

TITLE OF INFORMATION COLLECTION:

FTC Call Center Customer Survey

PURPOSE:

To understand the visitor experience and measure satisfaction of the service received from the FTC Call Center post interaction.

DESCRIPTION OF RESPONDENTS:

Respondents are consumers who initiate contact with the FTC call center to report fraud, identity theft, or request consumer education.

TYPE OF COLLECTION: (Check one)

- Customer Comment Card/Complaint Form
- Customer Satisfaction Survey
- Usability Testing (e.g., Website or Software)
- Small Discussion Group
- Focus Groups
- Other: _____

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Maria Mayo, Acting Associate Director, Division of Consumer Response and Operations, Bureau of Consumer Protection, Federal Trade Commission

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected?
 Yes
 No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974?

- No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published?
- Yes
- No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants?

- Yes
- No

BURDEN HOURS:

| Category of respondent | No. of Respondents | Participation Time | Burden |
|---------------------------|--------------------|--------------------|--------|
| Individuals or Households | 4000 annually | 4 minutes | 267 |
| Total | 4000 annually | | 267 |

FEDERAL COST:

The estimated annual cost to the Federal Government is minimal and outweighed by any potential costs associated with not updating the current filing system.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents:

Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?

- Yes
- No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

Administration of the Instrument:

- How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain: The focus groups will be conducted via Zoom video conferencing.
- Will interviewers or facilitators be used?
 - Yes
 - No