

CONSUMER FINANCIAL PROTECTION BUREAU | APRIL 2026

Fiscal Year 2025 Annual Performance Report



Table of Contents

Consumer Financial Protection Bureau Overview	2
Strategic Plan Overview	4
About the Fiscal Year 2025 APR	5
Goal 1: Address Pressing Threats to Consumers	6
Objective 1.1: Guarantee fair banking for all Americans	6
Objective 1.2: Detect and assess market risks and trends that present tangible harm to consumers	6
Objective 1.3: Supervise institutions for compliance with federal consumer financial laws focusing on conciliation, correction, and remediation of consumer laws	8
Objective 1.4: Implement and enforce consumer financial law consistently to ensure that markets, products, and services are fair, transparent, and competitive	9
Objective 1.5: Educate and empower consumers to make informed decisions about consumer financial products and services	10
Goal 2: Reduce Unwarranted Regulatory Burdens	12
Objective 2.1: Systemically identify and address outdated, unnecessary, or unduly burdensome regulations that increase costs to consumers	12
Objective 2.2: Prevent regulatory overreach and ensure effective use of regulatory resources	12
Goal 3: Strengthen our Governance and Culture	15
Objective 3.1: Ensure accountability, streamline organizational resources, and eliminate waste	15
Objective 3.2: Leverage technology to deliver faster, more secure services	16
Objective 3.3: Foster a merit-based federal workforce	16

Consumer Financial Protection Bureau Overview

The Consumer Financial Protection Bureau (CFPB or Bureau) was established on July 21, 2010, under Title X of the Dodd-Frank Wall Street Reform and Consumer Protection Act, 12 U.S.C. § 5481 et seq. The CFPB is a bureau within the Federal Reserve System, and an Executive agency as defined in Section 105 of Title 5, United States Code (U.S.C.).

The CFPB regulates the offering and provision of consumer financial products or services under the federal consumer financial laws and seeks to educate and empower consumers to make better informed financial decisions.

12 U.S.C. § 5511(b) authorizes the CFPB to exercise its authorities to ensure that, with respect to consumer financial products and services:

- Consumers are provided with timely and understandable information to make responsible decisions about financial transactions;
- Outdated, unnecessary, or unduly burdensome regulations are regularly identified and addressed in order to reduce unwarranted regulatory burdens;
- Federal consumer financial laws are enforced consistently in order to promote fair competition;
- Markets for consumer financial products and services operate transparently and efficiently to facilitate access and innovation; and
- Consumers are protected from unfair, deceptive, or abusive acts and practices and from discrimination.

The CFPB is headed by a sole Director, appointed by the President, approved by and with the advice and consent of the Senate, to a five-year term.

Funding required to support the CFPB's operations is obtained primarily through transfers from the combined earnings of the Federal Reserve System. There is a transfer cap of 6.5% of combined earnings for Fiscal Year 2026, as specified by 12 U.S.C. § 5497 and amended by Pub. L. No. 119-21 § 30001 (2025).

Mission

To promote compliance with federal consumer financial laws and educate consumers about consumer financial products and services.

Vision

To create and support innovative and resilient consumer financial markets where consumers can choose the products and services that meet their individual needs.

Values

To achieve this mission and vision, the CFPB is guided by the following values:

- **Accountability:** We lead with integrity, act with transparency, embrace teamwork, and act with strict adherence to the law and the Constitution in service of the American people.
- **Excellence:** We strive to achieve excellence by delivering results with efficiency and effectiveness, upholding fairness in every decision and outcome, and demonstrating professionalism in how we serve and lead.

Strategic Plan Overview

The FY 2025 Annual Performance Report (APR) aligns to the goals and objectives in the CFPB’s Strategic Plan for FY 2026 - FY 2030, which can be found at <https://www.consumerfinance.gov/about-us/budget-strategy/strategic-plan/> and is depicted in Figure 1 below. CFPB’s FY 2026 – FY 2030 Strategic Plan includes three goals aligned with the President's economic strategy and management agenda.

