



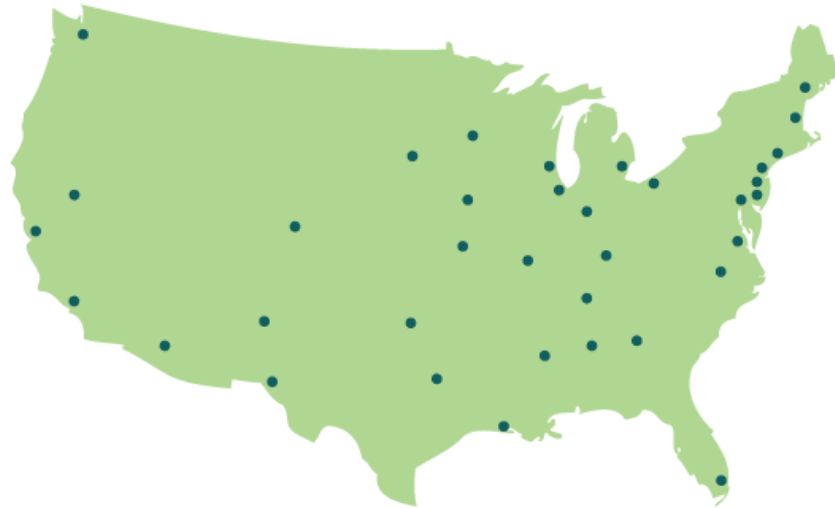
Consumer Financial  
Protection Bureau

## FACTSHEET

# Consumer Financial Protection Bureau: By the numbers

- **\$11.8 billion:** Approximate amount of relief to consumers from CFPB supervisory and enforcement work, including:
  - \$3.7 billion in monetary compensation to consumers as a result of enforcement activity
  - \$7.7 billion in principal reductions, cancelled debts, and other consumer relief as a result of enforcement activity
  - \$371 million in consumer relief as a result of supervisory activity
- **29 million:** Consumers who will receive relief as a result of CFPB supervisory and enforcement work
- **\$589 million:** Money ordered to be paid in civil penalties as a result of CFPB enforcement work
- **1,080,000+:** Complaints CFPB has handled as of January 1, 2017
- **13 million:** Unique visitors to [Ask CFPB](#)
- **4.4 million:** Mortgages consumers closed on after consumers received the CFPB's [Know Before You Owe](#) disclosures
- **135:** Banks and credit unions under the CFPB's supervisory authority as of September 2016
- **12 million:** Consumers who take out payday loans each year; the CFPB has proposed rules to put an end to payday debt traps
- **70 million:** Consumers who have debts in collection on their credit record; the CFPB is developing proposed rules to protect consumers from harmful collection practices

- **3,244** Colleges voluntarily adopting the CFPB and Dept. of Ed [Financial Aid Shopping Sheet](#)
- **145:** Visits to military installations by the Office of Servicemember Affairs since 2011
- **62:** Times senior CFPB officials have testified before Congress
- **38:** Cities where CFPB has held public town halls or field hearings



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|----------------------|-------------------------|------------------------|------------------------|
| □ Philadelphia, Pa.  | □ Mountain View, Calif. | □ Phoenix, Ariz.       | □ Milwaukee, Wis.      |
| □ Minneapolis, Minn. | □ Baltimore, Md.        | □ Nashville, Tenn.     | □ Denver, Colo.        |
| □ Cleveland, Ohio    | □ Atlanta, Ga.          | □ New Orleans, La.     | □ Louisville, Ky.      |
| □ Birmingham, Ala.   | □ Des Moines, Iowa      | □ Reno, Nev.           | □ Albuquerque, N.M.    |
| □ New York, N.Y.     | □ Miami, Fla.           | □ El Paso, Texas       | □ Kansas City, Mo.     |
| □ Sioux Falls, S.D.  | □ Los Angeles, Calif.   | □ Indianapolis, Ind.   | □ Sacramento, Calif.   |
| □ Durham, N.C.       | □ Portland, Maine       | □ Wilmington, Del.     | □ Salt Lake City, Utah |
| □ Detroit, Mich.     | □ Itta Bena, Miss.      | □ Oklahoma City, Okla. |                        |
| □ St. Louis, Mo.     | □ Chicago, Ill.         | □ Newark, N.J.         |                        |
| □ Seattle, Wash.     | □ Boston, Mass.         | □ Richmond, Va.        |                        |
|                      | □ Dallas, Texas         |                        |                        |



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*The Consumer Financial Protection Bureau is a 21st century agency that helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives. For more information, visit [www.consumerfinance.gov](http://www.consumerfinance.gov).*