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

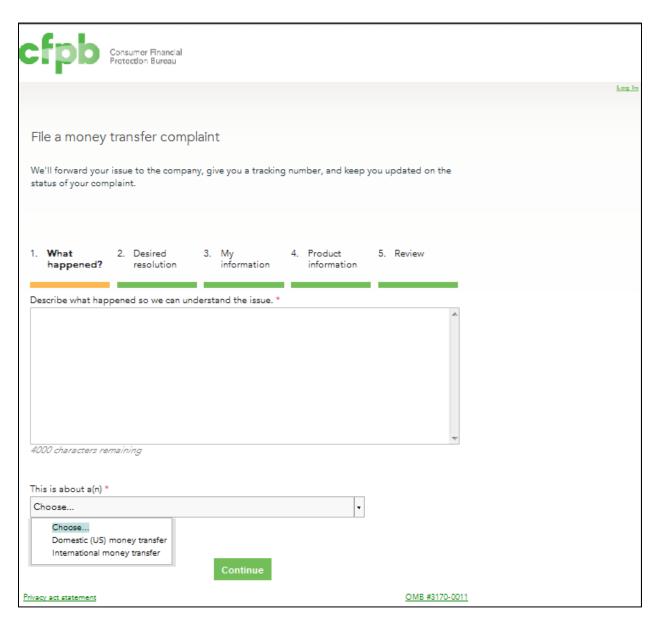
The Consumer Financial Protection Bureau (CFPB) submits this memorandum to provide justification for a proposed change to the form associated with information collection 3170-0011 Consumer Response Intake Form, approved by Office of Management and Budget (OMB) on November 18, 2011. The proposed revision 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.

<sup>&</sup>lt;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.

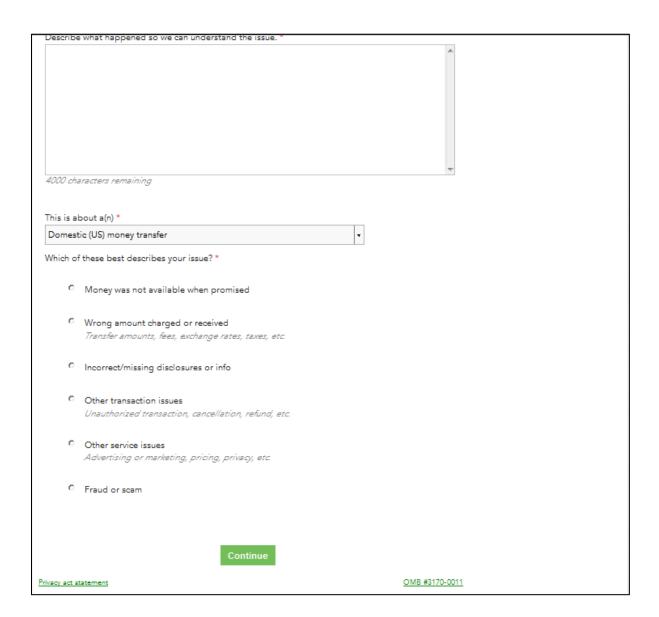
#### Screenshots for proposed Money Transfers web complaint form

