

Company Response Survey (Phone Script)

The company has reviewed your complaint and provided a response. You do not have to take any action; but, if you have not done so already, you have the option to review and rate the company's response and share any feedback. Are you ready to provide feedback now?

If "No": To provide feedback later, call us back or log on to the Consumer Portal within 60 days of the company's response. **Conclude call.**

If "Yes": How would you like to share your feedback about the company's response?
Possible prompts: On our website? Over the phone? By mail or fax?

If on our website, explain how to log in to the Consumer Portal to review the company's response. Conclude call.

If by mail or fax, offer to mail survey and provide mailing address or fax numbers, respectively. Conclude call.

If over the phone, read the Paperwork Reduction Act and Privacy Act statements. For Privacy, read the bold language and then state: "If you would like, we could send you the entire Privacy Act statement."

Privacy Act Statement

5 U.S.C. 552a(e)(3)

The information you provide through your participation in the Company Complaint Handling Survey will provide valuable feedback to the company about how they handled your complaint. Your answers to this survey will be available to the company. If you have provided consent, the CFPB may publish your de-identified responses on the Consumer Complaint Database.

The Consumer Financial Protection Bureau ("CFPB") may use your responses to inform CFPB's work.

Information collected by the CFPB will be treated in accordance with the System of Records Notice ("SORN"), CFPB.005 – Consumer Response System, 83 FR 32640. This collection of information is authorized by Pub. L. 111-203, Title X, Sections 1011, 1012, 1013(b)(3), 1021, 1034, codified at 12 U.S.C. 5491, 5492, 5493(b)(3), 5511, 5534.

Participation in this survey is voluntary. You are not required to participate.

Paperwork Reduction Act Statement

This phone 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 3170-0069. Without this OMB control number we could not conduct this survey. The estimated time to complete this survey is 5 minutes or less.

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CFPB will share your ratings and any feedback you provide with the company and use it to inform CFPB's work to regulate companies. Your ratings will also be published anonymously on the CFPB Consumer Complaint Database so others can learn from your experience. *Confirm that the consumer understands what you read, answer any questions, and then begin the survey.*

I am going to read three statements. Let me know how much you agree or disagree with each statement. Your options are "Strongly disagree," "Disagree," "Neither agree nor disagree," "Agree," "Strongly agree," and "Not applicable."

Statement 1: "The company addressed all of my issues." *Record the consumer's response. Remind consumer of options, if needed.*

Statement 2: "I understood the company's response to my complaint." *Record the consumer's response. Remind consumer of options, if needed.*

Statement 3: "The company did what it said it would do with my complaint." *Record the consumer's response. Remind consumer of options, if needed.*

Rate the company's **overall** response from 1 to 5 stars with 1 star being the lowest rating and 5 stars being the highest. *Record the consumer's response.*

You can now share any additional feedback about the company's response up to 1,000 characters. I will type what you say and read it back to you to make sure I captured your feedback correctly. You should not include sensitive information like your name, contact information, account number, or social security number in this field. *Record the consumer's response, read it back to the consumer, and make any edits.*

Submit survey.

Thank you for your feedback. Consumer feedback like yours helps us supervise companies, enforce federal consumer financial laws, and write better rules and regulations. **Conclude call.**