CFPB Call 0006 Consumer Satisfaction Survey - National Pilot Survey Questionnaire Structure (Generic clearance mapping)

COMPLAINT - Survey Script/Survey Item		COMPLAINT - Survey Script/Survey Item	COMPLAINT - Response Choices		FEEDBACK - Survey Script/Survey Item	FEEDBACK - Response Choices	Corresponding Generic Clearance Item
	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].			SURVEY SCRIPT: TF Financial Protection beginning on or abo			
	1	Did you (joubmit 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)	1	Did you (submit a complaint, provide feedback) to the Consumer Financial Protection Bureau (CFFB) on or about on [Date]?	Yes No [If no, route consumer out of survey]	33.2 Consumer communication channels (Generic Clearance Inventory Feedback Tab)
Section 1	2	How did you first hear about the Consumer Financial Protection Bureau? (select one)	Adventising Through a news report or stery Immunity a news report or stery Immunity a news report or stery Immente search Imme	2	Now 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 Andreite government aglency Andreite government aglency Consumer advocacy group Consum	78.2 How consumer learned about CFPB (Generic Clearance Inventory, Feedback Tab)
	3	[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?	3	[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?	Sub-question, No. 2 (see above)
	4	Why did you submit a complaint to CFP87 (select all that apply)	To resolve an issue I was having For help contacting the company/organization I was having an issue with To report how Love treated To report how Love treated To alert CFPB about misbehavior by a companyithe financial industry	4	Why did you provide feedback to CFPB? (select all that apply)	To report how I was treated To alert CFPB about misbehavior by a companyithe financial industry To thank CFPB for assisting me	9.2 Overall Satisfaction consumer expectation (Generic Clearance Inventor) Feedback Tab)
	5	ts your complaint open or closed?	Open Closed I don't know	5	Are you expecting to hear back from CFPB?	Yes No	39.2 Consumer communication, Status Checks (Generic Clearance Inventory, Feedback Tab)
Section 2	6	Did you try to resolve your issue before you contacted CFP8?	Yes No	6	Did you by to resolve your issue before you contacted CFP8?	Yes No	80.2 Consumer - Referral (Generic Clearance Inventor) Feedback Tab); see also Consumer Response Intake Form, OMB Control No. 3170 0011
	6a	(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 attimney general office Better Business Bureau Counseling agency or optization Counseling agency or optization Other:(Open Test)	6a	If yes to item 6.] Where did you try to resolve your issue before you contacted CFP8? (select all that apply)	The company I was having an issue with Another government agency State attorney peneral office Better Business Bureau Courseling agency or organization from the Course of the Cour	78.2 Consumer Referral (Generic Clearance Inventor Feedback Tab); see also Consumer Response Intake Form, OMB Control No. 3170 0011
	7	When you first contacted CFPB, what did you expect CFPB would do for you? (select all that apply)	Collect and send information about my issue to the companylonganization Make the company respond to my issue. Act to treacher my issue, my individual case. Enforce laws and regulations. Other[Open Text]	N/A			1.2 Overall Satisfaction consumer expectation (Generic Clearance Inventor Feedback Tab)
		EY SCRIPT: Now think about your overall experience with CFPB the total time you were in ct with CFPB. satisfied are you with:		1	EVES SCRIPT: Now think about your overall experience with CFPB — the time you were in contact with CFPB. satisfied are you with:		
	8	Your overall experience with CFPB?	Not at all satisfied Somewhat discassised Somewhat discassised Somewhat discassised Somewhat discassised Somewhat discassised Destromey, satisfied Destromey, satisfied Dom NosorOcco	7	Your overall experience with CFPB?	1 Not at all satisfied 2 Somewhat discatisfied 3 Neither satisfied nor discatisfied 4 Somewhat satisfied 5 Comments actified 1 Comments act	1.2 Overall Satisfaction consumer expectation (Generic Clearance Inventor) Feedback Tab)
	9	The communications provided by CFPB?	1. Not a cli assistined 2. Somewhat Gassidefeed 3. Neither satellited nor dissatisfied 4. Somewhat Satisfied 5. Externey satisfied 5. Externey satisfied (Comr. Incom/Dece not opply)	N/A			7.2, 8.2, 9.2, 21.2 CFPB Consumer Communication, generally, overall satisfaction or 21.2 (Generic Clearance Inventory, Feedback Tab)