## Section 1: What Happened Screenshot view: Main



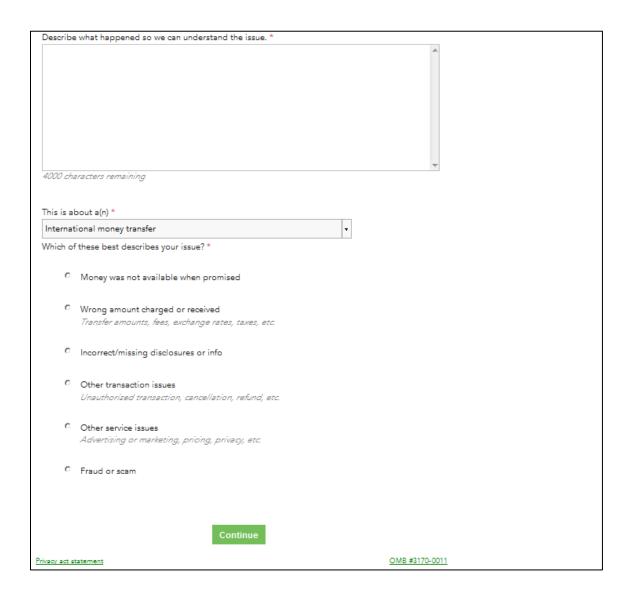
#### **Section 1: What Happened**

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

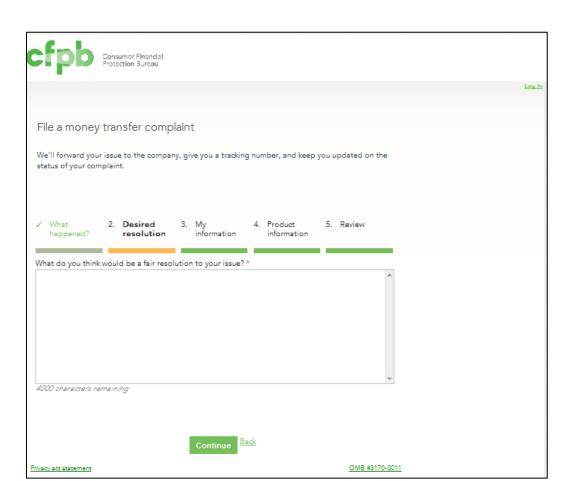


#### **Section 1: What Happened**

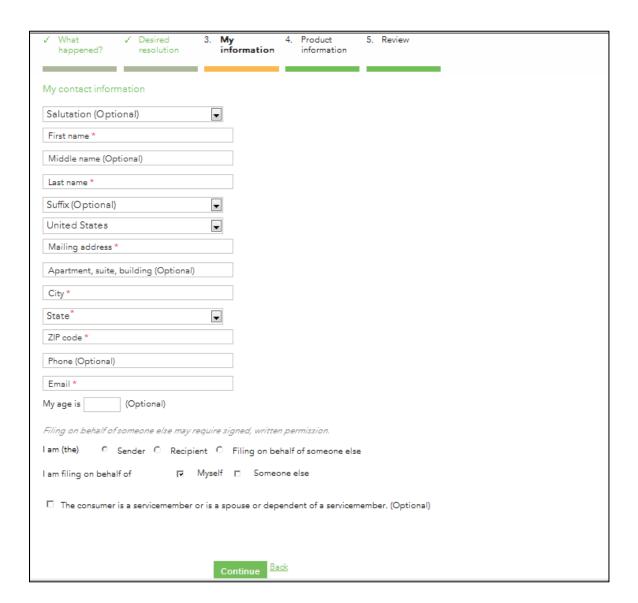
#### Screenshot view: This is about International money transfer



