

CFPB Consumer Satisfaction : Phone Survey Script

Training materials provided to CFPB CS

Once agreement is received, CSR will lo

A. INTERVIEWER READ: Hello, may I please

B. INTERVIEWER READ: My name is ____
experience submitting a complaint or feedback
responds affirmatively, continue:

Thank you for your time. Before we begin, I
a collection of information unless the collec
collection is 3170-0042, expires 5/31/2015.
or suggestions for reducing the burden to re
Washington, DC 20552, or by email to PRA

Now I will ask a series of survey questions

Additional points from invitation/FAQ's:
-- Consumer Financial Protection Bureau (C
-- To provide the best service possible, CFI
-- Through this survey, you can provide inp
-- CFPB's objective for this survey is to hea

INTERVIEWER
beginning on or

1

Section 1

2

3

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5

6

Section 2

6a

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INTERVIEWER

8

Section 3

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INTERVIEWER
strongly agree

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	12
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Section 4	INTERVIEWER
	INTERVIEWER
	15
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	INTERVIEWER
	20
	21
	22

	INTERVIEWER
	to the company
	INTERVIEWER
	23
24	

Section 5	25
	INTERVIEWER
	25a
	25b
	INTERVIEWER
25c	

Section 6	INTERVIEWER
	INTERVIEWER
	26
	27
	28

Section 7	INTERVIEWER
	INTERVIEWER
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Section 8	INTERVIEWER http://www.com information ab
	32
	33

Section 9	INTERVIEWER
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Section 20	Thank you page
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Survey - National Pilot

R's will include calling protocol and introduction text leading up to agreement/refusal to take the survey.

g into online phone version using the respondent's unique survey URL, and begin interview, recording responses on behalf of cons

ase speak with First Name Last Name? Ask to speak to name from phone list; Only proceed to B. if speaking to that person.

_____. I'm calling on behalf of the Consumer Financial Protection Bureau (CFPB) to invite you to take a brief satisfaction survey about your
ack to CFPB. The survey is voluntary and will only take about ten minutes to complete. Is now a good time to complete the survey? **If consum**

I am required to read this brief Paperwork Reduction Act statement: An agency may not conduct or sponsor, and a person is not required to re
tion of information displays a valid control number assigned by the Office of Management and Budget (OMB). The OMB control number for th
Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the inf
espond to this collection should be submitted to Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street
\@cfpb.gov.

about your experience submitting a complaint or feedback to CFPB.

CFPB) is a federal government agency
PB must stay connected to the needs of the consumers they serve
ut on your recent experience submitting a complaint or feedback to CFPB
r from you how we can provide the best possible service.

Survey Script/Survey Item

READ: This survey is about your recent contact with the Consumer Financial Protection Bureau (CFPB) to [submit a complaint, provide feed
about [Date].

INTERVIEWER READ: Did you [submit a complaint, provide feedback] to the Consumer Financial Protection Bureau (CFPB) on or about on
Yes
No

If yes, CONTINUE with survey.

If no, INTERVIEWER READ: According to our files, you [submitted a complaint, provided feedback] to the CFPB on or about on [Date]. Are y

If the consumer does not change response, INTERVIEWER READ: Thank you for your time. This concludes the survey. Good-bye. **End t**

If the consumer changes response, CONTINUE with survey.

INTERVIEWER READ: How did you first hear about the Consumer Financial Protection Bureau? Please select one of the following options.

INTERVIEWER READ choices below:

- 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 (such as a 311 toll free line)
- Other

If consumer says Other, INTERVIEWER READ: Please describe the other way you heard about CFPB. Type in consumer's answer next word "Other."

INTERVIEWER READ: Did the agency:

Collect and forward your information or complaint to CFPB?

or did the agency:

Tell you to contact CFPB directly?

INTERVIEWER READ: Why did you submit a complaint to CFPB? Please select all of the following options that apply. **INTERVIEWER READ below:**

- To resolve an issue I was having
- For help contacting the company or organization I was having an issue with
- To get information and resources to resolve my issue myself
- To report how I was treated
- To alert CFPB about misbehavior by a company or the financial industry

INTERVIEWER READ: Is your complaint open or closed? You can also say I don't know.

- Open
- Closed
- I don't know

INTERVIEWER READ: Did you try to resolve your issue before you contacted CFPB?

- Yes
- No

INTERVIEWER READ: Where did you try to resolve your issue before you contacted CFPB? Please select all of the following options that apply.
INTERVIEWER READ CHOICES BELOW:

- 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

If consumer says Other, INTERVIEWER READ: Please describe the other place you tried to resolve your issue. Type in consumer's answer next to the word "Other."

INTERVIEWER READ: When you first contacted CFPB, what did you expect CFPB would do for you? Please select all of the following options that apply. **INTERVIEWER READ choices below:**

- Collect and send information about my issue to the company or organization
- Make the company respond to my issue
- Act to resolve my issue
- Examine and investigate my individual case
- Enforce laws and regulations
- Other

If consumer says Other, INTERVIEWER READ: Please describe what other expectation you had. Type in consumer's answer next to the word "Other."

