

Consumerfinance.gov en español feedback survey

May 15, 2013

Please interact with www.consumerfinance.gov/es for 5 minutes, and then give us your feedback on the site. Thank you.

Paperwork Reduction Act

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0024. It expires on 12/31/2015. The time required to complete this information collection is estimated to average approximately 10 minutes per response, including the time for reviewing any instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responding to this collection of information is voluntary. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to CFPB_Public_PRA@cfpb.gov.

Language preference

Help us understand your language preferences.

1. What languages are you proficient with?
Choose all that apply

English
Spanish
Other

2. How comfortable are you reading, speaking, and writing Spanish?
 - a. Not comfortable
 - b. Comfortable
 - c. Very comfortable
 - d. Does not apply to me

Consumerfinance.gov homepage

Feedback about "Inicio"

3. About how many Facebook followers does the CFPB have?
 - a. 16,000
 - b. 14,000
 - c. 13,000
 - d. Not available
4. Based on the site's homepage, select all the services consumerfinance.gov/es offers.

Select all that apply

Download brochures
Submit a complaint
Get answers
Learn about the CFPB
Find guidance for bank examiners

5. Other feedback on the homepage:

Obtener respuestas

Select "Obtener respuestas" from the homepage.

6. What do you think will happen when you select “Adquirir crédito”?
7. If you have a specific question about financial products, how would you go about finding the answer to your question?

Choose one

- a. Call (855) 411-2373 to speak to an operator
 - b. Enter your question into the text box on the “Obtener respuestas” page to search
 - c. Search for your answers on Google
 - d. Ask a friend or family member
 - e. None of the above
8. Select the categories of financial information you can find on the site:
Select all answers that apply
- Pagar la Universidad
 - Comprar una casa
 - Obtener una tarjeta de crédito
 - Manejar una deuda
 - All of the above
 - None of the above
9. What are some other topics you would like to see here?

Adquirir credito

Select “Adquirir crédito” from “Obtener respuestas”

10. How many answers do we have about this topic, “Adquirir crédito”?
- a. 7
 - b. 8

- c. 9
- d. 10
- e. I don't know

11. How do you narrow down the number of questions you see for this topic?

12. Other feedback on “Adquirir crédito”?

Question and answer

Select a question from the “Acquirir crédito” page

13. Are you able to provide feedback about this answer?

- a. Yes
- b. No
- c. I don't know

14. Other feedback on the question and answer page:

¿Quiénes somos?

Click on “Quiénes somos” in the site navigation

15. What is the purpose of the CFPB?

16. Does the video on CFPB help you understand what the CFPB does?

- a. Yes
- b. No

17. Other feedback on “Quiénes somos”:

Presentar una queja

Click on "Presentar una queja" in the navigation of the site.

18. How many steps does your complaint go through after you submit it?

- a. 4**
- b. 5**
- c. 6**
- d. 7**
- e. None of the above**

19. What number do you call to submit a complaint?

- a. 202-576-9999
- b. 1-800-411-2372
- c. 1-800-877-2372

20. Can you file a complaint in Spanish?

- a. Yes
- b. No
- c. I don't know

21. Other feedback on "Presentar una queja":

Thanks!

Thank you for taking the time to give us feedback. Your response is important to us.