**BUREAU OF CONSUMER FINANCIAL PROTECTION**

**Request for Approval under the**

**“GENERIC INFORMATION COLLECTION PLAN FOR THE COLLECTION OF QUALITATIVE FEEDBACK ON THE SERVICE DELIVERY OF THE CONSUMER FINANCIAL PROTECTION BUREAU”**

**(OMB Control Number: 3170-0024)**

## 1. TITLE OF INFORMATION COLLECTION:

2. **PURPOSE**:

3. **DESCRIPTION OF RESPONDENTS**:

4. **TYPE OF COLLECTION (Administration of the COLLECTION instrument)**:

1. How will you collect the information? Check all that apply.

[ ] Web-based or other forms of Social Media [ ] Telephone

[ ] In-person [ ] Mail

[ ] Small Discussion Group [ ] Focus Group [ ] Other (please explain) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Will interviewers or facilitators be used?

[ ] Yes [ ] No [ ] Not Applicable

1. **Focus group or survey**:

If you plan to conduct a focus group or survey, please provide answers to the following questions:

a. 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 [ ] Not Applicable

b. If **yes**, please provide a description below. If **no**, please provide a description of how you plan to identify your potential group of respondents and how you will select them.

1. **Information Collection Procedures**:

Please summarize the procedures that will be used to collect data from respondents.

1. **Personally Identifiable Information**:
2. Is personally identifiable information (PII) collected? [ ] Yes [ ] No
3. If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974?

[ ] Yes [ ] No [ ] Not Applicable

**If Yes, describe what PII will be collected and why it is needed and how it will be used.**

1. Has a System or Records Notice (SORN) been published?

[ ] Yes [ ] No [ ] Not Applicable

If yes, list the SORN title and the *Federal Register* (FR) citation:

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_ FR \_\_\_\_\_.

1. If applicable, please provide a link to the Privacy Impact Assessment.
2. **INCENTIVES**:
3. Is an incentive provided to participants? [ ] Yes [ ] No
4. If yes, provide a statement justifying the use and amount of the incentive ***and*** the amount or value of the incentive: $\_\_\_\_\_\_\_\_\_\_\_.
5. **Assurances of Confidentiality**:
6. Will a pledge of confidentiality be made to respondents? [ ] Yes [ ] No
7. If yes, please cite the statue, regulation, or contractual terms supporting the pledge.
8. **JUSTIFICATION OF SENSITIVE QUESTIONS (if applicable)**:
9. **BURDEN HOURS**:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Collection of Information** | **Number of Respondents** | **Frequency** | **Number of Annual Responses** | **Average Response Time**  **(hours)** | **Burden**  **(hours)** |
|  |  |  |  |  |  |
| [Insert rows as needed] |  |  |  |  |  |
| **Totals:** |  |  |  |  |  |

12. **FEDERAL COST**: The estimated annual cost to the Federal government is $\_\_\_\_\_\_\_\_.

13. **CERTIFICATION**:

*CERTIFICATION PURSUANT TO 5 CFR 1320.9, AND THE RELATED PROVISIONS OF*

*5 CFR 1320.8(b)(3):*

By submitting this document, the Bureau certifies the following to be true:

(a) It is necessary for the proper performance of agency functions;

(b) It avoids unnecessary duplication;

(c) It uses plain, coherent, and unambiguous terminology that is understandable to respondents;

(d) Its implementation will be consistent and compatible with current reporting and recordkeeping practices;

(e) It indicates the retention period for recordkeeping requirements;

(f) It informs respondents of the information called for under 5 CFR 1320.8(b)(3):

(i) Why the information is being collected;

(ii) Use of information;

(iii) Burden estimate;

(iv) Nature of response (voluntary);

(v) Nature and extent of confidentiality; and

(vi) Need to display currently valid OMB control number;

(g) It was developed by an office that has planned and allocated resources for the efficient and effective management and use of the information to be collected;

(h) It uses effective and efficient statistical survey methodology; and

(i) It makes appropriate use of information technology.

*CERTIFICATION FOR INFORMATION COLLECTIONS SUBMITTED UNDER A GENERIC INFORMATION COLLECTION PLAN*

By submitting this document, the Bureau certifies the following to be true:

* The collection is voluntary.
* The collection is low-burden for respondents.
* The collection is non-controversial and does not raise issues of concern to other Federal agencies.
* Information gathered will not be used for the purpose of substantially informing influential policy decisions.
* The collection is not statistically significant; the results are not intended to be generalizable beyond the survey population.
* The results will not be used to measure regulatory compliance or for program evaluation.