

CFPB Company Portal Interaction Survey Communications

INVITATION

From Display Name: Consumer Financial Protection Bureau (CFPB) Company Portal Interaction Survey
Reply to: surveysupport@consumersatsurvey.com

Subject: Tell us about your CFPB experience!

You are invited to participate in a survey about your company's interactions with the Consumer Financial Protection Bureau (CFPB) Company Portal.

Our intent is to better understand your company's experience with the operations and functionality of the CFPB Portal. We are not soliciting responses about the content of any CFPB complaint or the CFPB complaint model.

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.

Once you click on the link above, you will have the opportunity to invite others within your company to take 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.

Thank you for your time and interest.

Consumer Financial Protection Bureau

Survey Link: ^slink^

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.

REMINDER

From Display Name: Consumer Financial Protection Bureau (CFPB) Company Portal Interaction Survey
Reply to: surveysupport@consumersatsurvey.com

Subject: CFPB Company Portal Interaction Survey Closing Soon

There is still time to complete the CFPB Company Portal Interaction Survey before it closes on **[Month, Date]**. Our intent is to better understand your company's experience with the operations and functionality of the CFPB Company Portal.

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.

Once you click on the link above, you will have the opportunity to invite others within your company to take 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.

CFPB Company Portal Interaction Survey Communications

Thank you for your time and interest.

Consumer Financial Protection Bureau

Survey Link: ^slink^

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REMINDER (Final)

From Display Name: Consumer Financial Protection Bureau (CFPB) Company Portal Interaction Survey
Reply to: surveysupport@consumersatsurvey.com

Subject: Last Chance! CFPB Company Portal Interaction Survey Closing

There is still time to complete the CFPB Company Portal Interaction Survey before it closes on **[Month, Date]**. Our intent is to better understand your company's experience with the operations and functionality of the CFPB Company Portal.

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.

Once you click on the link above, you will have the opportunity to invite others within your company to take 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.

Thank you for your time and interest.

Consumer Financial Protection Bureau

Survey Link: ^slink^

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WEB SURVEY ENTRY / SPLASH PAGE

**WELCOME TO THE CONSUMER FINANCIAL PROTECTION BUREAU (CFPB)
COMPANY PORTAL INTERACTION SURVEY**

We are conducting this voluntary survey to better understand your company's experience with the operations and functionality of the CFPB's Company Portal.

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

Thank you for your time and interest.

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.

Privacy Act Statement 5 U.S.C. 552(a)(e)(3):

The information you provide through your responses to the Company Portal Interaction Survey, conducted by a third party vendor on behalf of the Consumer Financial Protection Bureau ("CFPB") will assist the CFPB in identifying areas of concern, and help the CFPB develop better financial tools for all consumers. The CFPB will not obtain or access any personally identifiable information ("PII") from the third party vendor about survey participants. The CFPB will only obtain and access anonymous results and aggregated analyses of those results. Information collected on behalf of the CFPB by the third party vendor, will be treated in accordance with the System of Records Notice ("SORN"), CFPB-005, Consumer Complaint Database, with the CFPB's confidentiality regulations at 12 C.F.R. Part 1070, et seq. This collection of information is authorized by Pub. L. No. 111-203, Title X, Sections 1013 and 1022, codified at 12 U.S.C. §§ 5493 and 5512. Participation in this survey is voluntary, you are not required to participate, or share any identifying information, and you may withdraw from the survey at any time. If you choose not to participate any pending matters will continue to be processed and will not be affected by your non-participation.

ADDITIONAL PARTICIPANTS PAGE

You have the opportunity to invite others within your company to take the survey, as needed. To invite others to participate, please provide their email addresses below.

THANK YOU PAGE

Thank you for participating in the CFPB Company Portal Interaction Survey. Your input will help the CFPB better understand your company's experience with the operations and functionality of the CFPB Company Portal.

Thank you,

Consumer Financial Protection Bureau

You can now close your browser window.

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FAQs

Answers to Frequently Asked Questions

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

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.

How can others within my company submit their responses to survey questions?

You have the opportunity to invite others within your company to take the survey by providing their email addresses. All survey responses should be submitted directly to CFPB's survey administrator by clicking the 'Submit' button at the end of the survey.

How will responses from others within my company be viewed?

Multiple responses from any one company will be aggregated, averaged, and treated as a single response.

What is the deadline for survey submission?

The survey will close on **[Month Day]**, 2015.

Is CFPB offering compensation to survey takers?

No, survey participation will not be compensated.

How will CFPB use my responses?

CFPB will analyze the aggregated survey results for internal purposes. Our intent is to better understand companies' experiences with the operations and functionality of the CFPB Company Portal.

Will CFPB publish the survey results?

CFPB's intent is to analyze and use the aggregated survey results for internal purposes.

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