

# Call center form

Call center agents will use the same web form as consumers when assisting callers who seek to provide feedback. An accompanying phone script will assist call center agents in recording consumer feedback.



## Submit your feedback

Only provide feedback about the response that you received from the company. You will have 60 days from when the company responds to complete your feedback.

The CFPB will share your feedback responses with the company and use the information to help the CFPB's work with consumer complaints. Participation is voluntary, you are not required to submit feedback.

The company's response addressed all of my issues.

Yes

No

Please provide any additional comments to explain your response. (optional)

- Do not include personal information, such as your name, account number, address, Social Security number, etc.
- Please do not copy and paste the company's response.

I understand the company's response to my complaint.

Yes

No

Please provide any additional comments to explain your response. (optional)

- Do not include personal information, such as your name, account number, address, Social Security number, etc.
- Please do not copy and paste the company's response.

The company did what they said they would do with my complaint.

Yes

No

Please provide any additional comments to explain your response. (optional)

- Do not include personal information, such as your name, account number, address, Social Security number, etc.
- Please do not copy and paste the company's response.

I want the CFPB to publish this feedback on [consumerfinance.gov](https://consumerfinance.gov) so that others can learn from my experience.

The information given is true to the best of my knowledge and belief. I understand that the CFPB cannot act as my lawyer, a court of law, or a financial advisor.

[Submit your feedback](#)