

January 2019

Collect - TCCP Survey User Guide



Table of Contents


Table of Contents	1
1. Start a TCCP Survey Submission	2
2. Availability of Credit Card Plan.....	6
2.1 National.....	6
2.2 Regional.....	8
2.3 One State/Territory	11
3. Complete Credit Card Plan Terms.....	14
3.1 APR varies by balance.....	14
3.2 Variable rate	15
3.3 Periodic fee	16
3.4 Grace period	17
3.5 Minimum finance charge.....	18
3.6 Transaction fee	19
3.7 Cash advance.....	20
3.8 Late fee.....	21
3.9 Overlimit fee.....	22
3.10 Balance computation method.....	23
3.11 Credit card plan enhancements.....	24
3.12 Contact information.....	25
3.13 Review submission	26
4. Contact Collect Support	27
4.1 Collect Support button	27
4.2 Email the Collect Support team directly	27

1. Start a TCCP Survey Submission

The Bureau of Consumer Financial Protection (Bureau) is required by law to collect certain credit card price and availability information from a sample of credit card issuers and report this information to Congress and make it available to the public, pursuant to provisions of the Truth In Lending Act (TILA), 15 USC 1646(b)(1), (2) & (4). If your financial institution received an email from the Bureau requesting it to complete the Terms of the Credit Card (TCCP) Survey, your financial institution must complete and submit the TCCP Survey to the Bureau. Absent instruction from the Bureau, do not file the TCCP Survey.

This document provides a detailed walkthrough of how to submit a TCCP Survey using Collect.

1. From the Collect homepage, select **‘Take the semi-annual TCCP Survey’** under TCCP Survey for existing credit cards.

An illustration of a blue clipboard with a silver clip at the top. On the clipboard is a white sheet of paper with a checklist. The checklist has three items, each with a blue checkmark in a box. To the left of the clipboard is an orange credit card with a white chip and a white signature strip.

TCCP Survey for Existing Credit Cards

- [Take the semi-annual TCCP Survey](#)

Issuers only need to complete a TCCP survey if told by the Bureau to do so. Every six months (in January and July), the Bureau informs issuers who need to file a TCCP survey. Prior identification does not indicate that you will be identified again, although you may be. Absent instruction from the Bureau, do not file this survey.

2. Review the instructions provided on the page and select **'Next'** to begin the Survey.

TCCP Survey

If the Bureau instructs you to complete the Survey, your submission is required by law, 15 USC 1646(b).

For each page of the Survey, you will see relevant instructions that will enable you to complete it accurately and quickly.

The Bureau selects issuers twice a year to complete the Survey. If the Bureau contacts you in January, you must complete the Survey within ten business days of January 31, and the information you report must be current as of January 31. If the Bureau contacts you in July, you must complete the Survey within ten business days of July 31, and the information you report must be current as of July 31. These dates are referred to in the Survey as Report Dates.

The Survey has 'Previous' and 'Next' buttons that you can use to navigate. Do not use your browser's forward and back buttons.

Click **Next** to start a new Survey.

Next

3. If you have previously submitted a TCCP Survey using Collect, you can choose to pre-populate this Survey using the previous Survey's answers by selecting the appropriate previous Survey from the dropdown list. You will have the opportunity to edit your answers before submitting.

Select **'Next'** to proceed.

TCCP Survey

* Would you like to pre-populate the Survey with responses from a previously submitted Survey?

No

If you choose to pre-populate this Survey, review the instructions and previously submitted answers to confirm this is the Survey you would like to use. Select **'Next'** and proceed to Step 6.

TCCP Survey

Below are the responses from a previously submitted survey. Please note that a question without a corresponding value is either a question you weren't asked or an optional question to which you didn't respond.

If you would like to pre-populate your TCCP Survey with these responses, please select **Next**. You will have the opportunity to review and change all responses before submitting.

Additionally, when updating a previously populated survey, please be sure all Yes/No questions have values selected.

4. If you chose **'No'** in the previous step, please select the appropriate credit card from the dropdown list.

Select **'Next'** and proceed to Step 6.