## Section 2: Desired Resolution Screenshot view: Main

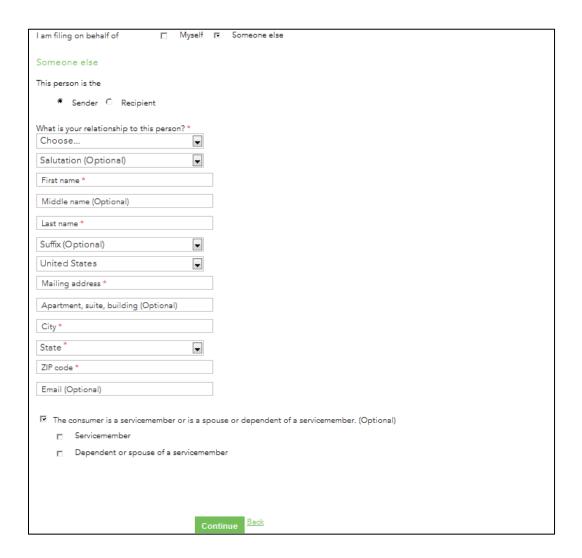


## Section 3: My Information Screenshot view: Main



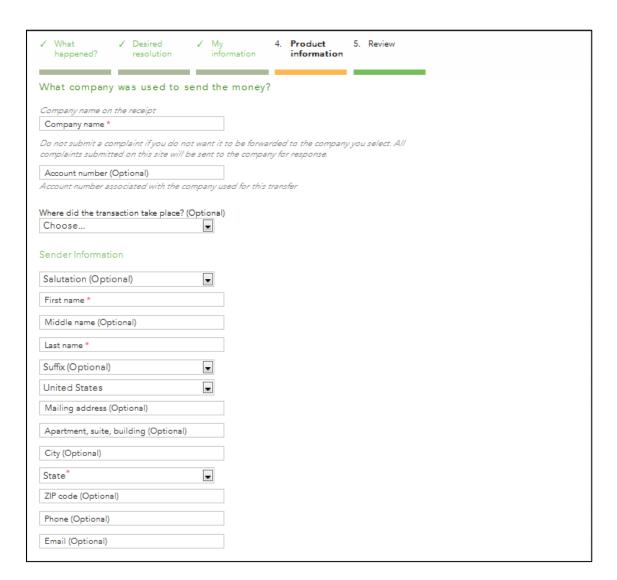
#### **Section 3: My Information**

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



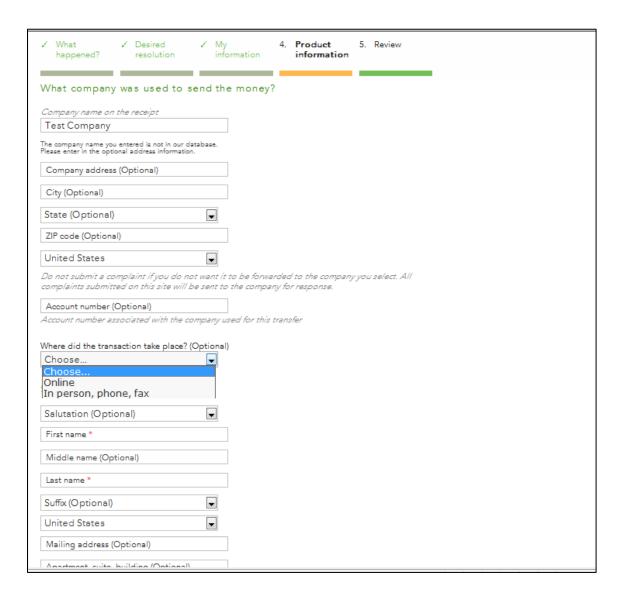
## **Section 4: Product Information**

Screenshot view: Main

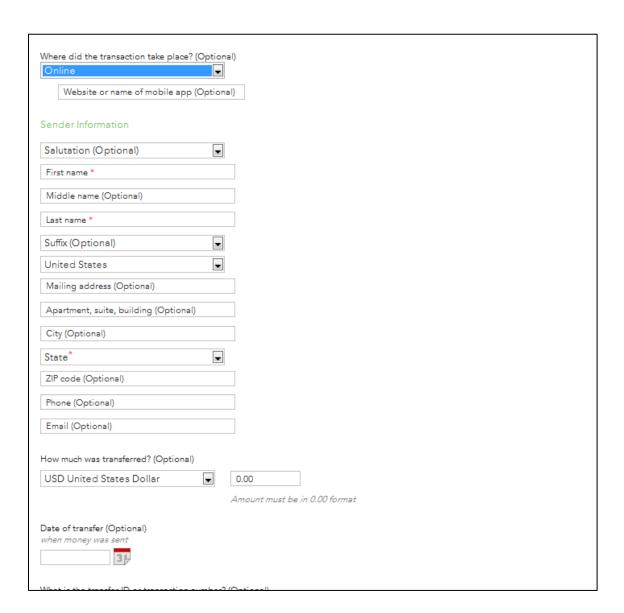


#### **Section 4: Product Information**

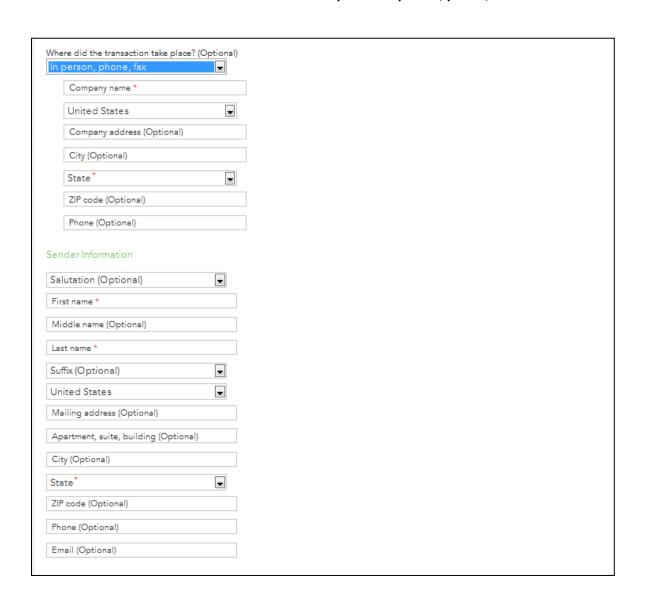
#### Screenshot view: View options for "Where did the transaction take place"



