

Consumer Response Intake Form

No Material/Nonsubstantive Change Request

The Consumer Financial Protection Bureau requests that OMB approve the “*Consumer Response Intake Form*” information collection (OMB Control No. 3170-0011) to incorporate the following changes:

1. Update the P.O. Box address on the paper complaint forms to reflect a new mailing address as the Bureau will be using a new location to process incoming intake forms.
2. Update the paper complaint forms to mirror the same helper text and language as the online form which is part of the package and is OMB approved
3. On Step 5 of the form, the consumer has an option to select that they are either “A servicemember or veteran” or “*A spouse or dependent of a servicemember or veteran*”. Upon selecting one of these options, the consumer is required to select the “*Branch of service*” from a picklist.

Upon selecting the appropriate “*Branch of service*,” the consumer has an option to select a value from the optional field, “*Military base/location*” that displays values dependent on the value selected in “*Branch of service*”. Currently, if the consumer selects “*United States Coast Guard*” as their respective branch, the sole option for locations is “Other”. We would like to expand the picklist values to be updated to the following:

1st District (Boston, MA)
5th District (Portsmouth, VA)
7th District (Miami, FL)
8th District (New Orleans, LA)
9th District (Cleveland, OH)
11th District (Alameda, CA)
13th District (Seattle, WA)
14th District (Honolulu, HI)
17th District (Juneau, AK)

4. On Step 5 of the form, the consumer is required to provide their email address in order to proceed. We would like to require email address at the very beginning of the process. We would ask the consumer to supply their email after which time they would receive a hyperlink or code to the email address that would allow them to proceed in using the form (i.e. multifactor authentication).
5. Under Step 1 of the form, after the consumer selects their product/service as being “*Debt Collection*,” they are then asked to select “*What type of debt?*” from a list of options. We would like to add an additional option to that list – “Rental debt” with appropriate helper

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text. The value would be: *Rental debt (An agency or firm trying to collect money owed to a landlord or property manager)*

6. Under Step 1 of the form, there are several sub-product values that are listed under more than one product. Based on stakeholder feedback, we would like to limit the sub-products of “Mobile or digital wallet,” “Title loan,” and “Personal line of credit” under only one product.
7. Under Step 1 of the form, the product values are not listed in alphabetical order. We would like to re-arrange the product values into alphabetical order.