If the appropriate credit card is not found in the dropdown list, select **'here'** in the sentence under the dropdown stating **'Credit card not listed? Click here to create a new card.'**

Note: All fields with an (*) next to them are **required**.

TCCP Survey

In this Survey, you must provide information about your network-branded credit card with the largest number of outstanding cards as of the Report Date.

* Select that card below:

TCCP Test Card

▼

Credit card not listed? Click [here](#) to create a new card.

5. Selecting ‘**here**’ in the previous step allows you to create a new credit card. Once you have input the card’s information, select ‘**Confirm**’ to proceed. You can then start back at Step 1 and select the newly created card.

New Credit Card TCCP

Product Name ⓘ

Initial Offer Date of Program ⓘ

* Issuer Name

Search Entities...

Q

Confirm

6. From the dropdown list, select the report date for the answers you are providing on this Survey.

TCCP Survey

* What is the Report Date for the answers you are providing on this Survey?

Data as of January 31

▼

7. From the dropdown list, select whether this card is offered nationally, regionally, or in one state/territory.

Select ‘**Next**’ to proceed.

Indicate whether this card is offered nationally, regionally, or in one state/territory.

* Availability of Credit Card Plan

National

▼

National

Regional

One State

Previous

Next

8. Based on your selection for '**Availability of Credit Card Plan,**' proceed to the following sections:

- a. **National:** Section 2.1 (Page 6)
- b. **Regional:** Section 2.2 (Page 8)
- c. **One State/Territory:** Section 2.3 (Page 11)

2. Availability of Credit Card Plan

2.1 National

The following steps will allow Collect users to submit the TCCP Survey for a credit card plan offered ‘**Nationally.**’

1. In the previous step (page 4), you indicated that you offer this card nationally.

Indicate whether this card is offered nationally, regionally, or in one state/territory.

*Availability of Credit Card Plan

National
National
Regional
One State

Previous Next

2. The remainder of the Survey seeks information about the terms on which you offer the product on a national basis. Report the requested information for the terms that apply nationally. If any of those terms vary by state or territory, please report the requested information for the terms that apply in the largest number of states and territories.

3. Answer (**Yes or No**): For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

All APR questions in this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date. Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

If your answer is ‘**No,**’ select ‘**Next,**’ proceed to Step 4 below, and then proceed to Section 3.2 on Page 14.

If your answer is ‘**Yes,**’ select ‘**Next,**’ proceed to Step 4 below, and then proceed to Section 3.1 on Page 13.

TCCP Survey

You have indicated that you offer this card nationally. For the rest of the Survey, please report the requested information for the terms that apply nationally. If those terms vary by state and/or territory, please report the requested information for the terms that apply in the largest number of states and territories.

* For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

☐ Yes – the stated purchase APR varies with the balance on the card.

☒ No - the stated purchase APR does not vary with the balance on the card.

CAUTION: If the stated purchase APR varies because of other factors (like cardholder creditworthiness) but does not vary with the balance on the card, choose No below.

Instructions:

All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date.

Ignore promotional and introductory APRs, and report only non-promotional, non-introductory "go-to" rates.

Previous
Next

4. Enter the purchase APR that you offer new customers of the product as of the reporting date.

If the purchase APR for new customers varies by customer segment, please give the midpoint of the range of APRs offered to new customers of the product as of the reporting date. **Do not enter the “%” sign in your answer, only numbers.**

For example, if the purchase APRs for new customers of the product vary from 16.99% to 28.99%, report the APR as 22.99.

Select **‘Next’** to proceed.

TCCP Survey

Instructions:

Please give the purchase APR that you offer new customers of the product as of the reporting date. **IMPORTANT: Do not give introductory or promotional rates, only the “go-to” rate.** Rates should be rounded to no more than two decimal places.

If the purchase APR for new customers varies by customer segment, please give the midpoint of the range of APRs offered to new customers of the product as of the reporting date. For example, if the purchase APRs for new customers of the product varies from 16.99% to 28.99%, report the APR as 22.99.

*What is the purchase APR on the card?

