

CFPB Call 0011 Consumer Inquiry Survey			
	Inquiry Survey Script/Survey Item	Inquiry Survey Response Choices	Generic Clearance Mapping
	<p>POST-CALL SURVEY SCRIPT:</p> <p>Thank you for agreeing to participate in a brief satisfaction survey. This survey should take less than 10 minutes.</p> <p>Before we begin the survey, I need to share some information about privacy and the Paperwork Reduction Act with you.</p> <p>Your participation in this survey is voluntary and your personal information is not required. Your responses will be combined with other survey responses. Your participation and answers will not affect any matters currently pending with us. Please read the Privacy Act statement at consumerfinance.gov.</p>		
	<p>The Paperwork Reduction Act is a federal law that requires the approval of certain federal questionnaires. The OMB control number for this collection is 3170-0042 with an expiration date of 5/31/2015.</p> <p>Would you like to proceed?</p> <p>[If yes, continue.] [If no, go to "thank you" script.]</p> <p>Now I'd like to ask you a few questions about your call with CFPB today.</p>		

Section 1	<p>On a scale of 1 to 5, with 1 being "strongly disagree" and 5 being "strongly agree," indicate how much you agree or disagree with the following statements:</p>		
	1	Based on your experience today, you would contact the CFPB again.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	2	Based on your experience today, you would recommend the 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)
	3	The CFPB phone representative provided useful information to answer your questions.	1 Strongly disagree 2 Disagree 3 Neither agree nor disagree 4 Agree 5 Strongly agree 0 (Don't know/Does not apply)
	4	As a result of today's call, you know how to resolve your issue.	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)
			76.2 Consumer Satisfaction, Recommendations to friends and family [with similar complaints] (Generic Clearance Inventory, Feedback Tab)
			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; 31.2 Availability of needed information (Generic Clearance Inventory, Feedback Tab)
			1.2 all offerings, overall satisfaction, anticipating consumer needs; 23.2 Consumer communications, generally, responsiveness, clarity of information, clarity of "next step" communications (Generic Clearance Inventory, Feedback Tab)

	5	Overall, you are satisfied with today's CFPB call experience.	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 (Generic Clearance Inventory, Feedback Tab)
Section 2	Next I'm going to ask some questions about how and why you called the CFPB today.			
	6	Why did you call the CFPB today? (choose one of the following five options)	1 To learn about the CFPB 2 To ask a financial question 3 To resolve an issue 4 To share your experience with consumer financial products 5 Other: ___[Open Text]___	9.2 Overall Satisfaction - perceived expectations (Generic Clearance Inventory, Feedback Tab)
	7	Did you try to get an answer to your question from another organization or company before calling the CFPB today?	Yes No	80.2 Consumer - Referral; 78.2/79.2 Consumer - referral, how consumer learned about CFPB - information provided by agency or other entity (Generic Clearance Inventory, Feedback Tab)
	8	[If yes to item 7:] Who did you contact? (choose all that apply from the following five options)	1 Financial institution 2 Another government agency 3 State attorney general office 4 Better Business Bureau 5 Other: ___[Open Text]___	80.2 Consumer - Referral; 78.2/79.2 Consumer - referral, how consumer learned about CFPB - information provided by agency or other entity (Generic Clearance Inventory, Feedback Tab)
	9	[If "another government agency" to item 8:] Which government agency?	___[Open Text]___	80.2 Consumer - Referral; 78.2/79.2 Consumer - referral, how consumer learned about CFPB - information provided by agency or other entity (Generic Clearance Inventory, Feedback Tab)
	10	[If yes to item 7:] Did you first hear about the CFPB from this organization?	Yes No	80.2 Consumer - Referral; 78.2/79.2 Consumer - referral, how consumer learned about CFPB, information provided by agency or other entity (Generic Clearance Inventory, Feedback Tab)
	11	[If no to item 7 or item 10:] How did you first hear about the CFPB? (choose one of the following five options)	1 Internet search 2 Friend or family 3 Another government agency 4 A counseling agency 5 Other: ___[Open Text]___	80.2 Consumer - Referral; 78.2/79.2 Consumer - referral, how consumer learned about CFPB, information provided by agency or other entity (Generic Clearance Inventory, Feedback Tab)

	12	[If "another government agency" to item 11:] Which government agency?	____ [Open Text] ____	80.2 Consumer - Referral; 78.2/79.2 Consumer - referral, how consumer learned about CFPB, information provided by agency or other entity (Generic Clearance Inventory, Feedback Tab)
	13	How many times have you contacted the CFPB previously related to the question/topic you called about today? (choose one of the following options)	0 1 to 2 3 to 4 5 or more Don't know	7.2, 8.2, 9.2, 21.2 CFPB Consumer Communication, generally, overall satisfaction (Generic Clearance Inventory, Feedback Tab)
	14	[If "1 or more times" to item 13:] How did you contact the CFPB previously? (choose one of the following four options)	1 Phone 2 Web 3 Both 4 Other: ____ [Open Text] ____	7.2, 8.2, 9.2, 21.2 CFPB Consumer Communication, generally, overall satisfaction (Generic Clearance Inventory, Feedback Tab)
	15	The CFPB has many options to communicate with consumers. What is your preferred method for contacting the CFPB? (choose all that apply from the following seven options)	1 Phone 2 Website 3 Live chat 4 Email 5 Fax 6 Mail 7 Does not matter	7.2, 8.2, 9.2, 21.2 CFPB Consumer Communication, generally, overall satisfaction (Generic Clearance Inventory, Feedback Tab)
Thank You Statement	We appreciate your time and interest in helping us to serve you better. Thank you for calling the CFPB. You can also find more information at consumerfinance.gov .			