

**CFPB Call 0006 Consumer Satisfaction Survey - National Pilot Survey  
Questionnaire Structure (Feedback)**

	FEEDBACK - Survey Script/Survey Item	FEEDBACK - Response Choices
<b>Section 1</b>	<b>SURVEY SCRIPT: This survey is about your recent contact with the Consumer Financial Protection Bureau (CFPB) to [submit a complaint, provide feedback], beginning on or about [Date].</b>	
	<b>1</b> Did you [submit a complaint, provide feedback] to the Consumer Financial Protection Bureau (CFPB) on or about on [Date]?	Yes No  [If no, route consumer out of survey]
	<b>2</b> How did you first hear about the Consumer Financial Protection Bureau? (select one)	Advertising Through a news report or story Internet search Friends, family or colleague Another government agency Financial services institution Consumer advocacy group Local city information services (311 toll free line) Other: ___ [Open Text] ___
	<b>3</b> [[If "another government agency" to item 2:] Did the agency: (select one)	Collect and forward your information/complaint to CFPB? Tell you to contact CFPB directly?
	<b>4</b> Why did you provide feedback to CFPB? (select all that apply)	To report how I was treated To alert CFPB about misbehavior by a company/the financial industry To thank CFPB for assisting me
<b>Section 2</b>	<b>5</b> Are you expecting to hear back from CFPB?	Yes No
	<b>6</b> Did you try to resolve your issue before you contacted CFPB?	Yes No
	<b>6a</b> [[If yes to item 6:] Where did you try to resolve your issue before you contacted CFPB? (select all that apply)	The company I was having an issue with Another government agency State attorney general office Better Business Bureau Counseling agency or organization Private attorney Other: ___ [Open Text] ___
	<b>N/A</b>	

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<b>Section 3</b>	<p><b>SURVEY SCRIPT: Now think about your overall experience with CFPB -- the total time you were in contact with CFPB.</b></p> <p><b>How satisfied are you with:</b></p>	
	<p><b>7</b> Your overall experience with CFPB?</p>	<p>1 Not at all satisfied 2 Somewhat dissatisfied 3 Neither satisfied nor dissatisfied 4 Somewhat satisfied 5 Extremely satisfied 0 (Don't know/Does not apply)</p>
	<p>N/A</p>	
	<p><b>SURVEY SCRIPT: Indicate how much you agree or disagree with the following statements:</b></p>	
	<p><b>8</b> I would recommend CFPB to friends and family.</p>	<p>1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)</p>
	<p>N/A</p>	
	<p><b>9</b> Based on my experience, I would contact CFPB again.</p>	<p>1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)</p>
	<p>N/A</p>	
	<p><b>10</b> CFPB makes consumer financial products and services work better for Americans.</p>	<p>1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)</p>
	<p><b>SURVEY SCRIPT: These next few questions are about the initial process to submit your feedback.</b></p> <p><b>Indicate how much you agree or disagree with the following statements:</b></p>	

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<b>Section 4</b>	11	Submitting my feedback was simple and easy.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	12	I felt the information I provided to CFPB was safe and secure.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	N/A		
	N/A		
	N/A		
	N/A		
	N/A		
	N/A		

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	N/A		
Section 5		<p><b>SURVEY SCRIPT: This next question is about the time after you submitted feedback.</b></p> <p>Indicate how much you agree or disagree with the following statement:</p>	
	13	CFPB told me what would happen after I submitted my feedback.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	N/A		
	N/A		
	N/A		
	N/A		
	N/A		

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	N/A		
	N/A		
Section 6	N/A		
	N/A		
	N/A		
	N/A		
Section 7	N/A		
	N/A		
	N/A		

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Section 8	N/A		
		<p><b>SURVEY SCRIPT: CFPB publishes complaint data about the issues consumers are submitting complaints about in a public database at <a href="http://www.consumerfinance.gov">http://www.consumerfinance.gov</a>.</b></p> <p><b>This database is updated nightly. Any information published is completely anonymous and does not reveal any specific information about you or other consumers.</b></p>	
	14	Do you believe a complaint database like this could help consumers make better financial decisions?	Yes No
	N/A		
Section 9	N/A		

Email	Fax	Phone	Postal	Referral	Web	
283	2,688	20,820	21,663	72,450	146,607	264,511
0.11%	1.02%	7.87%	8.19%	27.39%	55.43%	