READ: Now think about your overall experience with CFPB -- the total time you were in contact with CFPB.

INTERVIEWER READ: How satisfied are you with:

Your overall experience with CFPB? Would you say extremely satisfied, somewhat satisfied, neutral, somewhat dissatisfied, not at all satisfied, or not satisfied at all? You can also say that you don't know or that this question does not apply.

- 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)

INTERVIEWER READ: How satisfied are you with:

The communications provided by CFPB? Would you say extremely satisfied, somewhat satisfied, neutral, somewhat dissatisfied, not at all satisfied, or not satisfied at all? You can also say that you don't know or that this question does not apply.

- 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)

READ: Indicate how much you agree or disagree with the following statements. These statements will be rated on a five point scale from 1 (strongly agree) to 5 (strongly disagree).

INTERVIEWER READ: I would recommend CFPB to friends and family. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: Working with CFPB helped me achieve more than I could have on my own. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: Based on my experience, I would contact CFPB again. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: CFPB did all it could do to assist me. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: CFPB makes consumer financial products and services work better for Americans. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

READ: These next few questions are about the initial process to submit information for your complaint or issue.

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: Submitting my complaint was simple and easy. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: I felt the information I provided to CFPB was safe and secure. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: CFPB made it clear what kind of information would be required to submit my complaint. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: I thought the amount of information I had to provide was: Please select one of the following three options. **INTERVIEWER READ choices below:**
Too much information
About right
Too little information

INTERVIEWER READ: I thought the time it took to provide my information was: Please select one of the following three options. **INTERVIEWER READ choices below:**
Too long
About right
Too short

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: The CFPB phone representative provided clear information and answers. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: The CFPB phone representative was courteous. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: The CFPB phone representative was helpful in guiding me through the submission process. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

READ: These next questions are about the time after you submitted a complaint to CFPB, when information about your complaint was provided to you for review and response.

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: CFPB told me what would happen after I submitted my complaint. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: Communications from CFPB kept me adequately updated after my complaint was sent to the company. Would you say strongly agree, agree, neutral, disagree, strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: Did you check the status of your complaint with CFPB? Please select all of the following options that apply. **INTERVIEWER READ choices below:**

- Yes, I checked the status of my complaint on CFPB's website
- Yes, I called CFPB to check the status of my complaint
- Yes, I checked the status of my complaint by mail or fax
- No, I did not check the status of my complaint with CFPB
- No, the status of my complaint was provided directly to me by the company
- No, I checked the status of my complaint with a Congressional office

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: CFPB's website gave me the information I needed about my complaint. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: It was easy to check the status of my complaint on CFPB's website. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: The CFPB phone representative provided a clear description of the status of my complaint. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

READ: These next few questions are about the company's response to your issue.

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: I had enough time to review the company's response to my complaint. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: I was satisfied with the company's response to my complaint. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: CFPB clearly communicated when my complaint was closed. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

READ: These next few questions are about your dispute of the company's response to your complaint.

READ: Indicate how much you agree or disagree with the following statements:

INTERVIEWER READ: I had a good understanding of what would occur if I disputed. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: I was satisfied with the communications I received from CFPB after I disputed. Would you say strongly agree, agree, neutral, disagree, or strongly disagree? You can also say that you don't know or that this question does not apply.

INTERVIEWER READ: What do you believe is the most important thing CFPB did for you? Please select all of the following options that apply. **INTERVIEWER READ choices below:**

- Collected and sent information about my issue to the company or organization
- Made the company respond to my issue
- Resolved my issue
- Examined and investigated my individual case
- Enforced laws and regulations
- CFPB did nothing important for me
- Other

If consumer says Other, INTERVIEWER READ: Please describe what other thing CFPB did for you. Type in consumer's answer next to "Other."

READ: CFPB publishes complaint data about the issues consumers are submitting complaints about in a public database at consumerfinance.gov. This database is updated nightly. Any information published is completely anonymous and does not reveal any out you or other consumers.

INTERVIEWER READ: Do you believe a complaint database like this could help consumers make better financial decisions?

- Yes
- No

INTERVIEWER READ: How important is it to you that your complaint contributes to this public database? *Would you say very important, important, neutral, somewhat not important, or not at all important? You can also say that you don't know or that this question does not apply.*

READ: This last section asks for basic demographic information.

INTERVIEWER READ: Throughout the entire time you worked with CFPB (from the time you first contacted CFPB to the time your complaint closed), about how many times did you interact with CFPB? For instance, submitted your information, sent an email or follow-up, called to check status on the website, etc. *Please select one of the following options. INTERVIEWER READ choices below:*

- Once
- Twice
- 3-5 times
- 6-10 times
- More than 10 times

INTERVIEWER READ: *This concludes the survey.* 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.

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