; we will now consider this matter closed.

Sincerely,

[REDACTED]

JAMES V.M.L. HOLZER  
Director

cc: CFPB FOIA

We appreciate your feedback. Please visit <https://www.surveymonkey.com/s/OGIS> to take a brief anonymous survey on the service you received from OGIS.

