CFPB Update: Expanding Community Engagements to Protect Diverse Consumers

February 13, 2023
Disclaimer

This presentation is being made by a Consumer Financial Protection Bureau representative on behalf of the Bureau. It does not constitute legal interpretation, guidance, or advice of the Consumer Financial Protection Bureau. Any opinions or views stated by the presenter are the presenter’s own and may not represent the Bureau’s views.
Introduction to the CFPB

▪ Federal agency created in 2010

▪ Dedicated to making sure you are treated fairly by banks, lenders and other financial institutions

▪ **On your side** through life’s financial moments
CFPB values your input

- We **value insights** from stakeholders working with underserved populations to ensure consumers are properly served by the market.

- We need your help identifying emerging issues and informing policy.

Contact us directly.
How to submit a complaint

Submit a complaint
Each week we send more than 10,000 complaints about financial products and services to companies for response. If another agency would be better able to assist, we’ll send it to them and let you know.

Most companies respond within 15 days.

Submit a complaint
How to submit a complaint

• Submitting online usually takes less than 10 minutes

• If consumers can’t submit online, they can submit a complaint over the phone. This usually takes 25-30 minutes

• (855) 411-2372
• TTY/TTD: (855) 729-2372
• 180 languages are available

• 8 a.m. to 8 p.m. ET, Monday through Friday

https://www.consumerfinance.gov/complaint/
CFPB financial education resources

- The Bureau offers consumers a variety of information, tools, and programs (in multiple languages) to assist with financial choices and other money decisions
  - Ask CFPB
  - Buying a House
  - Rental Housing Portal
  - Planning for Retirement
  - Paying for College
  - Money as You Grow
  - Your Money, Your Goals
Print publications

- Printed financial education materials in English and many other languages
- Available for bulk ordering and free shipping
- Searchable by category, format, language, and more: worksheets, bookmarks, posters, handouts
- Allow three to four weeks for delivery
- consumerfinance.gov/order
Contact us

https://www.consumerfinance.gov/about-us/contact-us/

Call us
(855) 411-2372

TTY/TTD: (855) 729-2372

8 a.m. to 8 p.m. ET, Monday through Friday

More than 180 languages available.