# Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback" (OMB Control Number: 1530-0023)

**TITLE OF INFORMATION COLLECTION:** Unified Call Center Inbound Cross Servicing Journey Map Debtor Survey

*PURPOSE:* By offering surveys on inbound Cross Servicing debtor calls via a scripted survey and compiling feedback results, create a customer journey map to document and evaluate UCC inbound Cross Servicing debtor experience and emotional state for potential improvements.

DESCRIPTION OF RESPONDENTS:						
TYPE OF COLLECTION: (Check one)						
[ ] Customer Comment Card/Complaint Form [ ] Usability Testing (e.g., Website or Software [ ] Focus Group		[X] Customer Satisfaction Survey [] Small Discussion Group [] Other:				
CE	ERTIFICATION:					
<ol> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>	The collection is voluntary.  The collection is low-burden for respondents at The collection is non-controversial and does not agencies.  The results are not intended to be disseminated Information gathered will not be used for the propolicy decisions.  The collection is targeted to the solicitation of experience with the program or may have experience	to the public.  urpose of substantially informing influential opinions from respondents who have				
Name:Bruce A. Sharp						
To assist review, please provide answers to the following question:  Personally Identifiable Information:						
	Is personally identifiable information (PII) collected? [] Yes [x] No If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [] Yes [X] No					
3.	If Yes, has an up-to-date System of Records No	otice (SORN) been published? [ ] Yes [X ]				

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

#### **BURDEN HOURS**

**Gifts or Payments:** 

No

Category of Respondent	No. of Respondents	Participation	Burden
		Time	
Inbound Cross Servicing Debtor Calls	500	3 mins	25 hours
Totals			25 Hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$1565.75 in fully burden cost including overhead and fringe benefits.

### If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

#### The selection of your targeted respondents

1.	Do you have a customer list or something similar that defines the unive	rse of potential
	respondents and do you have a sampling plan for selecting from this un	iverse?
	[Y]Vac	$\Gamma$ 1 No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The customer list will be determined by inbound Cross Servicing calls of which will be offered the opportunity to take an eight questions survey to gather the customer experience data. The caller will remain anonymous.

#### **Administration of the Instrument**

1.	How will you collect the information? (Check all that apply	
	[ ] Web-based or other forms of Social Media	
	[X ] Telephone	
	[ ] In-person	
	[ ] Mail	
	[ ] Other, Explain	
2.	Will interviewers or facilitators be used? [X ] Yes [ ] No	

Please make sure that all instruments, instructions, and scripts are submitted with the request.

# Instructions for completing Request for Approval under the "Generic Clearance for the Collection of Routine Customer Feedback"

**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS**: Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions. Note: Agencies should only collect PII to the extent necessary, and they should only retain PII for the period of time that is necessary to achieve a specific objective.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

#### **BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected per row. **No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

## If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

**The selection of your targeted respondents.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

Submit all instruments, instructions, and scripts are submitted with the request.