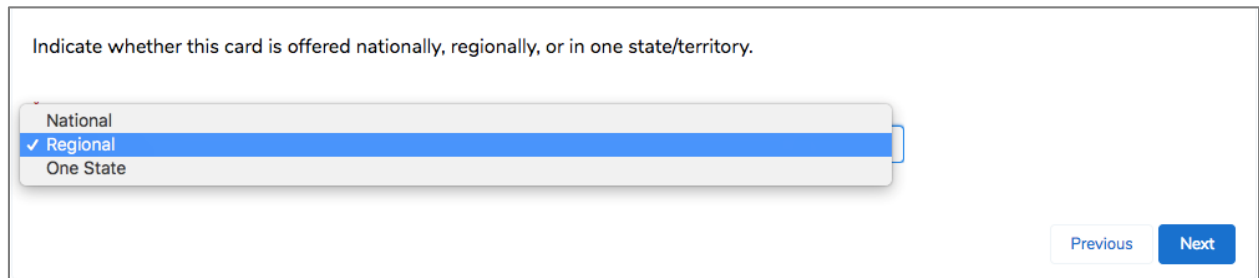
You do not need to include the “%” sign in your answer, only numbers.

Previous
Next

2.2 Regional

The following steps will allow Collect users to submit the TCCP Survey for credit card plans offered **‘Regionally.’**

1. In the previous step (page 4), you indicated that you offer this card regionally.



Indicate whether this card is offered nationally, regionally, or in one state/territory.

☐ National

☒ Regional

☐ One State

Previous Next

2. Select the states or territories where you issue this credit card.

Use the CTRL key on Windows or the Command (⌘) key on Mac OS to select multiple states at once.

Select **‘Next’** to proceed.



*States/Territories

AA

AE

AP

AL

AK

Previous Next

3. The remainder of the Survey seeks information about the terms on which you offer the product on a regional basis. Please report the requested information for the region in which you issue the credit card.

4. Answer **(Yes or No)**: For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date. Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

If your answer is ‘**No**,’ select ‘**Next**,’ proceed to Step 5 below, and then proceed to Section 3.2 on Page 14.

If your answer is ‘**Yes**,’ select ‘**Next**,’ proceed to Step 5 below, and then proceed to Section 3.1 on Page 13.

TCCP Survey

You have indicated that you offer this card regionally. For the rest of the Survey, please report the requested information for the region in which you issue the card. If the product's terms vary by state or territory, please report the requested information for the terms that apply in the largest number of states and territories

* For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

☐ Yes – the stated purchase APR varies with the balance on the card.

☒ No - the stated purchase APR does not vary with the balance on the card.

CAUTION: If the stated purchase APR varies because of other factors (like cardholder creditworthiness) but does not vary with the balance on the card, choose No below.

Instructions:

All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date.

Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

[Previous](#)[Next](#)

5. Enter the purchase APR that you offer new customers of the product as of the reporting date.

If the purchase APR for new customers varies by customer segment, please give the midpoints of the range of APRs offered to new customers of the product as of the reporting date. **Do not enter the “%” sign in your answer, only numbers.**

For example, if the purchase APRs for new customers of the product vary from 16.99% to 28.99%, report the APR as 22.99.

Select **‘Next’** to proceed.

TCCP Survey

Instructions:

Please give the purchase APR that you offer new customers of the product as of the reporting date. **IMPORTANT: Do not give introductory or promotional rates, only the “go-to” rate.** Rates should be rounded to no more than two decimal places.

If the purchase APR for new customers varies by customer segment, please give the midpoint of the range of APRs offered to new customers of the product as of the reporting date. For example, if the purchase APRs for new customers of the product varies from 16.99% to 28.99%, report the APR as 22.99.

• What is the purchase APR on the card?

