



## Privacy Impact Assessment of the Office of the Inspector General Hotline

For Questions or Comments, please email: [privacy.comments@frb.gov](mailto:privacy.comments@frb.gov)

### Description of the IT system:

The Office of the Inspector General (OIG) for the Board of Governors of the Federal Reserve System (Board) is an independent oversight authority established under the Inspector General Act of 1978 (IG Act), as amended. Its mission is to provide independent oversight by conducting audits, evaluations, investigations, and other reviews relating to the programs and operations of both the Board and the Consumer Financial Protection Bureau (CFPB). In doing so, the OIG makes recommendations to improve economy, efficiency, and effectiveness and to prevent and detect fraud, waste, and abuse. In accordance with the IG Act, the OIG shares its recommendations with the Board and the CFPB, while keeping the Board, CFPB's Director, and Congress informed of its findings and recommendations, as well as the agencies' progress in implementing corrective actions.

As part of its responsibilities, the OIG operates the OIG Hotline, which serves as a resource for individuals to report suspected fraud, waste, abuse, or mismanagement. Individuals may report information to the OIG Hotline (collectively referred herein to any submission made online via web form, by phone, or mail).<sup>1</sup> Anyone may report fraud, waste, abuse, or mismanagement related to the programs or operations of the Board or the CFPB by contacting the OIG Hotline.

As described below, complaints are processed by how they are submitted to OIG:

#### Complaints submitted via the OIG Hotline Web Form:

These electronic forms are delivered to a shared Board email box where the Hotline's coordinator manually transfers the completed data fields to OIG's Investigative Management System and assigns a case number in the OIG's Case Management Tracking System (CMTS).

#### Complaints submitted via Mail:

These paper complaints are scanned and entered into CMTS, with original paper copies stored in a secure file room accessible only by authorized OIG staff.

#### Complaints submitted via Phone:

Phone complaints are maintained in the Board's CMTS. All recordings are deleted once the complaints have been documented.

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<sup>1</sup> <https://oig.federalreserve.gov/secure/forms/hotline>.

All complaints are reviewed by the Hotline's coordinator, who may then refer the matter to the appropriate OIG component, the Board, or CFPB, for additional action.

**1. The information concerning individuals that is being collected and/or maintained:**

The OIG Hotline allows individuals to submit complaints without any personally identifiable information (PII). However, individuals may elect to provide information that may concern themselves or others (e.g., alleged responsible parties, victims, or witnesses), for instance, on the Hotline's web form's open text field in describing their allegations. Such information may include, but is not limited to, first and last names, email addresses, phone numbers, street addresses, places of employment, and contact information for the submitting individual or parties involved.

**2. Source(s) of each category of information listed in item 1:**

Complaints may be submitted online via the web form, phone, or mail. When additional information is needed, the Hotline's coordinator will request that the complainant provide the requested information by emailing the OIG's Office of Investigations. If email complaints are forwarded either from within Federal Reserve System or from external government offices, they are processed in the same manner as online submissions.

**3. Purposes for which the information is collected:**

Information is collected to conduct and manage investigations, audits, evaluations, and other reviews related to Board programs and operations (including Board-delegated functions performed by the Federal Reserve Banks) and the CFPB.

**4. Who will have access to the information:**

Board access to information collected through the OIG Hotline is limited to authorized employees with official business purposes. In limited circumstances, an OIG contractor may be given access on a need-to-know basis. In accordance with the Privacy Act of 1974 (5 U.S.C. § 552a), the Board exercises certain Privacy Act exemptions and routine uses (i.e., records that may be disclosed without the written consent of individuals to whom the records pertain), as described in the System of Records Notice (SORN) (see question 9 below). OIG may also disclose information subject to the Freedom of Information Act (5 U.S.C. § 552), and as directed by court order or applicable laws, rules, and regulations.

**5. Whether the individuals to whom the information pertains have an opportunity to decline to provide the information or to consent to particular uses of the information (other than required or authorized uses):**

The submission of information to the OIG Hotline is voluntary. Individuals may always submit information anonymously. If an individual chooses to provide PII, the OIG maintains confidentiality, except in rare circumstances in which disclosure is determined by the Inspector General to be unavoidable during an investigation, in accordance with the IG Act.

**6. Procedure(s) for ensuring that the information maintained is accurate, complete and up-to-date:**

OIG relies on complainants for the accuracy, completeness, and timeliness of the information. Information provided by individuals may also be corroborated during an audit, evaluation, investigation, or other review.

**7. The length of time the data will be retained:**

The National Archives and Records Administration (NARA) approved an OIG investigative records retention period of 10 years beginning when the investigation is closed, unless the records relate to a significant investigation (e.g., cases resulting in substantive change in agency policy, cases with national or regional media attention, and cases that attract congressional attention). In such instances, the files are retained permanently and transferred to NARA in five (5)-year blocks 30 years after the investigation is closed.

**8. The administrative and technological procedures used to secure the information against unauthorized access:**

The OIG Hotline applies applicable privacy and security controls in National Institute of Standards and Technology's (NIST) Special Publication 800-53 (Rev. 5), Security and Privacy Controls for Information Systems and Organizations, in accordance with the Federal Information Security Modernization Act (FISMA).

Access is restricted to OIG Hotline information and is limited to authorized OIG users who require access for official business purposes. The type of information that users are permitted to access is based on their job responsibilities. Periodic reviews are conducted to determine whether users still require access, have the appropriate role, and whether there have been any unauthorized changes in any information maintained in the OIG Hotline.

The file room used for paper submission is only accessible to authorized Office of Investigations staff. Access to this room is managed via individual key cards programmed for that specific room.

**9. Whether a new system of records under the Privacy Act will be created. (If the data are retrieved by name, unique number or other identifier assigned to an individual, then a Privacy Act system of records may be created):**

The OIG Hotline is covered by Privacy Act System of Records Notice BGFRS/OIG-1, OIG Investigative Records, which may be accessed at the Board's System of Records Notices (SORNs) webpage.

**Reviewed:**

                    *//Signed//*                      
Charles Young  
Senior Agency Official for Privacy

                    *12/15/2025*                      
Date

                    *//Signed//*                      
Jeff Riedel  
Chief Information Officer

                    *12/16/2025*                      
Date