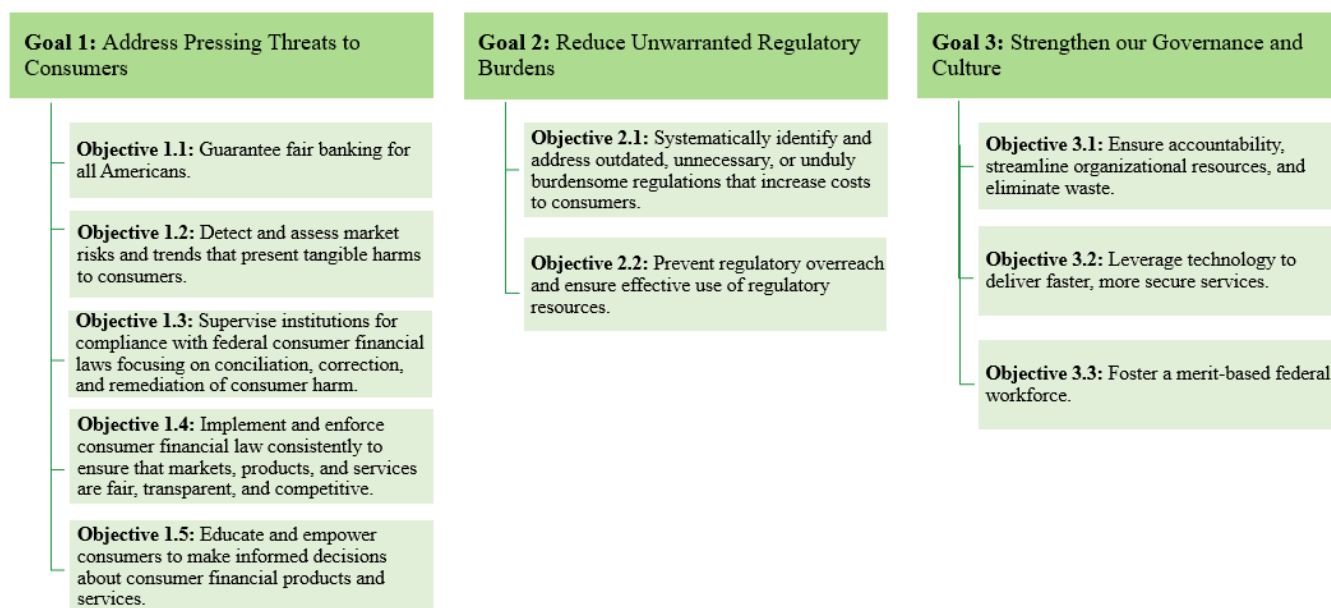


Figure 1: FY 2026 - FY 2030 Strategic Plan Framework

About the Fiscal Year 2025 APR

This APR presents a narrative review of performance results that generally occurred in Fiscal Year (FY) 2025, which is the period from October 1, 2024, through September 30, 2025. The accomplishments described in this report align to the goals and objectives in the newly developed FY 2026 – FY 2030 Strategic Plan. This approach was implemented to describe the work of the Bureau aligned to statutory requirements and leadership guidance following the Presidential transition process. The FY 2026 APR will include both narrative summaries and quantitative results.

The GPRA Modernization Act (GPRAMA) of 2010 asks agencies to identify lower-priority program activities, where applicable – CFPB has none.

Goal 1: Address Pressing Threats to Consumers

Objective 1.1: Guarantee fair banking for all Americans¹

The CFPB has dedicated resources across the Bureau to implement the President’s Executive Order 14331 on debanking, a key priority of the agency. Consistent with the Executive Order, in FY 2025, the CFPB reviewed its Examination Manual and confirmed that it does not reference reputation risk. The Bureau reviewed its guidance, regulations, and other materials used to regulate or examine entities under its authority that include reputation risk concepts that could result in unlawful debanking. The CFPB also reviewed consumer complaints as well as supervisory and enforcement data for evidence of potential debanking.

In the debanking context, the CFPB is evaluating financial institutions for compliance with ECOA and FCRA, particularly the adverse action notice requirements under these laws. The Bureau is working with other regulatory partners, including the DOJ, as part of its Debanking Task Force, to address debanking issues more broadly.

