CFPB Consumer Satisfaction Survey – Inquiries Survey
Communications
Additions to existing call agent scripts (bolded and highlighted in yellow)

06	*{If caller has a Question}* I would be more than happy to research your inquiry to try and provide you an answer. **Also, at the end you'll have a chance to take a short survey to help us improve this service. Now,** What specific question did you have?
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60	Before we close may I have your name? **Are you willing to take a short, anonymous survey about your experience today?** ***{If consumer says "Yes", say:}*** **Thanks. Now I'm going to connect you with someone else for the survey.** ***<Transfer call>*** ***{If consumer says "No", say:}*** Thank you for calling the CFPB. You can also find more information at **consumerfinance.gov**.
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