CONSUMER FINANCIAL PRTOECTION BUREAU

PAPERWORK REDUCTION ACT SUBMISSION

NON MATERIAL CHANGE REQUEST
CONSUMER RESPONSE INTAKE FORM

(OMB CONTROL NUMBER: 3170-0011)

Abstract: Section 1013(b)(3)(A) of the Consumer Financial Protection Act of 2010 requires the CFPB to "facilitate the centralized collection of, monitoring of, and response to consumer complaints regarding consumer financial products or services." This data is collected through its Intake Form. The Intake Form is designed to aid the public in the submission of complaints, inquiries, and feedback to the CFPB and to help the CFPB fulfill the aforementioned statutory requirements. Consumers who wish to submit complaints, inquiries, and feedback may submit relevant information using the CFPB's website where they will find an online version of the Intake Form. Alternatively, they may submit information by telephone and mail using the Intake Form. The Intake Form's various fields prompt respondents for a description of, and key facts about, their complaints, underlying products and issues, the companies that are the subject of their complaints, and any previous action taken on their complaints. Responses to the Intake Form's questions help provide the CFPB and the company with the information needed to contact the consumer and/or the consumer's authorized representative (if applicable), send the complaint to the company for response, and follow-up on the submitted complaint, inquiry, or feedback.

Change:

The Bureau is making nonsubstantive changes to the Intake Form. Specifically, "debanking" is being added to potential responses from which respondents can choose. Bureau staff has highlighted six areas of the Complaint Form that have these added response options. These six areas are listed below and highlighted yellow in the attached spreadsheet titled "Analytical_Mapping_File_Debanking". Each of the affected questions will be represented as a range of rows in which each poses a different potential response (i.e. "subissue") in Column H as they relate to a group of "issues" posed in Column C.

Please note: the Bureau is <u>not</u> changing any questions posed toward the respondent in the Complaint Form.

List of affected questions and corresponding rows in the spreadsheet:

- "CD (Certificate of Deposit)/Closing an account": Rows 12-16 ("debanking" added in Row 15)

- “Checking Account/Closing an account”: Rows 52-57 (“debanking” added in Row 55)
- “Other banking product or service/Closing an account”: Rows 101-105 (“debanking” added in Row 103)
- “Savings account/Closing an account”: Rows 149-153 (“debanking” added in Row 151)
- “General-purpose credit card or charge card”: Rows 206-208 (“debanking” added in Row 208)
- “Store credit card/Closing an account”: Rows 263-265 (“debanking” added in Row 265)