

**CONSUMER FINANCIAL PROTECTION BUREAU
REQUEST FOR APPROVAL UNDER THE GENERIC CLEARANCE
FOR CONSUMER COMPLAINT AND INFORMATION COLLECTION SYSTEM
(OMB Control Number: 3170-0042)**

1. TITLE OF INFORMATION COLLECTION: Consumer Financial Protection Bureau (CFPB) Company Portal Interaction Survey

2. PURPOSE: This survey will focus exclusively on CFPB Company Portal operations. CFPB's intent is to better understand companies' experience with the operations and functionality of the CFPB Company Portal. The questions also assess the resources provided for companies to respond to CFPB complaints through the CFPB Company Portal. Information from this survey will not be used for supervision or enforcement purposes. CFPB is not soliciting responses about the content of any CFPB complaint or the CFPB complaint model.

This survey will build on the processes and platform used for the CFPB Consumer Satisfaction Survey Nationwide Pilot survey, which was administered from June 25 to July 16, 2014.

3. DESCRIPTION OF RESPONDENTS: Points-of-contact for companies that are boarded on the CFPB Company Portal will be sent an email to invite them to participate in a web survey via a unique survey link. Points-of-contact will be able to invite additional participants from their organization as needed; however, multiple responses from any one company will be aggregated, averaged, and treated as a single response.

There will be no sampling or segmentation plan for this survey. Points-of-contact for boarded companies (i.e., all boarded companies that meet certain parameters, such as no pending enforcement actions and a minimum number of complaints received since boarding) will be invited to participate.

The survey will be completely voluntary. All results will be aggregated and/or provided as a blinded data file. The survey instrument will be deployed only in English.

4. TYPE OF COLLECTION: (Check all that apply)

- Customer Satisfaction Survey
- Piloting Revisions to Consumer Complaint Form
- Focus group
- Usability or laboratory test (not in live system)
- Web-based
- Other (describe) _Company Portal Interaction Survey__

5. PERSONALLY IDENTIFIABLE INFORMATION:

- a. Is personally identifiable information (PII) collected? [] Yes [X] No

- b. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [] Yes [] No [X] Not Applicable

- c. If Applicable, has a System or Records Notice been published?
[] Yes [] No [X] Not Applicable

If Yes, please provide Federal Register citation. _____.

6. GIFTS OR PAYMENTS: Incentives will not be offered to respondents of the collection of information approved under this generic information collection plan.

7. BURDEN HOURS:

Category of Respondent	Number of Respondents	Participation Time	Burden
Companies	Approximately 1,000	10 minutes	Approximately 167 hours
Totals	Approximately 1,000		Approximately 167 hours

8. FEDERAL COST: The estimated annual cost to the Federal government is \$ 247,103.99.

9. DURATION OF TEST: The duration of the survey is not to exceed 60 days.

10. CERTIFICATION:

By submitting this document, the Bureau certifies the following to be true:

- ✓ The collection is voluntary.
- ✓ The collection is low-burden for respondents and low-cost for the Federal Government.
- ✓ The collection is non-controversial and does not raise issues of concern to other federal agencies.
- ✓ Information gathered will not be used solely for the purpose of substantially informing influential policy decisions.
- ✓ The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.
- ✓ The results will not be used to measure regulatory compliance or for program evaluation.
- ✓ Test questions will not exceed the durations specified herein and will only be made permanent through standard clearance procedures.