

CFPB Call 0011 Consumer Inquiry Survey

POST-CALL SURVEY SCRIPT

Text in **bold** is guidance only and should not be read aloud.

		Inquiry Survey Script/Survey Item	Inquiry Survey Response Choices
		<p><b>INTERVIEWER READ:</b> 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 <a href="http://consumerfinance.gov">consumerfinance.gov</a>.</p>	

		<p><b>INTERVIEWER READ:</b> 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><b>[If yes, continue.]</b> <b>[If no, go to "thank you" script.]</b></p> <p>Now I'd like to ask you a few questions about your call with CFPB today.</p>	
		<p><b>INTERVIEWER READ:</b> 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		<p><b>INTERVIEWER READ:</b> Based on your experience today, you would contact the CFPB again.</p>	<p><b>INTERVIEWER READ:</b> Would you say 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, 5 strongly agree? You can also say that you don't know or that this question does not apply.</p> <ul style="list-style-type: none"> <li>1 Strongly disagree</li> <li>2 Disagree</li> <li>3 Neither agree nor disagree</li> <li>4 Agree</li> <li>5 Strongly agree</li> <li>0 (Don't know/Does not apply)</li> </ul>
2		<p><b>INTERVIEWER READ:</b> Based on your experience today, you would recommend the CFPB to friends and family.</p>	<p><b>INTERVIEWER READ:</b> Would you say 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, 5 strongly agree? You can also say that you don't know or that this question does not apply.</p> <ul style="list-style-type: none"> <li>1 Strongly disagree</li> <li>2 Disagree</li> <li>3 Neither agree nor disagree</li> <li>4 Agree</li> <li>5 Strongly agree</li> <li>0 (Don't know/Does not apply)</li> </ul>

Section 1

Section 1

<p>3</p>	<p><b>INTERVIEWER READ:</b> The CFPB phone representative provided useful information to answer your questions.</p>	<p><b>INTERVIEWER READ:</b> Would you say 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, 5 strongly agree? You can also say that you don't know or that this question does not apply.</p> <ul style="list-style-type: none"> <li>1 Strongly disagree</li> <li>2 Disagree</li> <li>3 Neither agree nor disagree</li> <li>4 Agree</li> <li>5 Strongly agree</li> <li>0 (Don't know/Does not apply)</li> </ul>
<p>4</p>	<p><b>INTERVIEWER READ:</b> As a result of today's call, you know how to resolve your issue.</p>	<p><b>INTERVIEWER READ:</b> Would you say 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, 5 strongly agree? You can also say that you don't know or that this question does not apply.</p> <ul style="list-style-type: none"> <li>1 Strongly disagree</li> <li>2 Disagree</li> <li>3 Neither agree nor disagree</li> <li>4 Agree</li> <li>5 Strongly agree</li> <li>0 (Don't know/Does not apply)</li> </ul>
<p>5</p>	<p><b>INTERVIEWER READ:</b> Overall, you are satisfied with today's CFPB call experience.</p>	<p><b>INTERVIEWER READ:</b> Would you say 1 strongly disagree, 2 disagree, 3 neutral, 4 agree, 5 strongly agree? You can also say that you don't know or that this question does not apply.</p> <ul style="list-style-type: none"> <li>1 Strongly disagree</li> <li>2 Disagree</li> <li>3 Neither agree nor disagree</li> <li>4 Agree</li> <li>5 Strongly agree</li> <li>0 (Don't know/Does not apply)</li> </ul>
	<p><b>INTERVIEWER READ:</b> Next I'm going to ask you some questions about how and why you called CFPB today.</p>	
<p>6</p>	<p><b>INTERVIEWER READ:</b> Why did you call the CFPB today? (choose one of the following five options)</p>	<p><b>INTERVIEWER READ CHOICES BELOW:</b></p> <ul style="list-style-type: none"> <li>1 To learn about the CFPB</li> <li>2 To ask a financial question</li> <li>3 To resolve an issue</li> <li>4 To share your experience with consumer financial products</li> <li>5 Other: ___[Open Text] ___</li> </ul> <p><b>If consumer says Other, INTERVIEWER READ:</b> Please describe the other reason you called CFPB today. <b>Type in consumer's answer next to the word "Other."</b></p>

<b>Section 2</b>	7	<b>INTERVIEWER READ:</b> Did you try to get an answer to your question from another organization or company before calling the CFPB today?	Yes No
	8	[If yes to item 7:] <b>INTERVIEWER READ:</b> Who did you contact? (choose all that apply from the following five options)	<b>INTERVIEWER READ CHOICES BELOW:</b> 1 Financial institution 2 Another government agency 3 State attorney general office 4 Better Business Bureau 5 Other: ___[Open Text]___  <b>If consumer says Other, INTERVIEWER READ:</b> Please describe the other organization or company you contacted. <b>Type in consumer's answer next to the word "Other."</b>
	9	[If "another government agency" to item 8:] <b>INTERVIEWER READ:</b> Which government agency?	___[Open Text]___ <b>Type in consumer's answer.</b>
	10	[If yes to item 7:] <b>INTERVIEWER READ:</b> Did you first hear about the CFPB from this organization?	Yes No
	11	[If no to item 7 or item 10:] <b>INTERVIEWER READ:</b> How did you first hear about the CFPB? (choose one of the following five options)	<b>INTERVIEWER READ CHOICES BELOW:</b> 1 Internet search 2 Friend or family 3 Another government agency 4 A counseling agency 5 Other: ___[Open Text]___  <b>If consumer says Other, INTERVIEWER READ:</b> Please describe the other way you first heard about CFPB. <b>Type in consumer's answer next to the word "Other."</b>
	12	[If "another government agency" to item 11:] <b>INTERVIEWER READ:</b> Which government agency?	___[Open Text]___ <b>Type in consumer's answer.</b>

	13	<p><b>INTERVIEWER READ:</b> How many times have you contacted the CFPB previously related to the question/topic you called about today? (choose one of the following options)</p>	<p><b>INTERVIEWER READ CHOICES BELOW:</b></p> <ul style="list-style-type: none"> <li>0</li> <li>1 to 2</li> <li>3 to 4</li> <li>5 or more</li> <li>Don't know</li> </ul>
	14	<p>[If "1 or more times" to item 13:]</p> <p><b>INTERVIEWER READ:</b> How did you contact the CFPB previously? (choose one of the following four options)</p>	<p><b>INTERVIEWER READ CHOICES BELOW:</b></p> <ul style="list-style-type: none"> <li>1 Phone</li> <li>2 Web</li> <li>3 Both</li> <li>4 Other: ___[Open Text] ___</li> </ul> <p><b>If consumer says Other, INTERVIEWER READ:</b> Please describe the other way you contacted CFPB previously. <b>Type in consumer's answer next to the word "Other."</b></p>
	15	<p><b>INTERVIEWER READ:</b> 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)</p>	<p><b>INTERVIEWER READ CHOICES BELOW:</b></p> <ul style="list-style-type: none"> <li>1 Phone</li> <li>2 Website</li> <li>3 Live chat</li> <li>4 Email</li> <li>5 Fax</li> <li>6 Mail</li> <li>7 Does not matter</li> </ul>
<p><b>Thank You Statement</b></p>	<p><b>INTERVIEWER READ:</b> 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 <a href="http://consumerfinance.gov">consumerfinance.gov</a>.</p>		