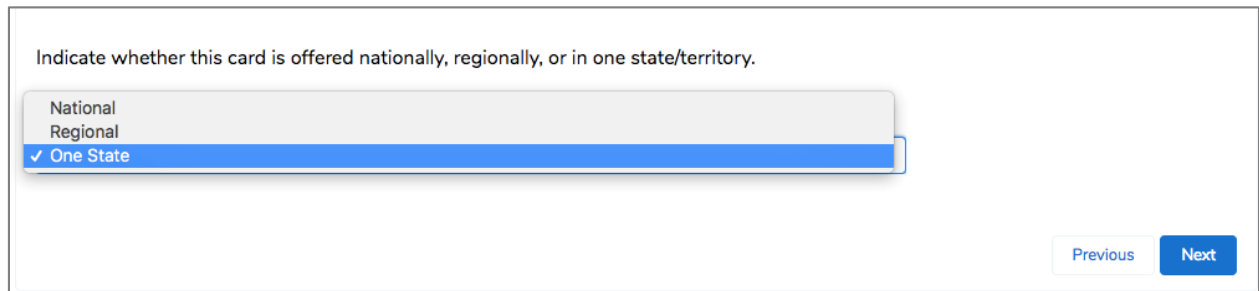
You do not need to include the “%” sign in your answer, only numbers.

[Previous](#)[Next](#)

2.3 One State/Territory

The following steps will allow Collect users to submit the TCCP Survey for credit card plans offered in ‘One State/Territory.’

1. In the previous step (page 4), you indicated that you offer this credit card in one state or territory.



Indicate whether this card is offered nationally, regionally, or in one state/territory.

☐ National

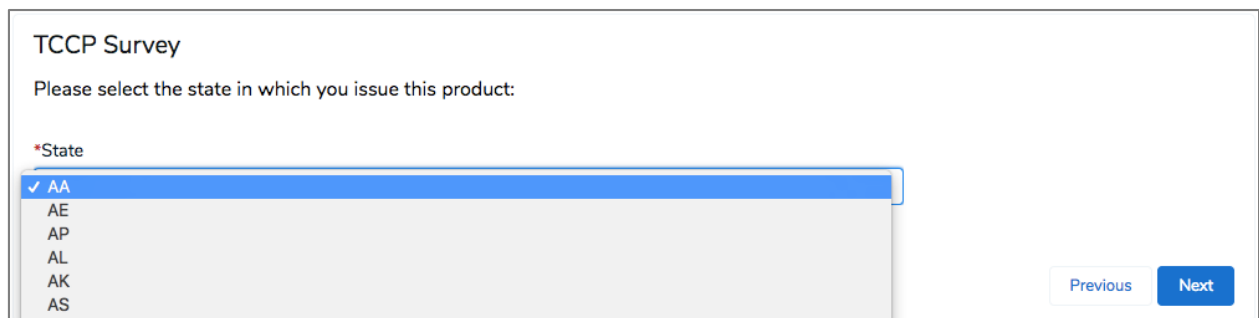
☐ Regional

☒ One State

[Previous](#) [Next](#)

2. Select the state or territory where you issue this product.

Select ‘**Next**’ to proceed.



TCCP Survey

Please select the state in which you issue this product:

*State

☒ AA

☐ AE

☐ AP

☐ AL

☐ AK

☐ AS

[Previous](#) [Next](#)

3. The remainder of the Survey seeks information about the terms on which you offer the product in that one state or territory. Report the requested information for the product terms that apply in that one state or territory.

4. Answer **(Yes or No)**: For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date. Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

If your answer is ‘**No**,’ select ‘**Next**,’ proceed to Step 5 below, and then proceed to Section 3.2 on Page 14.

If your answer is ‘**Yes**,’ select ‘**Next**,’ proceed to Step 5 below, and then proceed to Section 3.1 on Page 13.

TCCP Survey

You have indicated that you offer this card in one state or territory only. For the rest of the Survey, please report the requested information for the product terms that apply in that one state. not vary with the balance on the card, choose No below.

* For new customers, does the stated purchase APR vary with the balance that the consumer incurs on the card?

☐ Yes – the stated purchase APR varies with the balance on the card.

☒ No - the stated purchase APR does not vary with the balance on the card.

CAUTION: If the stated purchase APR varies because of other factors (like cardholder creditworthiness) but does not vary with the balance on the card, choose No below.

Instructions:

All APR questions on this Survey are about the purchase APR that you apply to balances on new customer accounts as of the reporting date.

Ignore promotional and introductory APRs, and report only non-promotional, non-introductory “go-to” rates.

[Previous](#) [Next](#)

5. Enter the purchase APR that you offer new customers of the product as of the reporting date.

If the purchase APR for new customers varies by customer segment, please give the midpoints of the range of APRs offered to new customers of the product as of the reporting date. **Do not enter the “%” sign in your answer, only numbers.**

For example, if the purchase APRs for new customers of the product vary from 16.99% to 28.99%, report the APR as 22.99.

