

## CFPB Consumer Satisfaction Survey – National Pilot Survey Communications

### INVITATION

**From Display Name:** Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey  
**Reply to:** [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com)

**Subject:** Tell us about your experience!

To provide the best service possible, the Consumer Financial Protection Bureau (CFPB), a federal government agency, must stay connected to the needs of the consumers we serve. Through this survey, you can provide input on your recent experience submitting a complaint or feedback to CFPB to help us improve our services to consumers.

An independent third party is administering this survey on behalf of CFPB. ***This survey is voluntary and will only take about ten minutes.***

[Click here](#) to start the survey.

If the link above is not highlighted, copy and paste the URL below into the address bar of your browser's window. If you have questions about the survey, contact [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com).

Thank you for your time and interest in helping us to serve you better.

Consumer Financial Protection Bureau

Survey Link: ^slink^

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This document was not intended or written to be used, and it cannot be used, for the purpose of avoiding U.S. federal, state or local tax penalties.

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### REMINDER

**From Display Name:** Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey  
**Reply to:** [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com)

**Subject:** CFPB Consumer Satisfaction Survey Closing Soon

There is still time to complete the CFPB Consumer Satisfaction Survey before it closes on **[Month, Date]**. Your input about your recent experience with CFPB will help us improve our services to consumers who submit complaints or feedback to CFPB.

An independent third party is administering this survey on behalf of CFPB. ***This survey is voluntary and will only take about ten minutes.***

[Click here](#) to start the survey.

If the link above is not highlighted, copy and paste the URL below into the address bar of your browser's window. If you have questions about the survey, contact [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com).

Thank you for your time and interest in helping us to serve you better.

## CFPB Consumer Satisfaction Survey – National Pilot Survey Communications

Consumer Financial Protection Bureau

Survey Link: ^slink^

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### **REMINDER (Final)**

**From Display Name:** Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey

**Reply to:** [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com)

**Subject:** Last Chance! CFPB Consumer Satisfaction Survey Closing

There is still time to complete the CFPB Consumer Satisfaction Survey before it closes on [Month, Date]. Your input about your recent experience with CFPB will help us improve our services to consumers who submit complaints or feedback to CFPB.

An independent third party is administering this survey on behalf of CFPB. ***This survey is voluntary and will only take about ten minutes.***

[Click here](#) to start the survey.

If the link above is not highlighted, copy and paste the URL below into the address bar of your browser's window. If you have questions about the survey, contact [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com).

Thank you for your time and interest in helping us to serve you better.

Consumer Financial Protection Bureau

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**WEB SURVEY ENTRY / SPLASH PAGE**

**WELCOME TO THE CONSUMER FINANCIAL PROTECTION BUREAU (CFPB)  
CONSUMER SATISFACTION SURVEY**

We are conducting this voluntary survey to get input from CFPB consumers who have recently submitted a complaint or feedback to CFPB so we can improve our services to consumers. Your input will help CFPB provide the best possible service for consumers.

An independent third party is conducting this survey on behalf of CFPB. This survey is voluntary and ***will only take about ten minutes.***

Thank you for your time and interest in helping us to serve you better.

Consumer Financial Protection Bureau

OMB # 3170-0042

Paperwork Reduction Act Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless the collection of information displays a valid control number assigned by the Office of Management and Budget (OMB). The OMB control number for this collection is 3170-0042, expires 5/31/2015. Comments regarding this collection of information, including the estimated response time, suggestions for improving the usefulness of the information, or suggestions for reducing the burden to respond to this collection should be submitted to Bureau at the Consumer Financial Protection Bureau (Attention: PRA Office), 1700 G Street NW, Washington, DC 20552, or by email to PRA@cfpb.gov.

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**THANK YOU PAGE**

Thank you for participating in the CFPB Consumer Satisfaction Survey about your recent experience submitting a complaint or feedback to CFPB. Your input will help CFPB provide the best possible service for consumers.

Thank you,

Consumer Financial Protection Bureau

You can now close your browser window.

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## CFPB Consumer Satisfaction Survey – National Pilot Survey Communications

### FAQs

#### Answers to Frequently Asked Questions

**Who will see my responses and comments?** Specific rules are in place to ensure the privacy of individual responses. An independent third party, completely separate from CFPB, is administering the entire survey. Only aggregate results are reported.

**Can anyone identify me from my responses?** No, the reports only include aggregated totals.

**Can CFPB see my answers? How are they being kept private?** No, CFPB cannot see your individual answers. The final reports do not include information about individuals or information that enables anyone from CFPB to determine individual responses. When the results are compiled, individual responses are aggregated using specific rules that will ensure the privacy of the individual. **The third party survey administrator does not release or communicate data that identifies specific consumers to CFPB.**

**What if I have internet connection issues when taking my survey?** If you are having connection issues, it may be because of your browser settings. If you continue to have issues, please contact [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com).

**Can I resume the survey later where I left off?** Yes, the online survey allows you to leave the survey and then resume at a later point in time. Your answers will be saved. Please note, however, that once you click the "Submit" button, your results will be sent, and you will not be able to change your answers. You will receive notification that you have reached the end of the survey prior to selecting the "Submit" button.

