

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

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.