

**Justification for Non-material/Non-substantive Change**  
**Consumer Financial Protection Bureau**  
**Information Collection Request**  
**Consumer Response Intake Form (Intake Form)**  
**OMB No. 3170-0011**

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The Consumer Financial Protection Bureau (CFPB) submits this memorandum to provide justification for a proposed change to the form associated with information collection 3170-0011 Consumer Response Intake Form, approved by Office of Management and Budget (OMB) on November 18, 2011.<sup>1</sup> The proposed revision will be reflected on previously- approved information collection media (i.e., telephone script, “paper” form, and web form) and does not represent a new collection instrument. For ease of discussion, all reference will be to the attached screenshots of the web version.

In February 2012, the OMB approved several non-material revisions to the Intake Form, including the plain language revision of the product and issue description “money transmission or remittance” to “money transfer.” (The term “money transfer” is more commonly used to refer to any electronic transfer of money from one person to another.) This memorandum serves to update the previous submission and provide a more detailed illustration by way of website screenshots.

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<sup>1</sup> Originally approved as a Department of Treasury/Department Offices form, the approved information collection was transferred to Consumer Financial Protection Bureau on November 21, 2011. ICR Reference Number 201111-3170-004.

Screenshots for proposed Money Transfers web complaint form

**Section 1: What Happened**

**Screenshot view: Main**

**cfpb** Consumer Financial Protection Bureau [Log In](#)

## File a money transfer complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

- 1. What happened?**
2. Desired resolution
3. My information
4. Product information
5. Review

Describe what happened so we can understand the issue. \*

*4000 characters remaining*

This is about a(n) \*

Choose...

- Choose...
- Domestic (US) money transfer
- International money transfer

**Continue**

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## Section 1: What Happened

Screenshot view: This is about Domestic (US) money transfer

Describe what happened so we can understand the issue. \*

4000 characters remaining

This is about a(n) \*

Domestic (US) money transfer ▾

Which of these best describes your issue? \*

- Money was not available when promised
- Wrong amount charged or received  
*Transfer amounts, fees, exchange rates, taxes, etc.*
- Incorrect/missing disclosures or info
- Other transaction issues  
*Unauthorized transaction, cancellation, refund, etc.*
- Other service issues  
*Advertising or marketing, pricing, privacy, etc.*
- Fraud or scam

Continue

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## Section 1: What Happened

Screenshot view: This is about International money transfer

Describe what happened so we can understand the issue. \*

4000 characters remaining

This is about a(n) \*

International money transfer ▼

Which of these best describes your issue? \*

- Money was not available when promised
- Wrong amount charged or received  
*Transfer amounts, fees, exchange rates, taxes, etc.*
- Incorrect/missing disclosures or info
- Other transaction issues  
*Unauthorized transaction, cancellation, refund, etc.*
- Other service issues  
*Advertising or marketing, pricing, privacy, etc.*
- Fraud or scam

[Continue](#)

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## Section 2: Desired Resolution

Screenshot view: Main

The screenshot shows the CFPB website interface for filing a complaint. At the top left is the CFPB logo and the text 'Consumer Financial Protection Bureau'. At the top right is a 'Log In' link. The main heading is 'File a money transfer complaint'. Below this is a sub-heading: 'We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.' A progress bar below the sub-heading shows five steps: 1. What happened? (completed), 2. Desired resolution (current step, highlighted in orange), 3. My information, 4. Product information, and 5. Review. The main question is 'What do you think would be a fair resolution to your issue? \*'. Below the question is a large text input area with a vertical scrollbar. At the bottom left of the input area, it says '4000 characters remaining'. At the bottom center are two buttons: 'Continue' and 'Back'. At the bottom left of the page is a link for 'Privacy act statement' and at the bottom right is 'OMB #3170-0011'.

cfpb Consumer Financial Protection Bureau

[Log In](#)

### File a money transfer complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

✓ What happened?   2. **Desired resolution**   3. My information   4. Product information   5. Review

What do you think would be a fair resolution to your issue? \*

4000 characters remaining

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### Section 3: My Information Screenshot view: Main

✓ What happened?   ✓ Desired resolution   **3. My information**   4. Product information   5. Review

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**My contact information**

Salutation (Optional)

First name \*

Middle name (Optional)

Last name \*

Suffix (Optional)

United States

Mailing address \*

Apartment, suite, building (Optional)

City \*

State \*

ZIP code \*

Phone (Optional)

Email \*

My age is  (Optional)

*Filing on behalf of someone else may require signed, written permission.*

I am (the)  Sender  Recipient  Filing on behalf of someone else

I am filing on behalf of  Myself  Someone else

The consumer is a servicemember or is a spouse or dependent of a servicemember. (Optional)

[Continue](#) [Back](#)

### Section 3: My Information

Screenshot view: Select “I am filing on behalf of someone else”; “Servicemember”

I am filing on behalf of  Myself  Someone else

Someone else

This person is the

Sender  Recipient

What is your relationship to this person? \*

Choose...

Salutation (Optional)

First name \*

Middle name (Optional)

Last name \*

Suffix (Optional)

United States

Mailing address \*

Apartment, suite, building (Optional)

City \*

State \*

ZIP code \*

Email (Optional)

The consumer is a servicemember or is a spouse or dependent of a servicemember. (Optional)

Servicemember

Dependent or spouse of a servicemember

[Continue](#) [Back](#)

## Section 4: Product Information

### Screenshot view: Main

✓ What happened?    ✓ Desired resolution    ✓ My information    **4. Product information**    5. Review

---

What company was used to send the money?

