



Our Mission

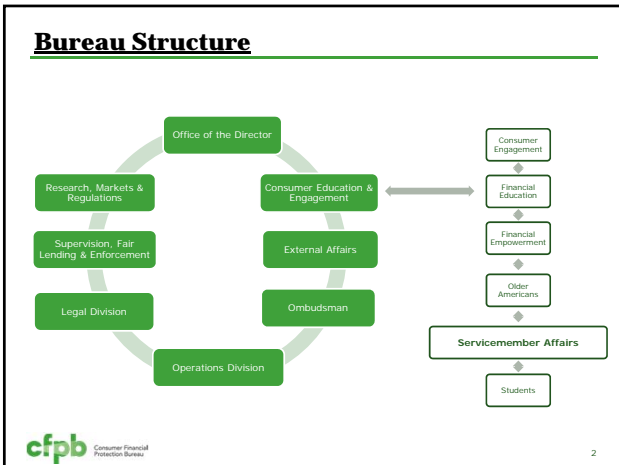
Note: This presentation is being made by a Consumer Financial Protection Bureau (CFPB) representative on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the CFPB. This document was used in support of a live discussion. As such, it does not necessarily express 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.

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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.

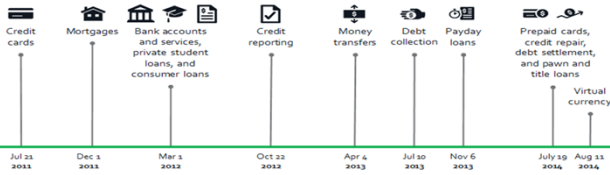
Complaints are an important way we learn about financial challenges impacting the military.

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The CFPB accepts complaints about



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 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

Consumer Complaint Database

These are complaints we've received about financial products and services.

Learn about the complaint process.

We don't receive all the data allowed in these complaints but we do take steps to confirm a causal relationship between the consumer and company. Complaints are listed here after the consumer reports or after they have had the complaint for 15 calendar days. We follow a review flow for serious complaints of their. Both steps at all the public's control. Data is individual rights.

DATA BY PRODUCT

- All
- Bank accounts or services
- Credit cards
- Credit reporting
- Bank collection
- Money transfers
- Mortgages
- Student loans
- Other consumer loans

Download, sort, and visualize

We're using a tool called ArcGIS to make it easier to view and explore the data on tables and visualizations. Additionally, ArcGIS provides a DETAILED list of parameters and considerations.

- Visualization tutorials from ArcGIS
- Technical documentation

Example visualizations

COMPLAINTS BY CHANNEL | **CREDIT CARD COMPLAINT RESPONSES BY ISSUE** | **COMPLAINTS BY PRODUCT**

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North Dakota Data (through 2014)

HD complaints from servicemembers, veterans, and their family members by zip code

HD complaints from servicemembers, veterans, and their family members by zip code

Number of Complaints

Channel

Channel	Number of Complaints
Phone	~85
Online	~45
Text	~15
Not specified	~10
Personal Contact	~10

Product

Product	Number of Complaints
Bank collection	~100
Credit card	~20
Mortgage	~15
Bank account or Consumer Loan service	~10
Other	~5

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Ask CFPB

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Search:

10 Mortgages

- Escrow (mortgage)
- Reverse mortgage
- Home equity
- Home loan
- Computer closing
- Reverse
- Mortgage payment

5 Money transfers

- Money transfer
- Wire transfer
- Direct deposit
- Automated clearing house (ACH)
- Bank collection

Other categories

- Bank collection
- Bank accounts and services
- Credit reports and scores
- Credit cards
- Debit cards
- Identity theft
- Money transfers

Especially for

- Seniors
- Students
- Other Americans
- Parents

COMMONLY ASKED QUESTIONS

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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.