Objective 1.2: Detect and assess market risks and trends that present tangible harm to consumers

The challenges that consumers face in the marketplace highlight an important tenet of CFPB’s statutory mission under 12 U.S.C. § 5511(a): to ensure that consumers have access to markets for consumer financial products and services and that those markets are fair, transparent, and competitive.

Complaints play a key role in understanding tangible harms to consumers. Collecting, investigating, and responding to consumer complaints is one of the Bureau’s primary functions. From October 1, 2024, to September 30, 2025, the CFPB received more than 5.7 million consumer complaints, sending more than 5.1 million of these complaints to over 4,000² companies for review and response. Companies confirmed a commercial relationship with the named consumer and responded to approximately 99.6 percent of complaints that the CFPB sent to them for response. Company responses typically include descriptions of steps taken or that will be taken in response to the consumer’s complaint, communications received from the consumer, any follow-up actions or planned follow-up actions, and a categorization of the company’s response. Companies’ responses

¹ Consumer Financial Protection Bureau, *Semi-Annual Report of the Consumer Financial Protection Bureau (March 2026)*, Section 3, p. 35, Section 5.1.3, p. 64, https://files.consumerfinance.gov/f/documents/cfpb_semi-annual-report_spring-2025.pdf.

² Consumer Financial Protection Bureau, *Consumer Response Annual Report (March 2026)*, Section 2, p. 5, https://files.consumerfinance.gov/f/documents/cfpb_2025-cr-annual-report_2026-03.pdf.

also describe a range of monetary and non-monetary relief. The CFPB uses consumer complaints and company responses in its work to understand issues posing the greatest risks to consumers.³

Collecting, researching, monitoring, and publishing information relevant to the functioning of markets for consumer financial products and services to identify risks to consumers and the proper functioning of such markets is another primary function of the Bureau. The CFPB routinely analyzes market data, gathers market intelligence, and meets with market participants and others to understand emerging issues, discuss potential evolving market risks, and identify potential problematic areas of consumer harm.⁴ Additionally, the CFPB conducts research and analysis, and reports on specific topic areas related to consumer financial product markets. During the reporting period, the CFPB conducted research and reported on issues where consumers were faced with potential challenges shopping for or obtaining consumer financial products or services, including reports about credit reporting; buy now, pay later products; credit cards; auto lending; mortgages; and others.⁵

The CFPB is making strides to improve the rigor and transparency of its research and monitoring activities. The CFPB issued a report in fulfillment of Executive Order 14303, entitled “Restoring Gold Standard Science.”⁶ As noted in the report, the CFPB is committed to meeting all requirements of the Executive Order as adapted to meet the CFPB’s unique mission and is taking steps to fulfill the nine Gold Standard Science Tenets outlined therein.

Additionally, the CFPB’s Consumer Advisory Board (CAB) helped inform the Bureau about emerging practices or trends in the consumer finance industry and share analysis and recommendations. The CFPB held two CAB meetings on December 10, 2025, one focused on fair lending and unlawful debanking and the other focused on the current state of small dollar products. The fair lending and unlawful debanking CAB meeting highlighted the previous administration’s regulatory overreach and how the new administration is rectifying these issues. The small dollar products CAB meeting was particularly helpful in shining a light on additional areas where consumers will benefit from this administration’s regulatory reform agenda.⁷

³ Consumer Financial Protection Bureau, *Semi-Annual Report of the Consumer Financial Protection Bureau* (March 2026), Sec. 8.1, pp. 75-76, https://files.consumerfinance.gov/f/documents/cfpb_semi-annual-report_spring-2025.pdf.

⁴ CFPB, *Semi-Annual Report*, Sec. 2.2.3, pp. 30-33.

⁵ CFPB, *Semi-Annual Report*, Sec. 7, pp. 73-74.

⁶ CFPB, *Semi-Annual Report*, Sec. 2.2.3, pp. 30-31.

⁷ <https://www.consumerfinance.gov/rules-policy/advisory-committees/consumer-advisory-board/>.