Select **‘Next’** to proceed.

TCCP Survey

Instructions:

Please give the purchase APR that you offer new customers of the product as of the reporting date. **IMPORTANT: Do not give introductory or promotional rates, only the “go-to” rate.** Rates should be rounded to no more than two decimal places.

If the purchase APR for new customers varies by customer segment, please give the midpoint of the range of APRs offered to new customers of the product as of the reporting date. For example, if the purchase APRs for new customers of the product varies from 16.99% to 28.99%, report the APR as 22.99.

• What is the purchase APR on the card?

You do not need to include the “%” sign in your answer, only numbers.

[Previous](#)[Next](#)

3. Complete Credit Card Plan Terms

If your response to any or all of the questions is ‘**Yes**,’ you must fill out all subsequent questions related to the response.

3.1 APR varies by balance

1. If you indicated that the purchase APR varies with the balance of the card, enter the balance range for each applicable tier. You do not need to use all four tiers in order to proceed.
2. The value in each ‘From’ field must be less than the value of its corresponding ‘To’ field. Do not include the “\$” sign in your answer, only numbers.

Once you have entered the balance range for each applicable tier, select ‘**Next**’ to proceed.

TCCP Survey

You stated earlier in the Survey that the purchase APR for this product applies to a balance range.

Use the fields below to enter information about additional purchase APRs and the balance tiers to which they apply. You can enter up to four additional tiers.

Terms for First Tier

Balance Range From (\$)

Balance Range To (\$)

Terms for Second Tier

APR (%)

Balance Range From (\$)

3.2 Variable rate

1. Answer (**Yes or No**): Is this a variable rate card?

Answer '**Yes**' if the purchase APR on accounts varies over time with changes in an underlying base rate, like the U.S. Prime Rate.

Otherwise, answer '**No**' and select '**Next.**'

TCCP Survey

Is this a variable rate card?

* Answer "Yes" if the purchase APR on accounts varies over time with changes in an underlying base rate, like the U.S. Prime Rate. Otherwise, answer "No."

☒ Yes
☐ No

Previous Next

2. If you answered '**Yes**' to the previous question, indicate the underlying index for your purchase APR.

Available Options:

- a. Prime
- b. One-month T-bill
- c. Three-month T-bill
- d. Six-month T-bill
- e. One-year T-bill
- f. Fed Funds
- g. Cost of Funds
- h. Federal Reserve Discount Rate
- i. Other

Please indicate the underlying index for your purchase APR.

*

✓ Prime

One-month T-bill

Three-month T-bill

Six-month T-bill

One-year T-bill

Fed Funds

Cost of Funds

Federal Reserve Discount Rate

Other

Previous Next

3.3 Periodic fee

1. Answer (**Yes or No**): Does the card have an annual, monthly, weekly or other periodic fee?

If your answer is ‘**Yes**,’ enter the amount of any such fee on an annualized basis. **Do not include the “\$” sign in your answer, only numbers.**

For example, if the card has a \$12 monthly fee, but no annual fee, enter 144 (\$12 monthly fee multiplied by 12 months). If the card has a \$100 annual fee, but no monthly or other periodic fees, enter 100.

If your answer is ‘**No**,’ do not include an entry and select ‘**Next**.’

TCCP Survey

* Does the card have an annual, monthly, weekly or other periodic fee?

☐ Yes

☐ No

Enter the amount of any such fee on an annualized basis. (For example, if the card has a \$12 monthly fee, but no annual fee, enter 144 (\$12 monthly fee x 12 months). If the card has a \$100 annual fee, but no monthly or other periodic fees, enter 100.)

You do not need to enter the “\$” sign.

If you have no such fee, do not include an entry and go on to the next question.

[Previous](#) [Next](#)

3.4 Grace period

1. Answer (**Yes or No**): Does this card have a grace period on purchases during which interest does not accrue?

For the purposes of this question, the grace period is the period between the end of the billing cycle and the date by which purchases made in that cycle can be repaid without incurring interest charges. If interest begins to accrue from the date of purchase, you do not offer a grace period.

