

## CFI/FCG OMB CLEARANCE SURVEY MAP

**Survey:** CFPB Customer Satisfaction Survey  
**IA#:** 20910 A0  
**Date:** 7/24/2019

**SURVEY TYPE:** Relationship

Survey Q#	Type#	Type Topic
SERVUSE a	Custom	Respondent Background/Experience
SERVUSE b	Custom	Respondent Background/Experience
SERVUSE c	Custom	Respondent Background/Experience
SERVUSE d	Custom	Respondent Background/Experience
SERVUSE e	Custom	Respondent Background/Experience
SERVUSE f	Custom	Respondent Background/Experience
FAMILIAR	Custom	Respondent Background/Experience
ZIP	Custom	Firmographics
ROLE	Custom	Firmographics
ORG	Custom	Firmographics
SIZE	Custom	Firmographics
POP	Custom	Firmographics
KNOW1	5	Product/Information/Service Provided
KNOW2	5	Product/Information/Service Provided
KNOW3	5	Product/Information/Service Provided
KNOW4	5	Product/Information/Service Provided
KNOW5	5	Product/Information/Service Provided
EVTANMT	Custom	Communications
EVENT	Custom	Respondent Background/Experience
EVNT1	5	Product/Information/Service Provided
EVNT2	5	Product/Information/Service Provided
EVNT3	5	Product/Information/Service Provided
EVNT4	5	Product/Information/Service Provided
EVNT5	5	Product/Information/Service Provided
DOWNL	Custom	Product/Information/Service Provided
ACCESS	Custom	Product/Information/Service Provided
MATER	Custom	Product/Information/Service Provided
MATER1	5	Product/Information/Service Provided
MATER2	5	Product/Information/Service Provided
MATER3	5	Product/Information/Service Provided
MATER4	5	Product/Information/Service Provided
MATER5	5	Product/Information/Service Provided
MATOPN	Custom	Product/Information/Service Provided
WEBSITE	Custom	Website
WRESRC	Custom	Website
WEB1	3	Website
WEB2	3	Website
WEB3	3	Website
WEBOPN	Custom	Website
SATIS	7	Satisfaction (ACSI Index)
EXPECT	7	Satisfaction (ACSI Index)
IDEAL	7	Satisfaction (ACSI Index)
RECOM	8	Future Behaviors
CHANGE	8	Future Behaviors
SUGGEST	Custom	Product/Information/Service Provided