*Company name on the receipt*

Company name \*

*Do not submit a complaint if you do not want it to be forwarded to the company you select. All complaints submitted on this site will be sent to the company for response.*

Account number (Optional)

*Account number associated with the company used for this transfer*

Where did the transaction take place? (Optional)

Choose... ▼

**Sender Information**

Salutation (Optional) ▼

First name \*

Middle name (Optional)

Last name \*

Suffix (Optional) ▼

United States ▼

Mailing address (Optional)

Apartment, suite, building (Optional)

City (Optional)

State \* ▼

ZIP code (Optional)

Phone (Optional)

Email (Optional)



## Section 4: Product Information

Screenshot view: View options for “Where did the transaction take place”

✓ What happened?    ✓ Desired resolution    ✓ My information    **4. Product information**    5. Review

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What company was used to send the money?

*Company name on the receipt*

The company name you entered is not in our database. Please enter in the optional address information.

*Do not submit a complaint if you do not want it to be forwarded to the company you select. All complaints submitted on this site will be sent to the company for response.*

*Account number associated with the company used for this transfer*

Where did the transaction take place? (Optional)

- Choose...
- Online
- In person, phone, fax

## Section 4: Product Information

Screenshot view: "Where did the transaction take place": Online

Where did the transaction take place? (Optional)

Online

Website or name of mobile app (Optional)

Sender Information

Salutation (Optional)

First name \*

Middle name (Optional)

Last name \*

Suffix (Optional)

United States

Mailing address (Optional)

Apartment, suite, building (Optional)

City (Optional)

State \*

ZIP code (Optional)

Phone (Optional)

Email (Optional)

How much was transferred? (Optional)

USD United States Dollar 0.00

*Amount must be in 0.00 format*

Date of transfer (Optional)  
*when money was sent*

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What is the transfer ID or transaction number? (Optional)

## Section 4: Product Information

Screenshot view: "Where did the transaction take place": In person, phone, fax

Where did the transaction take place? (Optional)

In person, phone, fax

Company name \*

United States

Company address (Optional)

City (Optional)

State \*

ZIP code (Optional)

Phone (Optional)

Sender Information

Salutation (Optional)

First name \*

Middle name (Optional)

Last name \*

Suffix (Optional)

United States

Mailing address (Optional)

Apartment, suite, building (Optional)

City (Optional)

State \*

ZIP code (Optional)

Phone (Optional)

Email (Optional)

## Section 4: Product Information

### Screenshot view: Sender Information fields

Sender Information

Salutation (Optional)

First name \*

Middle name (Optional)

Last name \*

Suffix (Optional)

United States

Mailing address (Optional)

Apartment, suite, building (Optional)

City (Optional)

State \*

ZIP code (Optional)

Phone (Optional)

Email (Optional)

How much was transferred? (Optional)

USD United States Dollar  0.00

*Amount must be in 0.00 format*

## Section 4: Product Information

### Screenshot view: Amount transfer fields

How much was transferred? (Optional)

USD United States Dollar

*Amount must be in 0.00 format*

Date of transfer (Optional)  
*when money was sent*

What is the transfer ID or transaction number? (Optional)  
*Transaction number or Transfer ID may be found on money transfer receipt*

Funds promised date (Optional)  
*when funds expected*

Amount of error (Optional)

USD United States Dollar

*Amount must be in 0.00 format*

Date of error (Optional)  
*when error was found*

Person receiving funds

## Section 4: Product Information

### Screenshot view: Person Receiving Funds Fields

Person receiving funds

How was the transfer received? (Optional)

Choose...

Salutation (Optional)

test

test

test

Suffix (Optional)

United States

test

test

test

DC

test

test

h@h.com

Upload any supporting documents (Optional)

Copies of receipts, disclosures provided for transaction, account statements, advertisements/marketing letters, etc.

**Attach documents**

## Section 5: Review

### Screenshot view: Main 1

✓ What happened?    ✓ Desired resolution    ✓ My information    ✓ Product information    **5. Review**

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#### WHAT HAPPENED [\[EDIT\]](#)

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**Describe what happened so we can understand the issue...**  
easd

**This is about a(n)** International money transfer

**Which of these best describes your issue?** Money was not available when promised

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#### DESIRED RESOLUTION [\[EDIT\]](#)

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**What do you think would be a fair resolution to your issue?**  
asd

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#### CONSUMER INFORMATION [\[EDIT\]](#)

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Contact information

**Mailing address**  
s hh h  
h  
h  
h  
Hungary

**Email** h@h.com

**Phone** h

**I am (the)** Recipient

**I am filing on behalf of**  Myself

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#### PRODUCT INFORMATION [\[EDIT\]](#)

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**What company was used to send the money?**  
Test Company

## Section 5: Review

### Screenshot view: Main 2

**Phone** h

**I am (the)** Recipient

**I am filing on behalf of**  Myself

**PRODUCT INFORMATION** [\[EDIT\]](#)

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**What company was used to send the money?**  
Test Company

**Where did the transaction take place?** In person, phone, fax  
as  
SC  
United States

**Sender Information**

asd asd  
DC  
United States

**Person receiving funds**

test test test  
test  
test  
test DC test  
United States

test  
h@h.com

The information given is true to the best of my knowledge and belief. I understand that the CFPB cannot act as my lawyer, a court of law, or a financial advisor.