

OMB Control Number: 3170-0024

ICR Reference Number: 202108-3170-001

No material/Nonsubstantive Change Request

Generic Information Collection Plan for the Collection of Qualitative Feedback on Bureau Service Delivery

No Material/Nonsubstantive Change Request

The Consumer Financial Protection Bureau requests that OMB approves the “*Generic Information Collection Plan for the Collection of Qualitative Feedback on Bureau Service Delivery*” information collection (OMB Control No. 3170-0024) for an increase to the maximum allowable burden for use on generic information collection activities.

Currently, OMB Control No. 3170-0024 is approved to maximally allow:

- 80,000 responses (Total Number of Responses)
- 9,000 hours (Total Time Burden)

We are requesting that these respective limits are raised to:

- 250,000 responses (Total Number of Responses)¹
- 29,000 hours (Total Time Burden)

This request is due to sharply increasing Bureau activities that are and will be implicating OMB Control Number 3170-0024 into the foreseeable future. The Bureau is making no program changes nor changes to the nature of planned activities submitted under OMB Control Number 3170-0024. This request reflects only an increased amount of the sort of Bureau activities for which OMB Control Number 3170-0024 was intended.

¹ This response total was selected to closely mirror the proportionality between currently approved response and hourly burden thresholds.