

Usability Test for CFPB Consumer Satisfaction Survey Communications

INVITATION

From Display Name: Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey
Reply to: pwcsurveysupport@us.pwc.com

Subject: Tell us about your experience!

To provide the best service possible, the Consumer Financial Protection Bureau (CFPB), a federal government agency, must stay connected to the needs of the consumers we serve. Through this survey, you can provide input on your recent experience submitting a complaint or feedback to CFPB to help us improve our services to consumers.

An independent third party, PricewaterhouseCoopers, is administering this survey on behalf of CFPB. ***This survey is voluntary and will only take about ten minutes.***

[Click here](#) to start the survey.

If the link above is not highlighted, copy and paste the URL below into the address bar of your browser's window. If you have questions about the survey, contact pwcsurveysupport@us.pwc.com.

Thank you for your time and interest in helping us to serve you better.

Consumer Financial Protection Bureau

Survey Link: ^slink^

REMINDER

From Display Name: Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey
Reply to: pwcsurveysupport@us.pwc.com

Subject: CFPB Consumer Satisfaction Survey Closing Soon

There is still time to complete the CFPB Consumer Satisfaction Survey before it closes on [Month, Date]. Your input about your recent experience with CFPB will help us improve our services to consumers who submit complaints or feedback to CFPB.

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Consumer Financial Protection Bureau

Survey Link: ^slink^

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REMINDER (Final)

From Display Name: Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey
Reply to: pwcsurveysupport@us.pwc.com

Subject: Last Chance! CFPB Consumer Satisfaction Survey Closing

There is still time to complete the CFPB Consumer Satisfaction Survey before it closes on [Month, Date]. Your input about your recent experience with CFPB will help us improve our services to consumers who submit complaints or feedback to CFPB.

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Consumer Financial Protection Bureau

Survey Link: ^slink^

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WEB SURVEY ENTRY / SPLASH PAGE

**WELCOME TO THE CONSUMER FINANCIAL PROTECTION BUREAU (CFPB)
CONSUMER SATISFACTION SURVEY**

We are conducting this voluntary survey to get input from CFPB consumers who have recently submitted a complaint or feedback to CFPB so we can improve our services to consumers. Your input will help CFPB provide the best possible service for consumers.

An independent third party, PricewaterhouseCoopers, is conducting this survey on behalf of CFPB. This survey is voluntary and ***will only take about ten minutes.***

Thank you for your time and interest in helping us to serve you better.

Consumer Financial Protection Bureau

OMB # 3170-0042

Paperwork Reduction Act Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection of information displays a valid control number assigned by the Office of Management and Budget (OMB). The OMB control number for this collection is 3170-0042, expires 5/31/2015. 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 PRA@cfpb.gov.

THANK YOU PAGE

Thank you for participating in the CFPB Consumer Satisfaction Survey about your recent experience submitting a complaint or feedback to CFPB. Your feedback will help CFPB provide the best possible service for consumers.

Thank you,

Consumer Financial Protection Bureau

You can now close your browser window.

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FAQs

Answers to Frequently Asked Questions

Who will see my responses and comments? Specific rules are in place to ensure the privacy of individual responses. An independent third party, PricewaterhouseCoopers (PwC), completely separate from CFPB, is administering the entire survey. Only aggregate results are reported.

Can anyone identify me from my responses? No, the reports only include aggregated totals.

Can CFPB see my answers? How are they being kept private? No, CFPB cannot see your individual answers. The final reports do not include information about individuals or information that enables anyone from CFPB to determine individual responses. When the results are compiled, individual responses are aggregated using specific rules that will ensure the privacy of the individual. **PwC does not release or communicate data that identifies specific consumers to CFPB.**

What if I have internet connection issues when taking my survey? If you are having connection issues, it may be because of your browser settings. If you continue to have issues, please contact PricewaterhouseCoopers at pwcsurveysupport@us.pwc.com.

Can I resume the survey later where I left off? Yes, the PwC online survey allows you to leave the survey and then resume at a later point in time. Your answers will be saved. Please note, however, that once you click the "Submit" button, your results will be sent to PwC, and you will not be able to change your answers. You will receive notification that you have reached the end of the survey prior to selecting the "Submit" button.

When I return to the survey, will I start on the first page? Yes, when you click on the survey link for the first time, it will take you to the first page of the survey. Each time you return to an uncompleted survey, you will start off on the first page of the survey; however, all your previous answers to the questions are saved and appear when you progress through the survey pages. The survey saves by page as you click on the "Continue and Save" button on each page.

Can I complete the survey more than once? No, when you click the "Submit" button on the last page of the online survey, you cannot change your answers or re-enter the survey. You will receive notification that you have reached the end of the survey prior to selecting the final "Submit" button.