**When I return to the survey, will I start on the first page?** Yes, when you click on the survey link for the first time, it will take you to the first page of the survey. Each time you return to an uncompleted survey, you will start off on the first page of the survey; however, all your previous answers to the questions are saved and appear when you progress through the survey pages. The survey saves by page as you click on the "Next" button on each page.

**Can I complete the survey more than once?** No, when you click the "Submit" button on the last page of the online survey, you cannot change your answers or re-enter the survey. You will receive notification that you have reached the end of the survey prior to selecting the final "Submit" button.

[Return to top of FAQs](#) | [Survey Help](#)

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### FAQs for Contact Center (in case of questions)

Consumer Response is conducting two surveys of consumers who have submitted complaints or feedback to the CFPB:

- The first is a test survey of approximately 200 consumers whose complaints were closed in the three months before the survey. Launched on May 1, 2014, the survey is web-based and consumers were e-mailed invitations to participate from the following email address: [Consumer Financial Protection Bureau \(CFPB\) Consumer Satisfaction Survey \(surveysupport@consumersatsurvey.com\)](mailto:surveysupport@consumersatsurvey.com).
- The second survey, to be launched at a later date, will involve both email and telephone invitations to participate and include consumers who have submitted feedback to the CFPB.

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

#### Survey Receipt:

**I received a CFPB survey invitation from “Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey” or from “surveysupport@consumersatsurvey.com.” Is this legitimate?**

- Yes, this is legitimate. The Consumer Financial Protection Bureau (CFPB) is conducting this voluntary survey of consumers who have submitted a complaint to the CFPB in order to improve our service.

## CFPB Consumer Satisfaction Survey – National Pilot Survey Communications

Your feedback will help CFPB provide the best possible service to consumers. This survey is voluntary and should only take about ten minutes.

**I received a CFPB survey invitation from [SSS@SSS.com](mailto:SSS@SSS.com). Is this legitimate?** [NOTE: For any question that references any name other than “Consumer Financial Protection Bureau (CFPB) Consumer Satisfaction Survey” or any web/email address other than [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com).]

- No, this is not legitimate. The CFPB did not send you this survey invitation or direct others to send you this invitation on our behalf.
- This invitation may be malicious. To minimize the risk it may present, we suggest you do not provide any personal information.

**I received a call from this number, (855) 411-2372. Who called me, and why?**

- This call was placed on behalf of the Consumer Financial Protection Bureau (CFPB). CFPB is conducting a voluntary survey of consumers who have submitted a complaint to the CFPB in order to improve our service.

**How long does it take to go through the survey?**

- This survey will only take about ten minutes.

**What is the purpose of the survey?**

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

**Do I have to complete the survey?**

- No, this survey is voluntary.

**What is the deadline for survey submission?**

- The survey will close on **[Month Day]**, 2014.

**Is CFPB offering compensation to survey takers?**

- No, survey participation will not be compensated.

### Privacy

**Who will see my responses and comments?**

- CFPB cannot see your individual answers. To ensure the privacy of individuals, survey data will only be reported in totals and will not include information about individuals or information that enables anyone from CFPB to determine individual responses.

**Can anyone identify me from my responses?**

- No, the data from this survey will be reported as totals and will not include information about individuals or their complaints.

**Can CFPB see my answers? How are they being kept private?**

- No, CFPB cannot see your individual answers. To ensure the privacy of individuals, survey data will only be reported in totals and will not include information about individuals or information that enables anyone from CFPB to determine individual responses.

### Survey Operation

**What if I have internet connection issues when taking my survey?**

- If you are having connection issues, it may be because of your browser settings. If you continue to have issues, please contact [surveysupport@consumersatsurvey.com](mailto:surveysupport@consumersatsurvey.com).

## **CFPB Consumer Satisfaction Survey – National Pilot Survey Communications**

### **Can I resume the survey later where I left off?**

- Yes, the online survey allows you to save your answers and leave the survey and then resume at a later point in time. The survey saves by page as you click on the "Next" button on each page. Each time you return to an uncompleted survey, you will be taken to the first page of the survey.
- However, once you click the "Submit Survey" button, your results will be sent, and you will not be able to change your answers. You will be notified that you have reached the end of the survey before selecting the "Submit Survey" button.

### **When I return to the survey, will I start on the first page?**

- Yes. Each time you return to an uncompleted survey, you will be taken to the first page of the survey; however, all your previous answers to the questions are saved and will appear as you progress through the survey pages. The survey saves by page as you click on the "Next" button on each page.

### **Can I complete the survey more than once?**

- No, when you click the "Submit Survey" button on the last page of the online survey, you cannot change your answers or re-enter the survey. You will be notified that you have reached the end of the survey before selecting the "Submit Survey" button.

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

- No, your survey responses will not impact your complaint.
- Additionally, CFPB cannot see your individual answers. To ensure the privacy of individuals, survey data will only be reported in totals and 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.