

## APPENDIX D:

### Frequently Asked Questions

**1) *Who is conducting/sponsoring this survey?***

The Consumer Financial Protection Bureau (the CFPB) has contracted with ICF International to conduct this national, voluntary telephone survey. The CFPB is an agency of the Federal government whose role is to make markets for consumer financial products and services work for Americans — whether they are applying for a mortgage, choosing among credit cards, or using any number of other consumer financial products.

{If Needed: The CFPB has placed a link on its home page [WEBSITE] where prospective survey participants can confirm this is a government-sponsored survey. The survey has been reviewed and approved by the U.S. Office of Management and Budget. The OMB control number is: 3170-XXXX, which expires on [DATE]}.

**2) *Why are you doing this survey?***

The Consumer Financial Protection Bureau (the CFPB) is sponsoring this study to learn about the number of consumers who comparison shop for credit cards, the number who take into account arbitration agreements when choosing a credit card, and assumptions and/or knowledge consumers have about their dispute resolution rights. The survey is part of a study that was authorized by Congress under the Dodd-Frank Wall Street Reform and Consumer Protection Act. Results from this survey will be included in a report for Congress so they can better understand consumer knowledge of arbitration agreements.

**3) *How will my information be used?***

Your household's participation in this survey would be a big help to the CFPB in its continuing efforts to get consumers the information they need to make financial decisions they believe are best for themselves and their families.

Individual answers from the survey will be grouped together, summarized and included in a report to Congress. This report will also be available to the public. Your answers are kept private and any information you provide will not be able to be identified with you.

**4) *How was I selected for this study?***

The Consumer Financial Protection Bureau Arbitration Survey is a representative survey of 1,000 credit card holders nationwide. We select

phone numbers for the study randomly through a process called “random-digit dialing.” Once phone numbers are selected, they are loaded into our computer system for dialing and one adult in a household is randomly chosen to complete the survey. Neither we at ICF International, nor the CFPB knows to whom the phone number is registered and neither wants to. During analysis, results are grouped and only these group statistics are reported; individual responses are kept private and are not linked to telephone numbers.

**5) *Why should I participate?***

Your household’s participation in this survey would be a big help to the CFPB in its continuing efforts to get consumers the information they need to make financial decisions they believe are best for themselves and their families.

The CFPB is empowered by law to set conditions and limitations on the use of arbitration agreements. This survey will provide important information that the CFPB can use to help make these decisions. The more people who participate (the higher the response rate), the more accurate and reliable the results.

**6) *My number is unlisted, how did my number get on the call list?***

We use a process called “random digit dialing” to generate the telephone numbers we call for the Consumer Financial Protection Bureau Arbitration Survey. Here’s how “random digit dialing works”: a program computer has the area code and telephone prefixes (the first 3 digits) included in the survey area and it then assigns the last four digits randomly. Once phone numbers are generated, they are loaded for dialing. All kinds of numbers are dialed as a result of this process: businesses, pay phones, non-working numbers, etc. Unlisted numbers are selected for dialing purely by chance. I assure you that this survey is private, your responses will not be attributed to you specifically in our reporting, and survey results will only be reported in group form.

**7) *My name is on the national do-not-call list. I’m not supposed to get these calls.***

The national do-not-call list was enacted to control telemarketing companies that sell services and products over the phone. This survey is conducted for research purposes and does not fall under do-not call list laws. The federal laws can be confusing, but public interest survey calls are not included in the federal regulations that apply to telemarketing calls. The Consumer Financial Protection Bureau is not selling anything, but your answers will help to inform public policy and financial regulation.

Information about telephone consumer rights can be obtained from the Federal Communications Commission (FCC): phone: **1-888-225-5322** or at [www.fcc.gov](http://www.fcc.gov) and the Federal Trade Commission (FTC) phone # 202-382-4357 or at [www.ftc.gov](http://www.ftc.gov).

**8) *How is this study being funded?***

The Consumer Financial Protection Bureau is using non-appropriated funds to carry out the survey. These are funds that are gained from sources other than appropriated Congressional funds, or tax dollars. The survey went through a competitive bidding process before award. .

**9) *Contact with Questions/Forward Complaints to:***

Kelvin D. Chen, in the CFPB's Division of Research, Markets and Regulations: (202) 435-7700 and [kelvin.chen@cfpb.gov](mailto:kelvin.chen@cfpb.gov). Please note, however, that in contacting the CFPB your participation in the survey will be made known to them.