

CFPB Consumer Satisfaction Survey – Inquiries Survey Communications

Inquiries Call Script Additions

1. Also, at the end you'll have a chance to take a short survey to help us improve this service. Now,
 2. Are you willing to take a short, anonymous survey about your experience today?
 3. Thanks. Now I'm going to connect you to someone else for the survey.
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FAQs for Contact Center (in case of questions)

Consumer Response is conducting a survey of consumers who submit an inquiry to CFPB:

- Launched on XX/XX/2015, the survey is phone-based. Consumers who call CFPB are invited to participate at the end of their call. This survey will be given to consumers for approximately four weeks only.

The following FAQs address questions you might receive from consumers invited to participate in this survey.

How long does it take to go through the survey?

- This survey should take less than 10 minutes.

What is the purpose of the survey?

- We are conducting this voluntary survey of CFPB consumers who have called CFPB in order to improve our service.

Do I have to complete the survey?

- No, this survey is voluntary.

Is CFPB offering compensation to survey takers?

- No, survey participation will not be compensated.

Can I take this survey on-line or at another time?

- At this time, the survey is only being offered over the phone at the end of consumer calls.
- This survey will only be offered for a limited time.

Privacy

Can anyone identify me from my responses?

- No, the data from this survey will not include information about individuals or their inquiries. CFPB will analyze survey trends and totals, not individual responses.

Can CFPB see my answers? How are they being kept confidential?

- To ensure the privacy of individuals, survey data will not include information about individuals or information that enables anyone from CFPB to determine individual responses. CFPB will analyze survey trends and totals, not individual responses. **The third party survey administrator does not release or communicate data that identifies specific consumers to CFPB.**

Will my responses to this survey impact the complaint I submitted?

- No, your survey responses will not impact your complaint.
- Additionally, survey data will not include information about individuals or information that enables anyone from CFPB to determine individual responses.

Survey Data

How will CFPB use the data from the survey?

- CFPB will analyze the survey results to identify ways to improve our service to consumers.

Will the survey data be published by CFPB?

- Individual survey data will not be published by CFPB. Only summarized results will be reported.