

Paperwork Reduction Act Statement

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor a collection of information, nor is a person required to respond to a collection of information unless it displays a valid OMB control number. The OMB control number for this collection is 3170-0024, expiring 5/31/2025. The time burden required to complete this collection of information is estimated to be 2 minutes per response. Comments regarding this collection of information (e.g comments regarding the time burden per response, suggestions for reducing the time burden per response, and/or suggestions for maximizing the utility of the collected information) should be submitted to the Consumer Financial Protection Bureau at CFPB_PRA@cfpb.gov.

Ask CFPB Survey Questions

Questions 1-5 will be randomized. All questions are required. Question 7 may not be used depending on technical constraints in Qualtrics.

Please answer some quick questions about your experience on this page. Your opinion is important and will help us make improvements. Responses to this survey are used in accordance with our privacy policy.

1. The information helped me with my situation.
 - a. Strongly Agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly Disagree
2. The information was easy to understand.
 - a. Strongly Agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly Disagree
3. The page was easy to find.
 - a. Strongly Agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly Disagree
4. The information was presented effectively.
 - a. Strongly Agree
 - b. Agree
 - c. Neutral
 - d. Disagree

- e. Strongly Disagree
- 5. The information seemed trustworthy.
 - a. Strongly Agree
 - b. Agree
 - c. Neutral
 - d. Disagree
 - e. Strongly Disagree
- 6. Did you have any technical issues with the page?
 - a. Yes
 - b. No
- 7. If you are experiencing an issue with a financial institution and need them to respond to you, please submit a complaint. Would you like to submit a complaint?
 - a. Yes
 - b. No

Thank you! We have received your feedback. If you are experiencing an issue with a financial institution and need them to respond to you, please [submit a complaint](#).