

**CONSUMER FINANCIAL PROTECTION BUREAU
REQUEST FOR APPROVAL UNDER THE GENERIC CLEARANCE
FOR CONSUMER COMPLAINT AND INFORMATION COLLECTION SYSTEM
(NATIONAL PILOT SURVEY)
(OMB Control Number: 3170-0042)**

1. TITLE OF INFORMATION COLLECTION: Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey – National Pilot Survey (Consumer Response)

2. PURPOSE: The purpose of this information collection is to deploy a nationwide pilot consumer satisfaction survey via telephone and email. The results of this pilot survey will be used to assess and identify baseline satisfaction of consumers who have contacted the CFPB to submit a complaint or feedback about a financial product or service.

A test version of this survey was approved by OMB on February 6, 2014. A usability test for this survey was administered to 200 consumers between May 1, 2014 and May 7, 2014. The survey completion rate for the test survey was 7.73 percent. Additional details can be found in the enclosed Usability Summary.

3. DESCRIPTION OF RESPONDENTS: The targeted group of respondents will be selected from consumers who filed a complaint with the CFPB that has been closed within the past 90 days and from consumers who have submitted feedback to the CFPB within the past 90 days, for which an email address or telephone number is provided. Depending on complaint and feedback volumes, records beyond the past 90 days may be added.

Respondents will not be selected from the following types of cases:

- Whistleblowers;
- Complaints submitted on behalf of a consumer;
- Complaints where there was no matched company.

Additionally, consumers on CFPB escalated case management lists (identified via case number and/or first and last name) will be included for contact via telephone only.

Those invited to participate will be segmented according to a sample plan that approximates CFPB complaint and feedback volumes by product and channel. Consumers contacted for the usability test survey will be omitted from participation in the pilot survey.

The survey will be completely voluntary. All results will be aggregated or provided as a blinded data file to protect consumer confidentiality. The survey instrument will be deployed only in English, and responses will be solicited only from consumers who corresponded with the CFPB in English.

4. TYPE OF COLLECTION: (Check all that apply)

- Customer Satisfaction Survey
- Piloting Revisions to Consumer Complaint Form
- Focus group
- Usability or laboratory test (not in live system)
- Web-based
- Other (describe) Telephone-based

5. PERSONALLY IDENTIFIABLE INFORMATION:

- a. Is personally identifiable information (PII) collected? Yes No
- b. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No Not Applicable
If applicable, what is the link to the Privacy Impact Assessment (PIA)?
- c. If Applicable, has a System or Records Notice been published?
 Yes No Not Applicable

If Yes, please provide Federal Register citation. N/A.

6. GIFTS OR PAYMENTS: Incentives will not be offered to respondents of the collection of information approved under this generic information collection plan.

7. BURDEN HOURS:

Category of Respondent	Number of Respondents	Participation Time (Hours)	Burden Hours
Individuals or Households	2,000	.17	340
Totals	2,000	//////////	340

8. FEDERAL COST: The estimated annual cost to the Federal government is \$ 209,750.92. The total fee for the survey project is \$233,056.58. Ten percent of this fee was allocated to the usability phase of the project. Ninety percent of this fee is allocated to the remainder of the survey project.

9. DURATION OF TEST: The duration of the pilot survey is not to exceed 30 days.

10. CERTIFICATION:

By submitting this document, the Bureau certifies the following to be true:

- ✓ The collection is voluntary.
- ✓ The collection is low-burden for respondents and low-cost for the Federal Government.

- ✓ The collection is non-controversial and does not raise issues of concern to other federal agencies.
- ✓ Information gathered will not be used solely for the purpose of substantially informing influential policy decisions.
- ✓ The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.
- ✓ The results will not be used to measure regulatory compliance or for program evaluation.
- ✓ Test questions will not exceed the durations specified herein and will only be made permanent through standard clearance procedures.