

**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) Inquiries Consumer Satisfaction Survey (Consumer Response)

2. PURPOSE: The purpose of this information collection is to deploy a consumer satisfaction survey. The results of this survey will be used to assess and identify baseline satisfaction of consumers who contact the CFPB to ask questions about financial or non-financial matters. The survey results will also provide the CFPB with information about how and why consumers call the CFPB to ask questions.

This information collection will build on the results of the CFPB Consumer Satisfaction Survey Nationwide Pilot, which was administered from June 25 to July 16, 2014. The pilot survey achieved a ten percent response rate overall, and a twelve percent response rate over the telephone. Given the pilot survey's success over the telephone, the survey will be administered via the telephone at the end of consumer calls with the CFPB during which consumers indicate they have a question.

The survey will serve a similar purpose as the pilot survey, but will ask questions of a consumer audience that was not included in the pilot (i.e., consumers with inquiries). The survey questions and format have been altered to better reflect the experience with inquiries; however, the survey will continue to focus on general satisfaction with CFPB services, including willingness to return to and/or recommend the CFPB, and how and why consumers contacted the CFPB.

A usability test for this survey was conducted with 14 CFPB employees via a focus group on January 14, 2015. Additional details can be found in the enclosed Usability Summary.

3. DESCRIPTION OF RESPONDENTS: Consumers who call CFPB during a four-week survey fielding period and indicate they have a question (i.e., their call disposition is set to "Question") will be invited to participate in the survey. Respondents will consist of consumers who respond affirmatively when asked "Are you willing to take a short, anonymous survey about your experience today?"

There will be no sampling or segmentation plan for this survey.

The survey will be completely voluntary. All results will be aggregated and/or provided as a blinded data file to protect consumer confidentiality. The survey instrument will be deployed only in English, and responses will be solicited only from consumers who communicated with CFPB 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) Telephone-based

5. PERSONALLY IDENTIFIABLE INFORMATION:

- a. Is personally identifiable information (PII) collected? Yes 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 Not Applicable
- c. If Applicable, has a System or Records Notice been published?
 Yes No 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
Individuals or Households	Approximately 4,000	10 minutes	Approximately 667 hours
Totals	Approximately 4,000		Approximately 667 hours

8. FEDERAL COST: The estimated annual cost to the Federal government is \$ 82,368.34.

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.