

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

COMPLAINT - Survey Script/Survey Item		COMPLAINT - Response Choices		FEEDBACK - Survey Script/Survey Item		FEEDBACK - Response Choices		Corresponding Generic Clearance Item
<p>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].</p>								
Section 1	1	Did you [submit a complaint, provide feedback] to the Consumer Financial Protection Bureau (CFPB) on or about [Date]?	Yes No [If no, route consumer out of survey]	1	Did you [submit a complaint, provide feedback] to the Consumer Financial Protection Bureau (CFPB) on or about [Date]?	Yes No [If no, route consumer out of survey]		33.2 Consumer communication channels (Generic Clearance Inventory, Feedback Tab)
	2	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]	2	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]		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 CFPB? (select all that apply)	To resolve an issue I was having For help contacting the company/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/the 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 company/the financial industry To thank CFPB for assisting me		8.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
Section 2	5	Is 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)
	6	Did you try to resolve your issue before you contacted CFPB?	Yes No	6	Did you try to resolve your issue before you contacted CFPB?	Yes No		80.2 Consumer - Referral (Generic Clearance Inventory, Feedback Tab); see also Consumer Response Intake Form, OMB Control No. 3178-0011
	6a	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]	6a	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]		78.2 Consumer Referral (Generic Clearance Inventory, Feedback Tab); see also Consumer Response Intake Form, OMB Control No. 3178-0011
	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 company/organization Make the company respond to my issue Act to resolve my issue Examine and investigate my individual case Enforce laws and regulations Other: ___ [Open Text]	N/A				1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
<p>SURVEY SCRIPT: Now think about your overall experience with CFPB -- the total time you were in contact with CFPB.</p>								
<p>How satisfied are you with:</p>								
Section 3	8	Your overall experience with CFPB?	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)	7	Your overall experience with CFPB?	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)		1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)
	9	The communications provided by CFPB?	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)	N/A				7.2, 8.2, 9.2, 21.2 CFPB Consumer Communication, generally, overall satisfaction, or 21.2 (Generic Clearance Inventory, Feedback Tab)
	<p>SURVEY SCRIPT: Indicate how much you agree or disagree with the following statements:</p>							
10	I would recommend CFPB to friends and family.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	8	I would recommend CFPB to friends and family.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does 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 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A				1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)	
12	Based on my experience, I would contact CFPB again.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	9	Based on my experience, I would contact CFPB again.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does 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 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A				1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)	
14	CFPB makes consumer financial products and services work better for Americans.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	10	CFPB makes consumer financial products and services work better for Americans.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)		1.2 Overall Satisfaction -- consumer expectation (Generic Clearance Inventory, Feedback Tab)	
<p>SURVEY SCRIPT: These next few questions are about the initial process to submit information for your complaint or issue.</p>								
<p>Indicate how much you agree or disagree with the following statements:</p>								
Section 4	15	Submitting my complaint 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)	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)		4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	16	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)	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)		4.2 All stakeholders, complaint intake form, overall 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 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A				4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	18	I thought the amount of information I had to provide was: (select one)	Too much information About right Too little information	N/A				4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
	19	I thought the time it took to provide my information was: (select one)	Too long About right Too short	N/A				4.2 All stakeholders, complaint intake form, overall satisfaction, all elements or specific elements (Generic Clearance Inventory, Feedback Tab)
<p>If PHONE COMPLAINT, present items 20 - 22.]</p>								

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SURVEY SCRIPT: Indicate how much you agree or disagree with the following statements:					
20 The CFPB phone representative provided clear information and answers.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	NIA			50.2 Phone, clarity of info relayed by CSR; 56.2 Phone, helpfulness of CSR; 57.2 Phone, knowledgebase, demonstration of knowledge of relevant info by CSR (Generic Clearance Inventory, Feedback Tab)
21 The CFPB phone representative was courteous.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	NIA			51.2 Phone, Courteousness (Generic Clearance Inventory, Feedback Tab)

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22	The CFPB phone representative was helpful in guiding me through the submission process.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A		54.2 Phone, Obtaining complaint assistance; 56.2 Phone, helpfulness of CSR (Generic Clearance Inventory, Feedback Tab)
<p>Section 5</p> <p>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:</p>			<p>SURVEY SCRIPT: These next question is about the time after you submitted feedback. Indicate how much you agree or disagree with the following statement:</p>		
23	CFPB told me what would happen after I submitted my complaint.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	13	CFPB told me what would happen after I submitted my feedback.	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.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does 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 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/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	N/A		39.2 Consumer communication, Status Checks (Generic Clearance Inventory, Feedback Tab)
<p>If item 25 is "Yes, I checked the status of my complaint on CFPB's website", present items 25a and 25b.]</p> <p>SURVEY SCRIPT: Indicate how much you agree or disagree with the following statements:</p>			N/A		
25a	CFPB's website gave me the information I needed about my complaint.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A		43.2 Consumer Portal, ease of use; 21.2 Consumer communications, generally, overall satisfaction, meeting of expectation; 31.2 Availability of information (Generic Clearance Inventory, Feedback Tab)
25b	It was easy to check the status of my complaint on CFPB's website.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A		43.2 Consumer Portal, ease of use (Generic Clearance Inventory, Feedback Tab)
<p>If item 25 is "Yes, I called CFPB to check the status of my complaint", present item 25c.]</p> <p>Indicate how much you agree or disagree with the following statement:</p>			N/A		
25c	The CFPB phone representative provided a clear description of the status of my complaint.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A		48.2 Phone, clarity of information, clarity of "next step" communications; 20.2 Phone, clarity of information, clarity of information relayed by CSR (Generic Clearance Inventory, Feedback Tab)
<p>SURVEY SCRIPT: These next few questions are about the company's response to your issue. Indicate how much you agree or disagree with the following statements:</p>			N/A		
26	I had enough time to review the company's response to my complaint.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)	N/A		1.2 all offerings, overall satisfaction, anticipating consumer needs (Generic Clearance Inventory, Feedback Tab)
27	I was satisfied with the company's response to my complaint.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does 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 5 Strongly agree 0 (Don't know/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)
<p>Section 7</p> <p>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:</p>			N/A		
29	I had a good understanding of what would occur if I disputed.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does 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.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does 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 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 ____ (Open Text) _____	N/A		1.2 Overall satisfaction, anticipating customers needs (Generic Clearance Inventory, Feedback Tab)
<p>Section 8</p> <p>SURVEY SCRIPT: CFPB publishes complaint data about the issues consumers are submitting complaints about in a public database at http://www.consumerfinance.gov. This database is updated nightly. Any information published is completely anonymous and does not reveal any specific information about you or other consumers.</p>			<p>SURVEY SCRIPT: CFPB publishes complaint data about the issues consumers are submitting complaints about in a public database at http://www.consumerfinance.gov. This database is updated nightly. Any information published is completely anonymous and does not reveal any specific information about you or other consumers.</p>		
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
<p>SURVEY SCRIPT: Indicate how much you agree or disagree with the following statement:</p>					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 Not at all important 2 Somewhat not important 3 Neither important nor unimportant 4 Important 5 Very important 0 (Don't know/Does not apply)	N/A		
<p>Section 9</p> <p>Throughout the entire time you worked with CFPB (from the time you first contacted CFPB to the time your complaint was closed), about how many times did you interact with CFPB? For instance, submitted your information, sent an email/follow-up, called to check status, checked status on the website, etc.</p>		Once Twice 3-5 times 6-10 times More 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%	