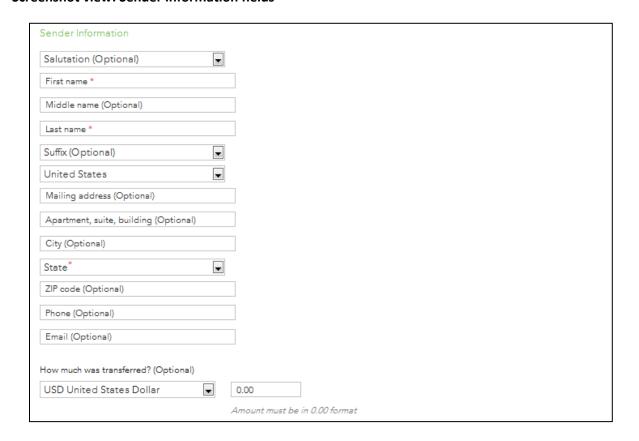
## Section 4: Product Information Screenshot view: "Where did the transaction take place": Online



## Section 4: Product Information Screenshot view: "Where did the transaction take place": In person, phone, fax

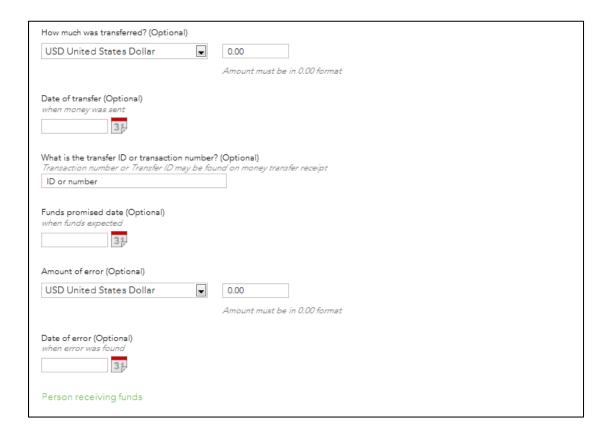


### Section 4: Product Information Screenshot view: Sender Information fields

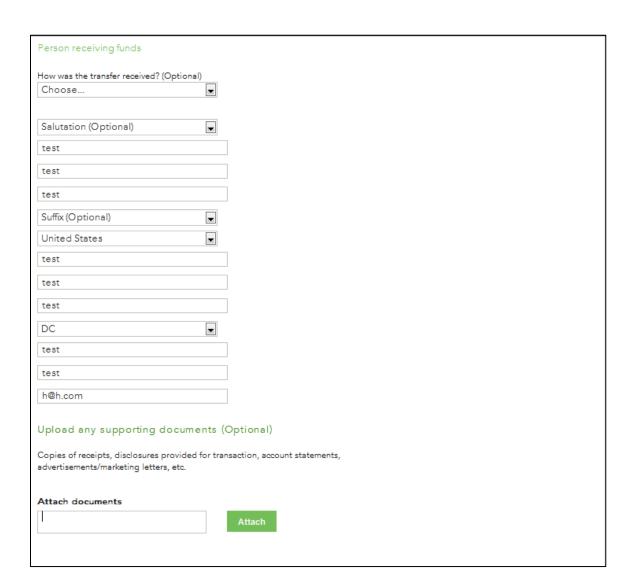


#### **Section 4: Product Information**

#### Screenshot view: Amount transfer fields



# Section 4: Product Information Screenshot view: Person Receiving Funds Fields



#### **Section 5: Review**

#### Screenshot view: Main 1

✓ What happened?	✓ Desired resolution	✓ My information	✓ Product information	5. Review	
WHAT HAPPEN	NED [EDIT]				
Describe what I	happened so we	can understand th	ne issue		
This is about a(	(n) International mo	ney transfer			
Which of these	best describes y	<b>our іввие?</b> Money v	vas not available who	en promised	
DESIRED RESOLUTION [EDIT]					
What do you th	ink would be a f	air resolution to y	your issue?		
CONSUMER IN	FORMATION [EC	DIT]			
Contact inform	mation				
Mailing address s hh h h h h Hungary	s				
Email h@h.com					
I am (the) Recipi					
I am filing on b	ehalf of ⊠ Myse	lf			
PRODUCT INFO	ORMATION [EDIT	1			
What company of Test Company	was used to send	the money?			

#### **Section 5: Review**

Screenshot view: Main 2

Phone h	
I am (the) Recipient	
I am filing on behalf of 🖾 Myself	
PRODUCT INFORMATION [EDIT]	
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	
Officed 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.	
Submit	