



1700 G Street NW, Washington, DC 20552

The CFPB: Making consumers count

July 21, 2016 marks five years since the CFPB opened its doors. The CFPB was created in the wake of the financial crisis to stand up for consumers and make sure they are treated fairly in the financial marketplace. Over the past five years, we have listened to consumer complaints about problems with their financial companies, created new consumer protections for financial products and services, held bad actors accountable for breaking the law, and provided new resources to help consumers make informed financial decisions. In observance of the CFPB's 5th anniversary, here are five ways we've made consumers count.

The CFPB's actions have resulted in \$11.7 billion in relief for more than 27 million harmed consumers.

Consumers have the right to be treated fairly in the financial marketplace. We've worked to stamp out illegal and predatory practices in the marketplace by supervising financial companies and enforcing consumer protections. Over the past five years, our actions have resulted in billions in relief for millions of consumers harmed by financial companies and individuals that broke the law. We've taken legal action against:

- **Credit card companies** for engaging in unfair, deceptive, and abusive practices related to marketing billing, and enrollment for credit add-on products and services
- **Banks** for charging overdraft fees to consumers who had not agreed to overdraft services
- **Payday lenders** for pressuring borrowers into debt traps
- **For-profit colleges** for exploiting students and pushing them into unaffordable loans

- **Debt collectors** for using illegal tactics to intimidate consumers into paying debts they may not owe
- **Mortgage companies** for wrongly foreclosing on consumer's homes

The CFPB has handled nearly one million consumer complaints.

Consumers have the right to be heard when they have a problem with a financial product or service. They can submit a complaint to us and we work to make sure they get a response from the company. Since we opened our doors, we've handled nearly one million complaints (930,000+) from consumers around the country about problems with their credit cards, bank accounts, credit reports, mortgages, prepaid cards and more. Our consumer complaint database is the nation's largest public collection of consumer financial complaints, and includes hundreds of thousands of company responses to complaints.

- **26,000+** consumer calls and **18,000+** consumer questions handled every month in 2016
- **3,600+** companies have responded to complaints

The CFPB has empowered millions of consumers to *Know Before You Owe*.

Consumers have the right to clear, reliable information about financial products and services so they can make informed financial decisions. Our *Know Before You Owe* initiative is making information about mortgages, student loans, auto loans, and other financial products and services more understandable to consumers.

- Consumers closed on **1.9 million** mortgages during the first quarter of 2016 and received our new Loan Estimate and Closing Disclosure forms to help them understand the true cost of borrowing.
- **3,400 colleges** are voluntarily adopting the CFPB and Dept. of Education's financial aid shopping sheet that helps students better understand the type and amount of grants and loans they qualify for.
- **28+ million consumers** shopping for an auto loan can use our auto loan shopping sheet and online guide to do an apples-to-apples comparison of loan products.

The CFPB put in place new rules to make the mortgage market safer for consumers.

Consumers have the right to a safer mortgage market. We created new “back-to-basics” mortgage rules to address the risky lending and shoddy mortgage servicing that helped cause the financial crisis. Our new rules protect consumers at every stage of the process—from shopping for a loan, to closing on a mortgage, to paying it back. Our *Know Before You Owe* mortgage disclosure rules give consumers clear, easy-to-understand information so they can understand the terms of the deal and comparison shop. Our Ability-to-Repay rule protects consumers from dangerous lending practices by requiring lenders to verify that consumers can actually afford to pay back the mortgages they are offered. Our mortgage servicing rules protect consumers from surprises and runarounds while paying back their mortgage, and provide additional protections for homeowners who fall behind on their mortgage payments.

- **More than 49 million households** benefit from our mortgage servicing protections.
- **More than 16 million mortgages** are covered by our Ability-to-Repay rule’s protections and that number grows every month.

The CFPB is curbing potentially harmful financial practices with new consumer protections nationwide.

Consumers have the right to be protected from harmful financial practices nationwide. We are working to put in place new consumer protections in several markets, some previously unregulated at the federal level. The rules we are developing, include:

- **Payday lending:** We have proposed a new rule to put an end to payday debt traps that plague a large percentage of the **12 million consumers** who take out payday loans each year. We are seeking comment on a rule that would require lenders to assess a borrower’s ability to repay their debt before they offer a loan.
- **Arbitration:** Millions of consumers have entered into contracts for consumer financial products and services that contain an arbitration clause that denies groups of consumers their day in court. We are seeking comment on a proposed rule that would ban companies

from using arbitration clauses to block groups of consumers from filing lawsuits to pursue justice and relief for wrongdoing.

- **Debt collection:** More than one-in-four adults in the U.S. have debt in collection. We are developing rules to strengthen protections for consumers against bad debt collection practices.

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 consumerfinance.gov.