Justification for Non-material/Non-substantive Change Consumer Financial Protection Bureau Information Collection Request Consumer Response Intake Form (Intake Form) OMB No. 3170-0011

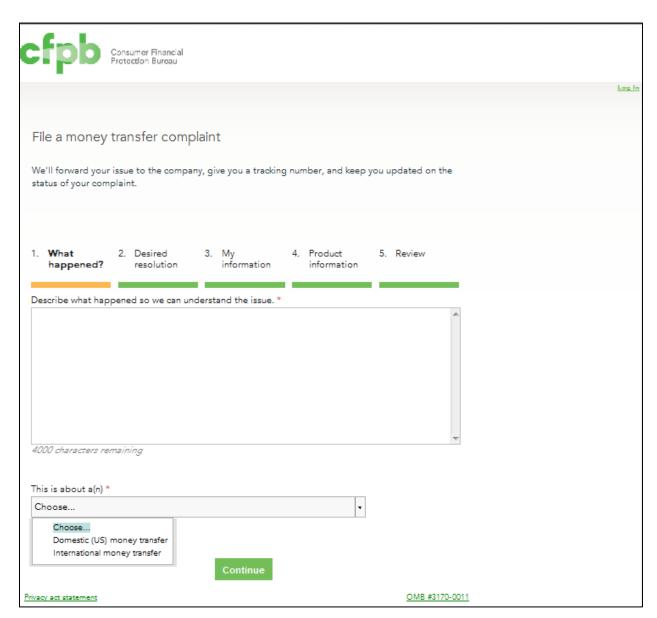
The Consumer Financial Protection Bureau (CFPB) submits this memorandum to provide justification for a proposed change to the form associated with information collection 3170-0011 Consumer Response Intake Form, approved by Office of Management and Budget (OMB) on November 18, 2011. The proposed revision will be reflected on previously- approved information collection media (i.e., telephone script, "paper" form, and web form) and does not represent a new collection instrument. For ease of discussion, all reference will be to the attached screenshots of the web version.

In February 2012, the OMB approved several non-material revisions to the Intake Form, including the plain language revision of the product and issue description "money transmission or remittance" to "money transfer." (The term "money transfer" is more commonly used to refer to any electronic transfer of money from one person to another.) This memorandum serves to update the previous submission and provide a more detailed illustration by way of website screenshots.

¹ Originally approved as a Department of Treasury/Department Offices form, the approved information collection was transferred to Consumer Financial Protection Bureau on November 21, 2011. ICR Reference Number 201111-3170-004.

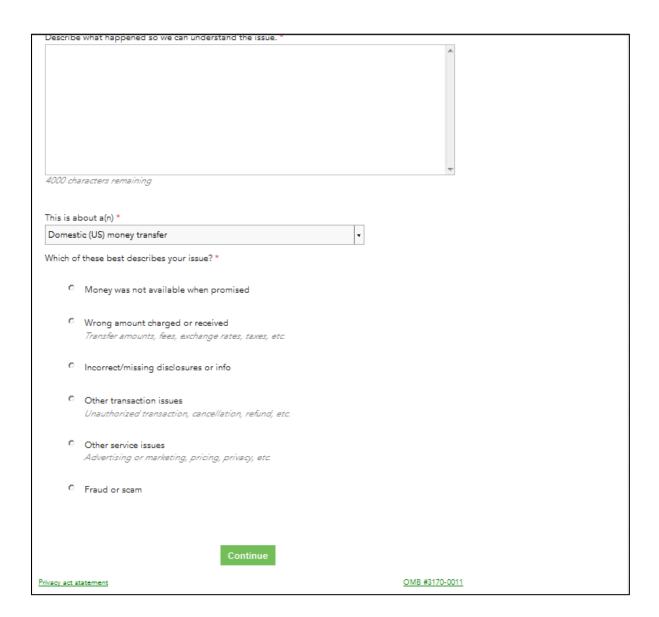
Screenshots for proposed Money Transfers web complaint form