	SURVI	EY SCRIPT: Indicate how much you agree or disagree with the following statements:		SURVEY SCRIPT: Indicate how much you agree or disagree with the follow statements:			
Section 3	10	Evould recommend CFPB to friends and family.	Strongy disagre Disagre Shelmer agree nor disagree Agree Strongy agree Upont incowiDoes not apply)	8	I would recommend CFPB to friends and family.	Strongly disagree Disagree Shelfher agree nor disagree A Agree Strongly agree (Obort knowtboes not apply)	76.2 Consumer satisfaction, Recommendations to friends and family with similar complaints (Generic Clearance Inventory, Feedback Tab)
	11	Working with CFPB helped me achieve more than I could have on my own.	1. Sirroy), disagee 2. Disagree 3. Neither agree nor disagree 4. Agree 6. Sbrory), agree (9. (Curn Instead Property)	N/A			1.2 Overall Satisfaction consumer expectation (Generic Clearance Inventor) Feedback Tab)
	12	Based on my experience, I would contact CFPB again.	1. Skronly disagree 2 Disagre 3 Nelinier agree not disagree 4 Arguer 6 Opport (Continue) 10 Oport (Innow/Does not apply)	9	Based on my experience, I would contact CFPB again.	Strongly disagree Stosagree Stosagree A ketther agree nor disagree 4 Agree Strongly agree (Don't knowlDoes not apply)	29.2 All Offerings, consumer satisfaction, likelihood of future contact (Generic Clearance Inventory, Feedback Tab)
	13	CFPB did all it could do to assist me.	1. Strony) disagee 2. Disagree 3. Neither agree nor disagree 4. Agree 6. Strony) agree 6. Strony) agree 6. Strony) agree 6. Oldon't strong Does not apply)	N/A			1.2 Overall Satisfaction consumer expectation (Generic Clearance Inventor) Feedback Tab)
	14	CFPB makes consumer financial products and services work better for Americans.	1. Skroply disagree Disagre 3. Neither agree or disagree 4. Agree 6. Company of the company of t	10	CFPB makes consumer financial products and services work better for Americans.	Strongly disagree Stosgree Stosgree A Hether agree nor disagree A Agree Strongly agree O (Don't knowDoes not apply)	1.2 Overall Satisfaction consumer expectation (Generic Clearance Inventor, Feedback Tab)
	compl	EY SCRIPT: These next few questions are about the initial process to submit information for your laint or issue.		SURVEY SCRIPT: These next few questions are about the initial process submit your feedback.			
	Indica:	the how much you agree or disagree with the following statements: Submitting my complaint was simple and easy.	1 Strongy disagree 2 bisagree 2 bisagree 4 Agree 6 Agree 6 Sibrongy agree 6 Sibrongy agree (Obort Horson-Does not aply)		te how much you agree or disagree with the following statements: Submitting my feedback was simple and easy.	1 Strongly disagree 2 Disagree 2 Disagree 4 Agree 6 Strongly agree 6 Strongly agree 6 (Don't knowlobes not apply)	4.2 All stakeholders, complaint intake form, overal satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	16	Helt the information I provided to CFPB was sale and secure.	Strongly disagree Disagree Steller agree nor disagree Steller agree nor disagree Strongly agree O(Don't know/Does not apply)	12	Helt the information I provided to CFPB was safe and secure.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 5 Strongly agree 0 (Den't know(Does not apply)	4.2 All stakeholders, complaint intake form, overa satisfaction, all elements or specific elements; Also 84.2, 85.2 Consumer experience, Privacy (Generic Clearance Inventory, Feedback Tab)
	17	CFPB made it clear what kind of information would be required to submit my complaint.	1. Sprongly disagree 2. Discovery of the control of	N/A			4.2 All stakeholders, complaint intake form, overa satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
Section 4			Too much information	N/A			4.2 All stakeholders, complaint intake form, overal satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
Section 4	18	I thought the amount of information I had to provide was: (select one)	About right Too little information				Feedback Tab)
Section 4	18	Ethought the amount of information I had to provide was: (select one) Ithought the time it took to provide my information was: (select one)	About right Too long About right Too long About right Too stort	N/A			4.2 All stakeholders, complaint intake form, satisfaction, all elemer specific elements (Gen Clearance inventory, Feedback Tab)

