

# Consumer Financial Protection Bureau (CFPB) Consumer Response Consumer Guide Performance Survey

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*Note: Black italics indicate what the consumer hears.*

Consumer calls CFPB.

Consumer hears:

*Thank you for calling the Consumer Financial Protection Bureau (CFPB). The CFPB is a U.S. Government agency created after the 2008 financial crisis that makes sure banks, lenders, and other financial companies treat you fairly. You have the right to be heard when you have a problem with a financial product or service. You can submit a complaint to us and we'll work to make sure you get a response from the company. We can also give you information on financial products and services to help you better understand your options. For English, press 1, (and other language options).*

Consumer selects language option, and then hears:

*Before we connect you to one of our Consumer Guides, please have your complaint number ready, along with any documents related to your complaint.*

*It is important to know that we can't give you legal or financial advice.*

*Press # when you are ready to be connected to an agent.*

*Please hold while your call is being transferred.*

*This call will be monitored or recorded for quality assurance.*

*We're always working to improve our service and could use your help. Please stay on the line after the agent's assistance for a 3 minute survey about your call today.*

*This survey has been approved under the Paperwork Reduction act of 1995 by the Federal Government's Office of Management and Budget and assigned OMB control number 3170-0024. Without this OMB control number we could not conduct this survey. The survey is voluntary and will only take 3 minutes. Your participation in the survey has no impact on your complaint.*

*Press # if you are able to participate.*

The call proceeds with the caller's inquiry/complaint/Tell Your Story. After the Consumer Guide thanks the consumer and concludes the call, caller hears:

*Thank you for participating in this short optional survey about your call today to the Bureau. Your feedback is important to us.*

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*For this survey, you will be using your telephone keypad to respond to 4 statements.*

*Press 1 to 5 after a statement to tell us how satisfied you were with today's call. On a scale of 1 to 5, where "5" means "Completely Satisfied" and "1" means "Completely Dissatisfied."*

*Press 9 if you need to hear a statement again.*

*Let's begin.*

**Q1.** *Rate your overall experience with the agent you spoke to today. Again, "5" means "Completely Satisfied" and "1" means "Completely Dissatisfied."*

**Q2.** *The agent listened to and understood my issue.*

**Q3.** *The agent was knowledgeable about the topic I called about.*

**Q4.** *The agent provided me with resources and information to help me address my issue.*

**After a key is pressed, caller hears:**

**Q5.** *Press \* if you would like to give us additional feedback about your experience with the agent you spoke to today. If you have no additional comments about your experience, press "0" now.*

**(Programming notes:)**

**If "\*", caller hears:**

*After the beep, you'll have 2 minutes to leave your comments. When you are finished, press #. Please do not include personal information, such as your name, social security number, address, telephone number, or account numbers.*

**Caller hears a beep, and speaks. Caller finishes speaking, presses #. Caller hears:**

*Thank you for participating in our survey. Goodbye.*

**If "0," caller hears:**

*Thank you for participating in our survey. Goodbye.*