Section 1: What Happened Screenshot view: Main



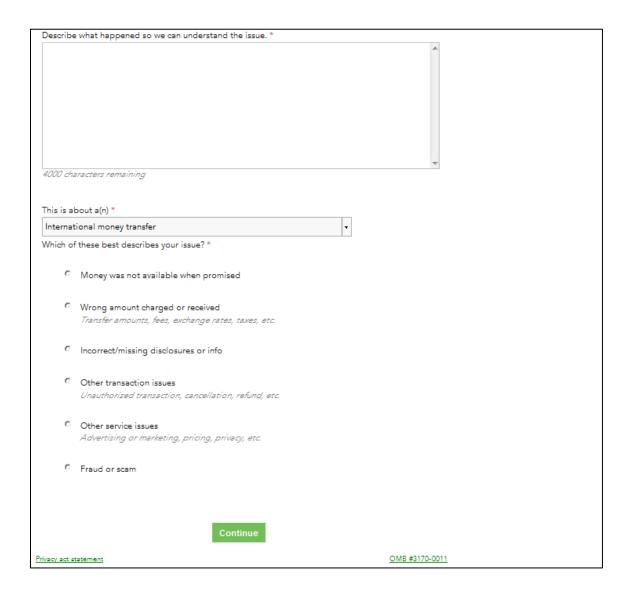
Section 1: What Happened

Screenshot view: This is about Domestic (US) money transfer

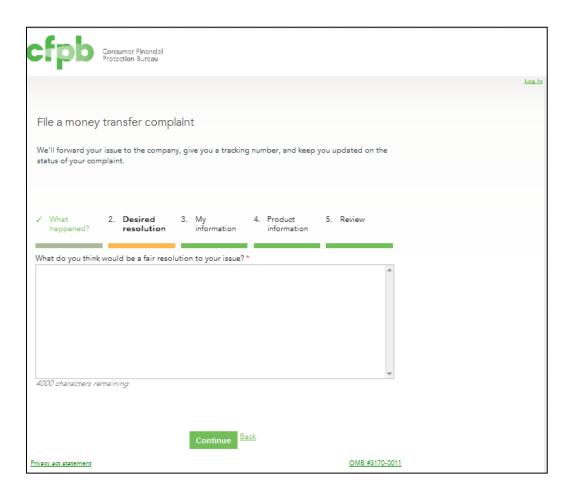


Section 1: What Happened

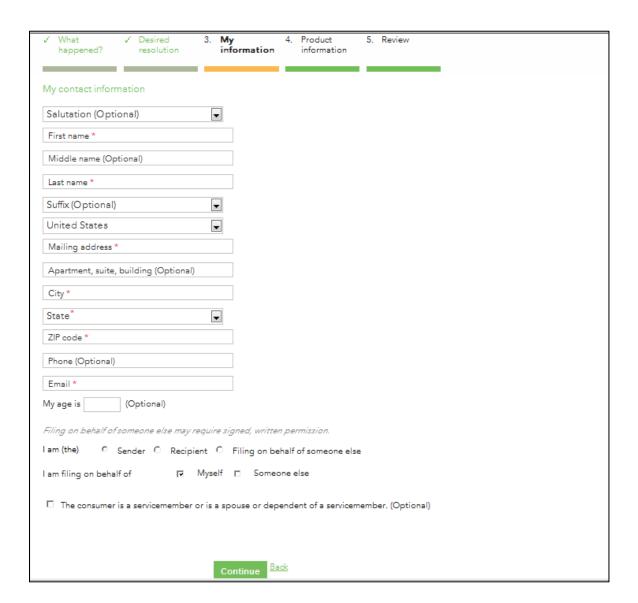
Screenshot view: This is about International money transfer



Section 2: Desired Resolution Screenshot view: Main

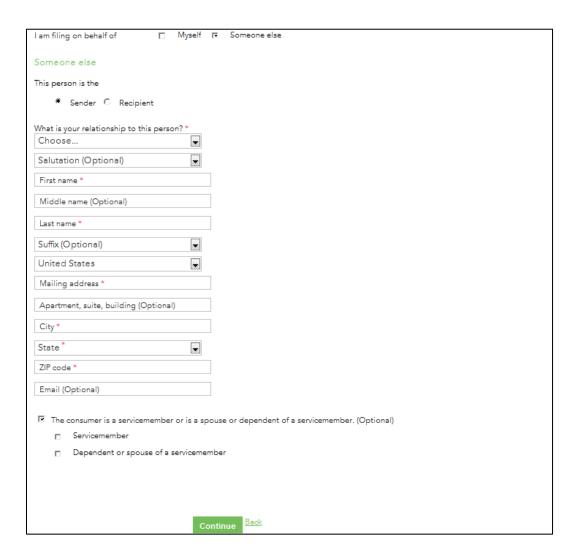


Section 3: My Information Screenshot view: Main

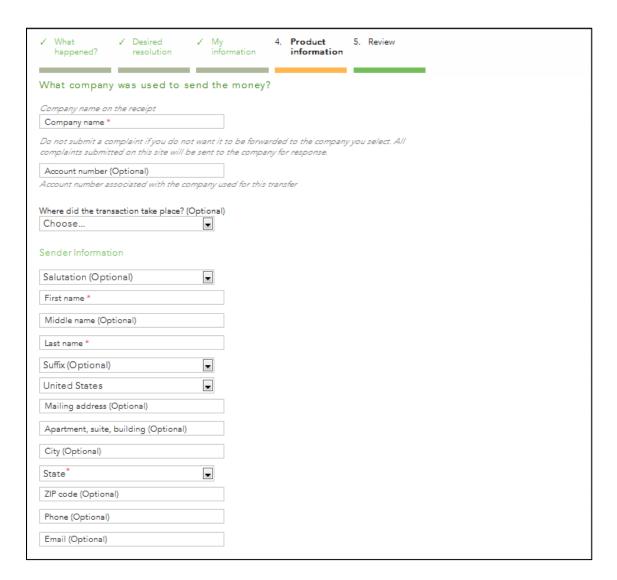


Section 3: My Information

Screenshot view: Select "I am filing on behalf of someone else"; "Servicemember"