If your answer is '**Yes**,' enter the length of the grace period.

Enter the number of days. **Do not enter the term "days."** Report a one-month grace period as 30 days.

If your answer is '**No**,' do not include an entry and select '**Next**.'

TCCP Survey

Instructions:

For purposes of this question, the grace period is the period between the end of the billing cycle and the date by which purchases made in that cycle can be repaid without incurring interest charges. If interest begins to accrue from the date of purchase, you do not offer a grace period.

* Does the card have a grace period on purchases during which interest does not accrue?

☐ Yes

☐ No

If you offer such a grace period on purchases, how long is it?

Enter the number of days. You do not need to enter the term "days."

Report a one month grace period as 30 days. If you do not offer a grace period on purchases, do not include an entry and go on to the next question.

[Previous](#) [Next](#)

3.5 Minimum finance charge

1. Answer (**Yes or No**): Does this card have a minimum finance charge?

If your answer is ‘**Yes**,’ enter the amount of the charge in dollars. **Do not enter the “\$” sign.**

If your answer is ‘**No**,’ do not include an entry and select ‘**Next.**’

TCCP Survey

* Does this card have a minimum finance charge?

☐ Yes

☐ No

If you have a minimum finance charge, enter the amount of the charge in dollars here.

You do not need to enter the "\$" sign.

If you do not have a minimum finance charge, do not include an entry and go on to the next question.

[Previous](#) [Next](#)

3.6 Transaction fee

1. Answer (**Yes or No**): Do you impose a transaction fee for each use of the card to make a purchase?

If your answer is '**No**,' do not include an entry and select '**Next.**'

If your answer is '**Yes**,' and the charge amount is a set monetary amount, enter the amount of the charge in dollars. **Do not include the "\$" sign in your answer**

If your answer is '**Yes**,' and the charge is a percentage of the transaction, enter that percentage. **Do not include the "%" sign in your answer.**

For example, if the card has a \$12.99 transaction fee, enter 12.99. If the card has a transaction fee that is 12.9 percent of the balance, enter 12.9.

TCCP Survey

* Do you impose a transaction fee for each use of the card to make a purchase?

☐ Yes

☐ No

If you have such a charge, enter the amount of the charge in dollars here (you do not need to enter the "\$" sign)...

Dollars (\$)

...or if the charge is a percentage of the transaction amount, enter that percentage here (you do not need to enter the "%" sign):

Percent (%)

If you do not impose a transaction fee on purchases, do not include an entry and go on to the next question.

[Previous](#) [Next](#)

3.7 Cash advance

1. Answer **(Yes or No)**: Do you offer cash advances on the card?

If your answer is **‘No,’** continue to step 13.

If your answer is **‘Yes,’** continue on this page.

2. Answer **(Yes or No)**: Do you impose a transaction fee for each cash advance?

If your answer is **‘No,’** continue to step 13.

If your answer is **‘Yes,’** and the fee is a percentage of the cash advance amount, enter that percentage. **Do not enter the “%” sign.**

If your answer is **‘Yes,’** and the fee has a minimum dollar amount, enter that amount. **Do not enter the “\$” sign.**

If your answer is **‘Yes,’** but the fee is not a percentage, or a percentage subject to a minimum dollar amount, please describe how you calculate the fee.

Select **‘Next’** to proceed.

TCCP Survey

• Do you offer cash advances on the card?

☐ Yes

☐ No

If you answered no, go on to the next screen. If you answered yes, continue on this page.

Do you impose a transaction fee for each cash advance?

☐ Yes

☐ No

If you answered no, go on to the next screen. If you answered yes, continue on this page.

If the fee is a percentage of the cash advance amount, enter that here:

Percent (%)

You do not need to enter the “%” sign.

If the fee also has a minimum dollar amount, enter that here:

Dollars (\$)

You do not need to enter the “\$” sign.

If the fee is not a percentage, or a percentage subject to a minimum dollar amount, how do you calculate the fee?