Objective 1.3: Supervise institutions for compliance with federal consumer financial laws focusing on conciliation, correction, and remediation of consumer laws

In April 2025, the CFPB rescinded its prior supervisory and enforcement priorities. The Bureau announced that it is reducing supervisory exams by at least 50 percent and focusing supervision activity on depository institutions (as opposed to non-depository institutions), on actual consumer fraud, and on areas that are clearly within its statutory authority.⁸ The Bureau is not pursuing supervision under novel legal theories, including of the Bureau’s authority. The Bureau is avoiding duplicating similar oversight either at the federal or state level. Additionally, the Bureau is focusing its supervisory authorities on conciliation, correction, and remediation of harms subject to consumers’ complaints.

On November 21, 2025, the Bureau announced that the CFPB’s examinations are being conducted respectfully, promptly, professionally, under budget, and that CFPB Examiners read a “Humility Pledge”⁹ to each supervised entity prior to conducting exams. As a result, supervisory examinations are conducted in a much more targeted manner, focusing on ascertaining compliance related to clearly identified product lines and based on specifically identified queries, directly tied to the governing statutory and regulatory regime.

Given this targeted focus, the supervisory teams are being appropriately and significantly scaled down from the former eight-by-eight-by-eight model, where eight examiners spend eight weeks, eight hours a day, at a supervised institution, with practically no other limits to their remit. This model did not take into account the risk of the exam or the experience of the examiners. Instead, going forward, the team size and the length of the exam is reduced to reflect targeted queries and be commensurate with the risk tier in which a particular entity’s line, subject to supervision, appears. Moreover, the resource level (time and/or number of examiners) decreases once the CFPB receives the information request responses and is able to adjust the scope of individual exams based on these responses. The Bureau also expects more cooperation of the supervised entities and, thus, shorter exams, given the focus on conciliation and remediation, rather than the Bureau’s former posture, penalizing self-reporting and discouraging remediation by the entities. Additionally, the Bureau has abolished the Supervision Regions and centralized the Division.

⁸ Consumer Financial Protection Bureau, *Semi-Annual Report of the Consumer Financial Protection Bureau (March 2026)*, Section 3, pp. 35-27, https://files.consumerfinance.gov/f/documents/cfpb_semi-annual-report_spring-2025.pdf.

⁹ <https://www.consumerfinance.gov/about-us/newsroom/cfpb-supervision-division-releases-new-humility-pledge/>.

Objective 1.4: Implement and enforce consumer financial law consistently to ensure that markets, products, and services are fair, transparent, and competitive

Most of the public enforcement actions that were filed and resolved during the reporting period were under the tenure of former Director Chopra, and many of these actions constituted agency overreach that should never have been undertaken. Under the leadership of Acting Director Vought, the CFPB has terminated such orders and withdrawn from and dismissed multiple cases, as described in more detail below.

In April 2025, the CFPB rescinded its prior enforcement priorities to focus its enforcement resources on pressing threats to consumers, particularly servicemembers and their families, and veterans.¹⁰ The Bureau is focusing on actual consumer fraud, where there are identifiable victims with material and measurable consumer damages as opposed to matters based on the Bureau's perception that consumers made "wrong" choices. The Bureau is focusing on areas that are clearly within its statutory authority and not pursuing matters under novel legal theories, including of the CFPB's authority. The Bureau is avoiding duplicating similar oversight either at the federal or state level. The primary consumer enforcement tools are the disclosure statutes.

The CFPB's new priorities for enforcement include:

- Providing redress to servicemembers and their families, and veterans;
- Mortgages;
- Fair Credit Reporting Act (FCRA) and Regulation V data furnishing violations;
- Fair Debt Collection Practices Act (FDCPA) and Regulation F violations relating to consumer contracts and debts;
- Fraudulent overcharges and fees; and
- Inadequate controls to protect consumer information resulting in actual loss to consumers.

The CFPB is focusing on actual intentional discrimination with actual identified victims. Unlike in the past, it is not engaging in or facilitating unconstitutional racial classification or discrimination in its enforcement of fair lending law. That is, the Bureau is not engaging in redlining enforcement based solely on statistical correlation and/or stray remarks that may be susceptible to adverse inference.