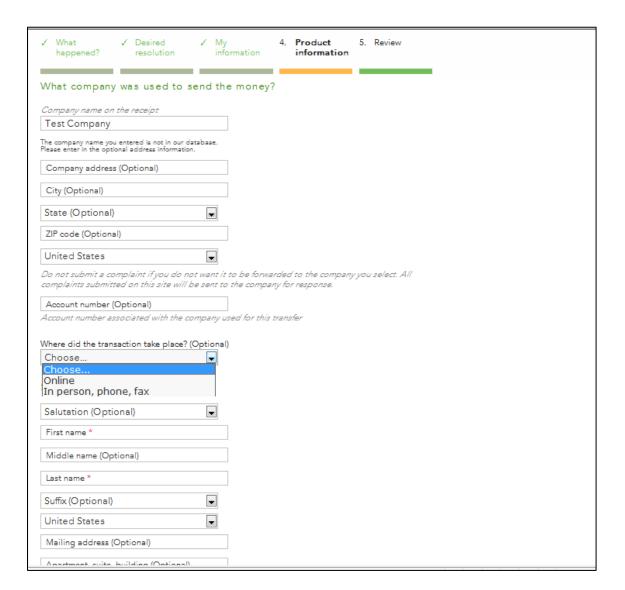


Section 4: Product Information Screenshot view: Main

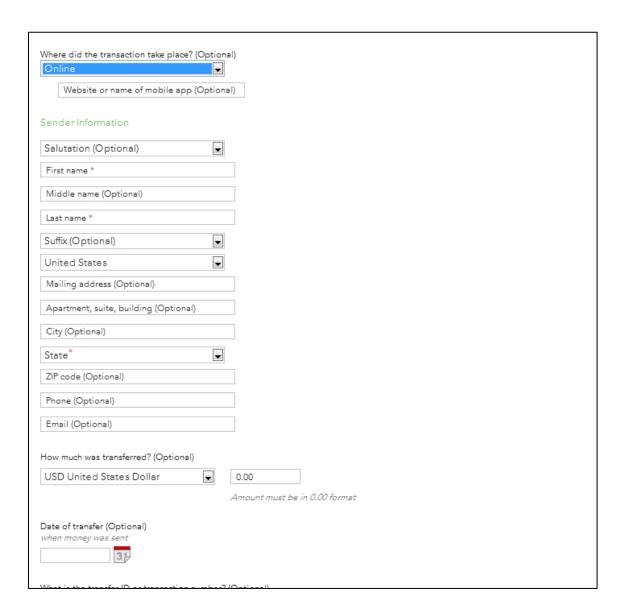


Section 4: Product Information

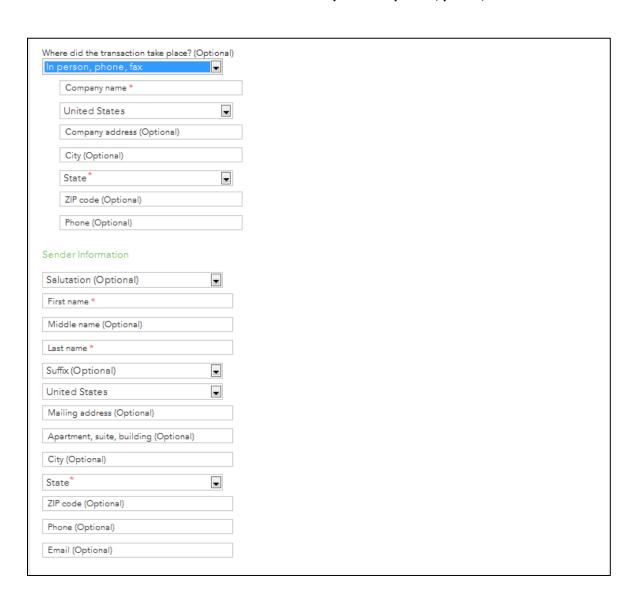
Screenshot view: View options for "Where did the transaction take place"