3.8 Late fee

1. Answer **(Yes or No)**: Does this card charge late fees?

a. If your answer is ‘**No**,’ do not include an entry and select ‘**Next**.’

b. If your answer is ‘**Yes**,’ enter the amount of the first late fee on the account. **Do not enter the “\$” sign.**

c. If your answer is ‘**Yes**,’ enter the amount of the late fee after the first late fee. **Do not enter the “\$” sign.**

d. If your answer is ‘**Yes**,’ but you charge late fees that are not fixed dollar amounts, please explain your late fee policy.

e. Select ‘**Next**’ to proceed.

TCCP Survey

* Does this card charge late fees?

☐ Yes

☐ No

If you answered no, go on to the next screen. If you answered yes, continue on this page.

What is the amount of the first late fee on the account?

You do not need to enter the “\$” sign.

What is the amount of a subsequent late fee?

You do not need to enter the “\$” sign.

If you charge late fees that are not fixed dollar amounts, please explain your late fee policy here.

[Previous](#) [Next](#)

3.9 Overlimit fee

1. Answer (**Yes or No**): Does this card ever charge overlimit fees?

If your answer is '**No**,' do not include an entry and select '**Next**.'

If your answer is '**Yes**,' enter the amount of the overlimit fees when charged. Enter this amount in dollars. **Do not enter the "\$" sign.**

If your answer is '**Yes**,' but you charge overlimit fees that are not fixed dollar amounts, please explain what overlimit fees you charge.

Select '**Next**' to proceed.

TCCP Survey

* Do you ever charge overlimit fees on this card?

☐ Yes

☐ No

If you answered no, go on to the next screen. If you answered yes, continue on this page.

What is the amount of the overlimit fee when charged?

You do not need to enter the "\$" sign.

If you charge overlimit fees that are not fixed dollar amounts, please explain what overlimit fees you charge here:

[Previous](#) [Next](#)

3.10 Balance computation method

1. From the dropdown list, select this credit card's balance computation method used to calculate interest charges on purchase balances.

- a. Average daily balance including new purchases
- b. Average daily balance excluding new purchases
- c. Adjusted balance
- d. Previous balance
- e. Other

Select '**Next**' to proceed.

TCCP Survey

What balance computation method do you use to calculate interest charge on purchase balances?

*

✓ Average daily balance including new purchases

Average daily balance excluding new purchases

Adjusted balance

Previous balance

Other

Previous

Next

3.11 Credit card plan enhancements

1. This question is optional. Indicate which, if any, of the following enhancements are available to all holders of this card free of charge. **Use the CTRL key on Windows or the Command (⌘) key on Mac OS to select multiple credit card enhancements.**

- a. Rebates on purchases
- b. Extension on manufacturer's warranty
- c. Purchase protection/security
- d. Travel insurance
- e. Travel related discounts
- f. Automobile rental insurance
- g. Discounts on purchases of goods and services (other than travel related)
- h. Credit card registration
- i. Debt cancellation coverage
- j. Access to free credit score
- k. Cashback rewards
- l. Travel-related rewards
- m. Other rewards
- n. Mobile wallet provisioning
- o. Fee-free foreign transactions
- p. Chip card
- q. Other

Select '**Next**' to proceed.

TCCP Survey

This question is optional.

Please indicate which, if any, of the following enhancements are available to all holders of this card free of charge:

(Hint: use the CTRL key on Windows or the Command (⌘) key on Mac OS to select multiple credit card enhancements)

Rebates on purchases

Extension on manufacturer's warranty

Purchase protection/security

Travel accident insurance

Travel related discounts

Previous

Next

3.12 Contact information

1. Enter consumer contact information.

If consumers have questions about the terms offered on this product, what telephone number can they use? **A toll-free number is requested if available.**

Select '**Next**' to proceed.

TCCP Survey

Enter consumer contact information below.

If consumers have questions about the terms offered on this product, what telephone number can they use? (A toll-free number is requested if available.)

[Previous](#) [Next](#)

3.13 Review submission

1. You are nearly finished with the TCCP Survey.
2. Please review your answers to this Survey. Please note that a question without a corresponding value is either a question you weren't asked or an optional question to which you didn't respond.

After you review, select **'Next.'**

TCCP Survey

Please review your answers to this Survey. Please note that a question without a corresponding value is either a question you weren't asked or an optional question to which you didn't respond. After you review, select **Next**.

