

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

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The OMB Control Number for this study is 3170-0069. The control number expires on XX/XX/XXXX. The estimated time to complete this survey is about 5 minutes. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please contact the Consumer Financial Protection Bureau (Attention:PRA Office), 1700 G Street NW., Washington, DC 20552; or PRA_Comments@cfpb.gov.