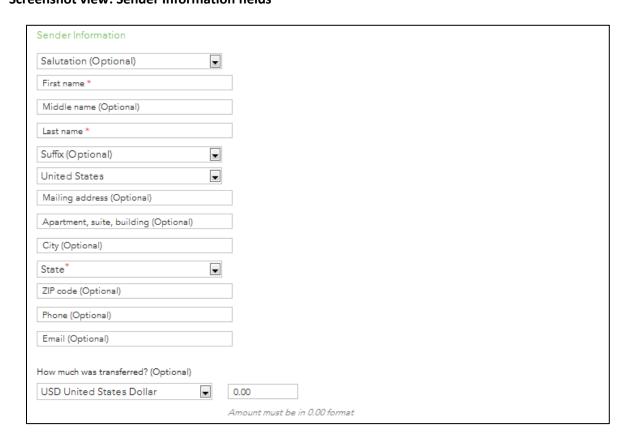
Section 4: Product Information Screenshot view: "Where did the transaction take place": Online



Section 4: Product Information Screenshot view: "Where did the transaction take place": In person, phone, fax

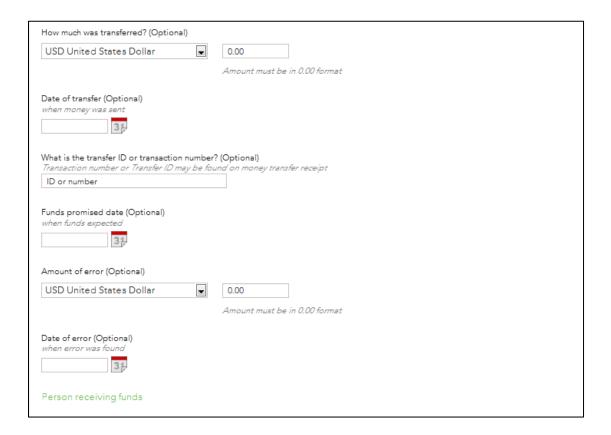


Section 4: Product Information Screenshot view: Sender Information fields

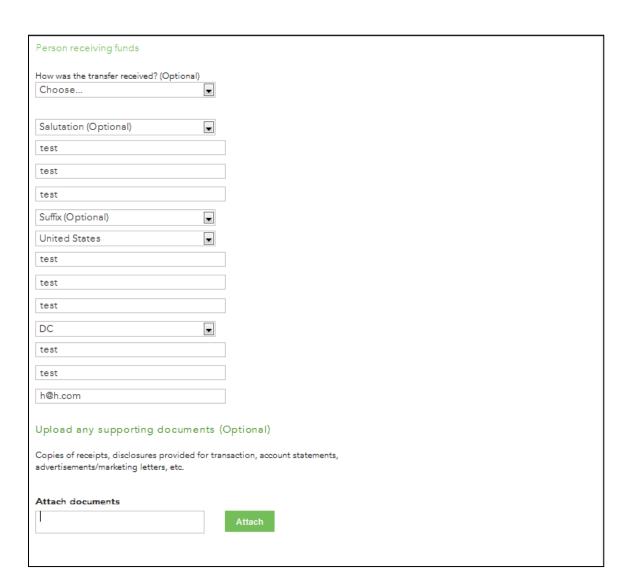


Section 4: Product Information

Screenshot view: Amount transfer fields



Section 4: Product Information Screenshot view: Person Receiving Funds Fields



Section 5: Review

Screenshot view: Main 1

✓ What happened?	✓ Desired resolution	✓ My information	✓ Product information	5. Review
WHAT HAPPEN	NED [EDIT]			
Describe what I	happened so we	can understand t	he issue	
This is about a	(n) International mo	ney transfer		
Which of these	best describes y	our issue? Money	was not available wh	en promised
DESIRED RESC	DLUTION [EDIT]			
What do you th	nink would be a f	air resolution to	your issue?	
CONSUMER IN	FORMATION [E	DIT]		
Contact inform	mation			
Mailing addres s hh h h h	s			
h Hungary				
Email h@h.com				
Phone h				
I am (the) Recipi	ient			
I am filing on b	ehalf of 🗵 Myse	lf		
PRODUCT INFO	ORMATION [EDI	1		
What company Test Company	was used to send	the money?		

Section 5: Review

Screenshot view: Main 2

Phone h
I am (the) Recipient
I am filing on behalf of 🗵 Myself
PRODUCT INFORMATION [EDIT]
What company was used to send the money? Test Company
Where did the transaction take place? In person, phone, fax
as SC
United States
Sender Information
asd asd
DC United States
United States
Person receiving funds
test test test
test test
test DC test
United States
test
h@h.com
☐ The information given is true to the best of my knowledge and belief. I understand that the CFPB cannot act as my lawyer, a court of law, or a financial advisor.
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