What is the Report Date for the answers you are providing on this Survey?
Data as of January 31

Indicate whether this card is offered nationally, regionally, or in one state/territory.
National

3. **This is the last opportunity to change or edit any of the answers in this Survey.** Please select the **'Previous'** button to review all of your responses for accuracy. You may make any necessary changes at this time. By selecting **'Previous,'** you will not lose any responses that you have already entered.

Information cannot be edited after submission without contacting Collect Support.

After you review, select **'Next'** to record your Survey and finalize your responses.

TCCP Survey

This is the last opportunity to change or edit any of the answers in this Survey. Please use the Previous button to review all of your responses for accuracy. You may make any necessary changes at this time. You will not lose any responses that have already been entered by pressing Previous.

Information cannot be edited after submission without contacting Collect Support.

After you review, select **Next** to record your Survey and finalize your response.

4. Congratulations! Your Survey responses have been recorded and submitted to the Bureau. You may now navigate back to the homepage or log out and close this page.

TCCP Survey

Your TCCP Survey response has been recorded.

Thank you for your participation.

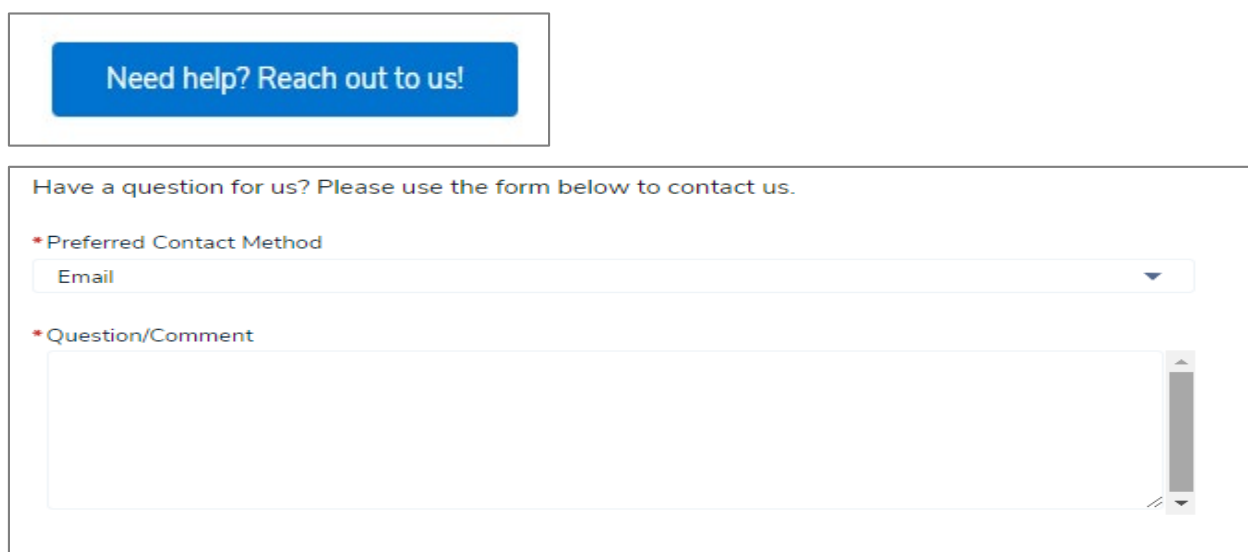
[Click here to return to the homepage.](#)

4. Contact Collect Support

Submitted an error? Need additional help in completing your TCCP Survey? We're here to help. There are two easy ways to reach out to the Collect Support Team.

4.1 Collect Support button

At the bottom of each Collect page, select the **'Need Help? Reach out to us!'** button to send a message to the support team.



The image shows a blue button with the text "Need help? Reach out to us!" and a contact form below it. The form has a title "Have a question for us? Please use the form below to contact us." and two fields: "Preferred Contact Method" with a dropdown menu showing "Email", and "Question/Comment" with a large text area.

4.2 Email the Collect Support team directly

Email the support team directly at Collect_Support@cfpb.gov. Include your question and any additional details and a team member will reach back out to you.