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SURVE	/EY SCRIPT: Indicate how much you agree or disagree with the following statements:		NIA			
20	The CFPB phone representative provided clear information and answers.	1 Snorgly disagree 3 Bridger 3 Bridger 4 Agree 4 Agree 6 District South State (1) Chort KnoshDoes not apply)	N/A			50.2 Phone, clarity of relayed by CSR; 56.2 helpfulness of CSR; Phone, knowledgeba demonstration of kno of relevant info by CS (Generic Clearance Ir Feedback Tab)
21	The CFPB phone representative was courteous.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 5 Strongly agree (0 (Corn tinowiDes not apply)	N/A			51.2 Phone, Courteou (Generic Clearance In Feedback Tab)

	COMPLAINT - Survey Script/Survey Item	COMPLAINT - Response Choices	T	FEEDBACK - Survey Script/Survey Item	FEEDBACK - Response Choices	Corresponding Generic Clearance Item
	22 The CFPB phone representative was helpful in guiding me through the submission process.	1 Strongly disagree 2 Disagree 2 Disagree 3 Agree 4 Agree 5 Strongly agree 0 (Dornt tronor/bos not apply)	N/A			54.2 Phone, Obtaining complaint assistance; 56.2 Phone, helpfulness of CSR (Generic Clearance Inventory, Feedback Tab)
	SURVEY SCRIPT: These next questions are about the time after you submitted a complaint to CFPB, when information about your complaint was sent to the company for review and response. Indicate how much you agree or disagree with the following statements:			EY SCRIPT: These next question is about the time after you submitted ack. atte how much you agree or disagree with the following statement:		
	23 CFPB told me what would happen after I submitted my complaint.	1. Strongly disagree 2. Disagree 3. Aleither agree nor disagree 4. Streetly spree 0. (Don't inow/Does not apply)	13	CFPB told me what would happen after I submitted my feedback.	1. Strongly disagree 2. Disagree 3. Neither agree nor disagree 4. Strongly agree 0. (Don't brow/Does not apply)	23.2 Consumer communications, generally, responsiveness, clarity of information, clarity of "next step" communications (Generic Clearance Inventory, Feedback Tab)
	24 Communications from CFPB kept me adequately updated after my complaint was sent to the company.	3 Skrongly disagree 3 Neither agree nor disagree 4 Agree 4 Agree (0 (Don't snowDoes not apply)	N/A			23.2 Consumer communications, generally, responsiveness, clarity of information, clarity of *next step* communications; 13.2 responsiveness, timeliness of delivery (Generic Clearance inventory, Feedback Tab)
	25 Did you check the status of your complaint with CFPB? (select all that apply)	Yes, I checked the state of my complete on CFPR's website Yes, I collected CPR to check the state of my companie Yes, I checked the state of my companie by markex No, I did not check the states of my complete with CFPR No, the states of my complete with cycled directly in me by the company No, I checked the states of my complete with CPR No, I checked the states of my complete with a Congressional diffice	N/A			39.2 Consumer communication, Status Checks (Generic Clearance Inventory, Feedback Tab)
Section 5	If item 25 is "Yes, I checked the status of my complaint on CFPB's website", present items 25a and 25b;] SURVEY SCRIPT: Indicate how much you agree or disagree with the following statements:		N/A			
	25a CFPB's website gave me the information I needed about my complaint.	1 Strongly disagree 2 Strongly disagree 3 Strongly agree no disagree 4 Agree 4 Agree 5 (Court Incourt Dates not apply)	N/A			43.2 Consumer Portal, ease o use; 21.2 Consumer communications, generally, overall satisfaction, meeting of expectation; 31.2 Availability of information (Generic Clearance Inventory, Feedback Tab)
	250 It was easy to check the status of my complaint on CFPB's website.	Storply disagree Shorite agree nor disagree A Notine agree nor disagree A Agree S Storply agree (Com transferodoes not apply)	N/A			43.2 Consumer Portal, ease or use (Generic Clearance Inventory, Feedback Tab)
	If item 25 is "Yes, I called CFPB to check the status of my complaint", present item 25c] Indicate how much you agree or disagree with the following statement:		NIA			
