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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.***

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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This survey is about your recent contact with the Consumer Financial Protection Bureau (CFPB) to submit a complaint, beginning on or about 1/4/2014.

Did you submit a complaint to the Consumer Financial Protection Bureau (CFPB) on or about on 1/4/2014?

- Yes
- No

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How did you first hear about the Consumer Financial Protection Bureau? (select one)

- Advertising
- Through a news report or story
- Internet search
- Friends, family or colleague
- Another government agency
- Financial services institution
- Consumer advocacy group
- Local city information services (311 toll free line)
- Other:

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Did the agency: (select one)

- Collect and forward your information/complaint to CFPB?
- Tell you to contact CFPB directly?

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Why did you submit a complaint to CFPB? (select all that apply)

- To resolve an issue I was having
- For help contacting the company/organization I was having an issue with
- To get information and resources to resolve my issue myself
- To report how I was treated
- To alert CFPB about misbehavior by a company/the financial industry

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Is your complaint open or closed?

- Open
- Closed
- I don't know

Did you try to resolve your issue before you contacted CFPB?

- Yes
- No

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Where did you try to resolve your issue before you contacted CFPB? (select all that apply)

- The company I was having an issue with
- Another government agency
- State attorney general office
- Better Business Bureau
- Counseling agency or organization
- Private attorney
- Other

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When you first contacted CFPB, what did you expect CFPB would do for you? (select all that apply)

- Collect and send information about my issue to the company/organization
- Make the company respond to my issue
- Act to resolve my issue
- Examine and investigate my individual case
- Enforce laws and regulations
- Other

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Now think about your overall experience with CFPB -- the total time you were in contact with CFPB.

How satisfied are you with:

	1 Not at all satisfied	2 Somewhat Dissatisfied	3 Neither Satisfied nor Dissatisfied	4 Somewhat Satisfied	5 Extremely satisfied	0 (Don't know/ Does not apply)
Your overall experience with CFPB?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The communications provided by CFPB?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
I would recommend CFPB to friends and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working with CFPB helped me achieve more than I could have on my own.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Based on my experience, I would contact CFPB again.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CFPB did all it could do to assist me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CFPB makes consumer financial products and services work better for Americans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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These next few questions are about the initial process to submit information for your complaint or issue.

Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
Submitting my complaint was simple and easy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt the information I provided to CFPB was safe and secure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CFPB made it clear what kind of information would be required to submit my complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I thought the amount of information I had to provide was: (select one)

- Too much information
- About right
- Too little information

I thought the time it took to provide my information was: (select one)

- Too long
- About right
- Too short

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Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
The CFPB phone representative provided clear information and answers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CFPB phone representative was courteous.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The CFPB phone representative was helpful in guiding me through the submission process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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These next questions are about the time after you submitted a complaint to CFPB, when information about your complaint was sent to the company for review and response.

Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
CFPB told me what would happen after I submitted my complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communications from CFPB kept me adequately updated after my complaint was sent to the company.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Did you check the status of your complaint with CFPB? (select all that apply)

- Yes, I checked the status of my complaint on CFPB's website
- Yes, I called CFPB to check the status of my complaint
- Yes, I checked the status of my complaint by mail/fax
- No, I did not check the status of my complaint with CFPB
- No, the status of my complaint was provided directly to me by the company
- No, I checked the status of my complaint with a Congressional office

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Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
CFPB's website gave me the information I needed about my complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to check the status of my complaint on CFPB's website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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These next few questions are about the *company's* response to your issue.

Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
I had enough time to review the company's response to my complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the company's response to my complaint.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CFPB clearly communicated when my complaint was closed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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These next few questions are about your dispute of the company's response to your complaint.

Indicate how much you agree or disagree with the following statements:

	1 Strongly disagree	2 Disagree	3 Neither Agree nor Disagree	4 Agree	5 Strongly agree	0 (Don't know/ Does not apply)
I had a good understanding of what would occur if I disputed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was satisfied with the communications I received from CFPB after I disputed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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What do you believe is the most important thing CFPB did for you? (select all that apply)

- Collected and sent information about my issue to the company/organization
- Made the company respond to my issue
- Resolved my issue
- Examined and investigated my individual case
- Enforced laws and regulations
- CFPB did nothing important for me
- Other

CFPB publishes complaint data about the issues consumers are submitting complaints about in a public database at <http://www.consumerfinance.gov>. This database is updated nightly. Any information published is completely anonymous and does not reveal any specific information about you or other consumers.

Do you believe a complaint database like this could help consumers make better financial decisions?

- Yes
- No

Indicate how much you agree or disagree with the following statement:

	1 Not at all important	2 Somewhat Not Important	3 Neither Important nor Unimportant	4 Important	5 Very Important	0 (Don't know/ Does not apply)
How important is it to you that your complaint contributes to this public database?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Throughout the entire time you worked with CFPB (from the time you first contacted CFPB to the time your complaint was closed), about how many times did you interact with CFPB? For instance, submitted your information, sent an email/follow-up, called to check status, checked status on the website, etc.

- Once
- Twice
- 3-5 times
- 6-10 times
- More than 10 times

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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 confidential? 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](#).

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.

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