



OMBUDSMAN'S
OFFICE

CFPB Ombudsman's Office Mid-year Update, July 2017

Individual Inquiries to the Ombudsman

In the first six months of FY2017, we received 820 individual inquiries from individuals, companies, consumer and trade groups, and others. So far this year, people contacted our office from 46 states, DC, and other countries.

Accessibility of CFPB Print Materials

At our 2016 Ombudsman Forum with broad-based consumer-focused organizations, participants noted the long wait time to obtain accessible CFPB educational materials, specifically in large print and Braille. From our research, we noticed the CFPB did not provide information on how to request these materials on consumerfinance.gov. Also, the CFPB fulfilled requests, but did not have a standardized process to provide the accessible materials. We facilitated cross-Bureau meetings on the topic and, in May, the CFPB added information to its [Accessibility](#) page for such requests. We will update this review in our FY2017 Annual Report.

Whistleblower Communications to the CFPB

In our [FY2016 Annual Report](#), we shared that individuals and company contacts reached us to convey alleged violations of consumer financial protection laws. In general, the Ombudsman directs whistleblowers to the CFPB's usual avenue for reporting alleged violations. In FY2017, we continued to receive these contacts and noted that subsequent to the CFPB's 2016 website refresh the whistleblower contact points were more difficult to find on consumerfinance.gov. We provided this feedback to the relevant CFPB offices and offered suggestions to make the information easier to locate. We will provide a further update in our FY2017 Annual Report.

Ombudsman Forums

We recently conducted another Ombudsman Forum, this time with compliance officers, or people serving in a similar role, from companies that engage with the CFPB. We facilitated discussions on compliance management and the consumer complaint process, the public Consumer Complaint Database, the examination process, CFPB compliance tools and resources, and current process considerations with regulatory compliance. Additional information will be in our FY2017 Annual Report. As shared in our [FY2016 Annual Report](#), we also plan to host an event with the associations of state government regulators.

Ombudsman Interactives

This year, we began piloting our "Ombudsman Interactives" initiative. These are facilitated discussions, similar to our Ombudsman Forums, held onsite for attendees at consumer, trade, and other groups' conferences to further inform our work. Interactives are available by request on a first-come first-served basis subject to the Ombudsman's budget and availability.

Outreach

We continue with our independent outreach program to share about our resource and latest work, and as another avenue to hear from stakeholders. Recently, we hosted coordinated outreaches with consumer groups in the Northeast and West regions to share about our resource and explore hosting Ombudsman Forums in the CFPB's regions. We also held a coordinated outreach with state banking associations nationwide.

The CFPB Ombudsman's Office provides an independent, impartial, and confidential resource to informally assist individuals, companies, consumer and trade groups, and others in resolving issues with the CFPB.