

Justification for Non-material/Nonsubstantive Change
Consumer Financial Protection Bureau
Information Collection Request
Consumer Response Intake Form

The Consumer Financial Protection Bureau (CFPB) submits this memorandum to provide justification for a proposed change to the form associated with information collection 3170-0011 Consumer Response Intake Form, approved by OMB on November 18, 2011.¹ The proposed revision will be reflected on previously-approved information collection media (i.e., telephone script, “paper” form, and web form) and does not represent a new collection instrument.

The Privacy Act statement will be revised to inform users that their complaints or inquiries may be made available to the public, without personally identifiable information, consistent with the CFPB’s general privacy policy. Moreover, in keeping with the CFPB’s commitment to reduce the unnecessary collection of Social Security numbers (SSNs), the Privacy Act statement will include a sentence indicating that disclosure of SSNs is voluntary. There will be no burden increase as a result of these changes.

The revised Privacy Act statement may be found on the final page of the attached paper intake form. The revised Privacy Act statement will appear on the web version of the form as provided below, which will be found at www.consumerfinance.gov:



The image shows a screenshot of a web form. At the top, there is a dropdown menu labeled "This is about *". Below it is a question: "Do you believe the issue involves discrimination? (Optional)" with radio button options for "Yes" and "No". A green "Continue" button is positioned below the question. At the bottom left of the form, the text "Privacy act statement" is underlined and highlighted with a red circle. At the bottom right, the text "OMB #3170-0011" is visible. A small globe icon is in the bottom right corner of the form area.

¹ Originally approved as a Department of Treasury/Department Offices form, the approved information collection was transferred to Consumer Financial Protection Bureau on November 21, 2011. ICR Reference Number 201111-3170-004.

United States

Privacy act statement

The information you provide will permit the Consumer Financial Protection Bureau to respond to your complaint or inquiry about companies and services we supervise. Information about your complaint or inquiry (including your personally identifiable information) may be shared:

- with the entity that is the subject of your complaint;
- with third parties as necessary to get information relevant to resolving a complaint;
- with a court, a party in litigation, a magistrate, an adjudicative body or administrative tribunal in the course of a proceeding, or the Department of Justice;
- with other federal or state agencies or regulatory authorities for enforcement and statutory purposes; and
- with contractors, agents, and others authorized by the CFPB to receive this information.

We may also share your complaint or inquiry (but not your personally identifiable information) with the public through a public complaint database.

This collection of information is authorized by 12 U.S.C. § 5493.

You are not required to file a complaint or share any identifying information, including your Social Security number, and you may withdraw your complaint at any time. However, if you do not include the requested information, the CFPB may not be able to act on your complaint.

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