Our Mission

Note: This presentation is being made by a Consumer Financial Protection Bureau (CFPB) representative on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the CFPB. This document was used in support of a live discussion. As such, it does not necessarily express the entirety of that discussion nor the relative emphasis of topics therein.

Purpose: To make markets for consumer financial products and services work for Americans.

By: Ensuring that consumers get the information they need to make the financial decisions that are best for them. Working so that:
- prices are clear up front,
- risks are visible, and
- nothing is buried in fine print.

Bureau Structure
Office of Servicemember Affairs

OSA Mission: Address consumer financial challenges affecting military personnel (including retirees and veterans) and their families. By:

1. Providing financial education,
2. Monitoring complaints, and
3. Coordinating with other Federal and state agencies on military consumer protection measures.

Complaints are an important way we learn about financial challenges impacting the military.
The CFPB accepts complaints about

- Credit cards
- Mortgages
- Bank accounts and services, private student loans, and auto loans
- Check processing
- Money transfers
- Credit collection
- payday loans
- Prepaid cards
- Credit repairs, debt settlement, and debt collection 
- Home returns and exchanges
- Other products and services

Have a complaint about a product or service not on this list?
Call toll free (855)411-CFPB (2372), or TTY/TDD (855)-729-CFPB (2372), and we'll answer your questions and refer you to other resources that may help.

Visit www.consumerfinance.gov/complaint for more information.

Complaint Process

- Complaint submitted
- Review and route
- Company response
- Consumer review
- Review and investigate
- Analysis and report

Complaint process: Complaint submitted

- Web
- Phone
- Referral
- Fax
- Mail
- E-mail
Complaint process: Review and route

- Check for completeness and jurisdiction
- Remove duplicates
- Send to company

Complaint process: Company response

- Company responds to consumer and the CFPB, usually within 15 days
- All but the most complicated complaints are responded to within 60 days.

Complaint process: Consumer review

- Consumer provides feedback about company’s response
Complaint process: Review and investigate

- Feedback reviewed
- If investigation is necessary, reconcile situation and collect documentation as needed
- Identify suspected violations and consumer educational opportunities

Complaint process: Analyze and report

- Internal stakeholders
- Federal and state regulators
- FTC Sentinel
- Congress
- Consumer Complaint Database

Resources
Consumer Complaint Database

Publicly available: consumerfinance.gov/complaintdatabase

North Dakota Data (through 2014)

Ask CFPB
Help Us Help You!
We want to hear from active duty, Guard, Reserve, retirees, family members, and veterans – the whole military community.

Those who serve, or have served, our country should not have to worry about falling victim to unfair or deceptive financial practices. It’s our honor to represent the military community at the CFPB, and to make sure that its concerns are heard – and that we do something about them.

Ways to connect:
• CFPB website: www.consumerfinance.gov
• OSA Facebook page: www.facebook.com/cfpbmilitary
• OSA Twitter feed: www.twitter.com/cfpbmilitary
• Email: military@cfpb.gov
• Order CFPB brochures: www.promotions.usa.gov/cfpbpubs.html

* All photos courtesy of the Department of Defense.