	25c The CFPB phone representative provided a clear description of the status of my complaint.	1 Strongly disagree 2 Disagree 3 Nember agree nor disagree 4 Agree 4 Agree 0 (Don't snow Does not apply)	N/A			49.2 Phone, clarity of information, clarity of "next step" communications; 20.2 Phone, clarity of information relayed by CSR (Generic Clearance Inventory, Feedback Tab)
	SURVEY SCRIPT: These next few questions are about the <u>company's</u> response to your issue. Indicate how much you agree or disagree with the following statements:		N/A			
	26 I had enough time to review the company's response to my complaint.	Strongly disagree Disagree Disagree Agree agree nor disagree Agree S Strongly agree O(pont from/Dubes not apply)	N/A			1.2 all offerings, overall satisfaction, anticipating consumer needs (Generic Clearance Inventory, Feedback Tab)
Section 6	27 It was satisfied with the company's response to my complaint.	1 Storoyly disagree 2 Desagree 2 Desagree 3 Agree 6 Storoyly agree 6 Storoyly agree 9 (Comt transcribose not apply)	N/A			25.2 Consumer experience, satisfaction with case resolution (Generic Clearance Inventory, Feedback Tab)
	28 CFPB clearly communicated when my complaint was closed.	1. Strongly disagree 2. Disagree 3. Neither agree nor disagree 4. Agree 4. Agree 0. (Don't now/Does not apply)	N/A			27.2 All offerings, consumer experience, clarity of correspondence; 34.2 Close out or final disposition, consumer satisfaction (Generic Clearance Inventory, Feedback Tab)
	SURVEY SCRIPT: These next few questions are about your dispute of the company's response to your complaint. Indicate how much you agree or disagree with the following statements:		N/A			
Section 7	29 thad a good understanding of what would occur if I disputed.	5 Storety) disagree 2 Disagree 3 Neither agree not disagree 4 Agree 4 Agree () () (Dorf InvaniOnes not apply)	N/A			37.2 CFPB Complaint Communication, consumer response investigation, consumer satisfaction (Generic Clearance Inventory, Feedback Tab)
	30 I was satisfied with the communications I received from CFPB after I disputed.	Storoply disagree Sheiner agree nor disagree Agree Agree O(Don't know/boes not apply)	N/A			37.2 CFPB Complaint Communication, consumer response investigation, consumer satisfaction (Generic Clearance Inventory, Feedback Tab)
	31 What do you believe is the most important thing CFPB did for you? (select all that apply)	Collected and sent information about my issue to the company/organization Make the company respond to my issue Examined and investigated my vanishad case Examined and investigated my vanishad case CoFR8 dat orbinst proported for me Other(Open Test)	N/A			1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab)
Section 8	SINVEY SCRIPT: CFPR publishes complaint data about the issues consumers are submitting complaints about in a public database at http://www.consumerfinance.gov. This database is updated rightly, Any information published is completely anonymous and does not reveal any specific information about you or other consumers.		This anon	YE SCREPT, CEPIS publishes complaint data about the issues consumers inhibiting complaints about no polici database at www.consumerfinance. I the complaints about no polici database at www.consumerfinance. I the complaints about no polici database at complaints of the complaints		
	32 Do you believe a complaint database like this could help consumers make better financial decisions?	Yes No	14	Do you believe a complaint database like this could help consumers make better financial decisions?	Yes No	1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab) 1.2 Overall satisfaction,
	SURVEY SCRIPT: Indicate how much you agree or disagree with the following statement:					1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab)
	33 How important is it to you that your complaint contributes to this public database?	1.1 Miz a dil Important 2.5 Nominimi Fori Important 3. Nother important on or unimportant 4.5 Very important 5. Very important 0. (Don't know/Does not apply)	N/A			
Section 9	Throughout the entire time you worked with CFPB (from the time you first contacted CFPB to the time you first contacted cFPB to the time you first contacted cFPB to the time you interact with CFPB7 For instance, submitted you information, sent an email/fullow-up, called to check status, checked status on the website, etc.	Once Twice 3-6 times Aware than 10 times	N/A			39.2 Consumer Communication, Status Checks (Generic Clearance Inventory, Feedback Tab)

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%	