During the reporting period, the CFPB closed approximately 40 percent of pending investigations consistent with its new enforcement priorities. Consistent with Executive Order 14281, concerning

¹⁰ Consumer Financial Protection Bureau, *Semi-Annual Report of the Consumer Financial Protection Bureau* (March 2026), Section 4, pp. 38-62, https://files.consumerfinance.gov/f/documents/cfpb_semi-annual-report_spring-2025.pdf.

disparate impact, the CFPB closed all elements of open enforcement investigations that relied on disparate impact liability. It also closed investigations involving deprioritized markets such as students and matters that were based on the perception that consumers made “wrong” choices rather than addressing actual fraud with identifiable victims with material and measurable damages. Notably, the CFPB closed its investigation into Credova Financial, LLC, which used innovative financial technology solutions to provide consumer financing to facilitate Americans exercising their Second Amendment rights. This investigation was not aimed at protecting consumers, but at suppressing activities protected by the First and Second Amendment. This investigation also represented precisely the kind of unconstitutional targeting that President Trump prohibited in his Executive Order on debanking.

Additionally, the CFPB has taken substantial steps between January 31 and September 30, 2025, to align then-pending public enforcement actions with the CFPB’s new enforcement priorities. The Bureau terminated or modified twenty final orders and dismissed or withdrew from nineteen actions filed under prior leadership that represented an expansion of the Bureau’s mandate. The Bureau has continued only those matters that align with its new priorities, and in these court actions, it has obtained favorable results for consumers, especially servicemembers and their families, and veterans. As of the end of the reporting period, the Bureau resolved two public enforcement actions and had 13 pending public enforcement actions in litigation. As of the end of calendar year 2025, the Bureau has resolved five additional public enforcement actions, leaving eight pending public enforcement actions.

Objective 1.5: Educate and empower consumers to make informed decisions about consumer financial products and services

One of the CFPB’s primary statutory functions is “conducting financial education programs.” The Consumer Financial Protection Act requires the CFPB’s Office of Financial Education with responsibilities to develop and implement initiatives to educate and empower consumers. Congress further mandated the CFPB’s Office of Financial Education to develop and implement a strategy to improve the financial literacy of consumers, and to provide opportunities for consumers to access activities and information on a broad range of financial capability topics.

To that end, the CFPB works to develop and implement relevant, effective, and responsive financial education programs and digital resources to improve the financial literacy of consumers. The CFPB maintains a suite of online resources that serve millions of adults and young people every year, explaining common money topics such as managing debt, saving, making large purchases (e.g., buying a car or home), and understanding credit scores, among other topics. In 2025, 14.2 million consumers used the CFPB’s educational resources. These educational resources span a broad range of

money topics such as credit, debt, savings, and borrowing, and they include sample letters, checklists, and guides. Ask CFPB¹¹ was the most widely used financial education resource on consumerfinance.gov, serving 9 million visitors with almost 11 million pageviews.

This year's key metrics for Ask CFPB included:

- More than 9 million visitors, with almost 11 million pageviews
- Top three topics were debt collection, mortgages, and credit reporting
- Ask CFPB links to nine of the ten most frequently downloaded financial education products
- 223 Ask CFPB pages were updated and published, and 46 pages were retired

The CFPB provides consumers with answers to frequently asked questions about consumer financial products and services over the telephone via a toll-free number. Representatives at the CFPB's U.S.-based contact centers answer consumers' inquiries, providing clear, unbiased answers and pointing them to CFPB-created tools like Ask CFPB. In 2025, on average, the CFPB received more than 54,000 telephone calls per month.

The CFPB also promotes financial literacy programs that equip servicemembers, veterans, underserved consumers, and older Americans with the tools to identify and avoid increasingly sophisticated fraud schemes. The CFPB Office of Servicemember Affairs is responsible for developing and implementing initiatives for servicemembers and their families intended to educate and empower servicemembers and their families to make better informed decisions regarding consumer financial products and services. The CFPB also coordinates efforts related to servicemembers among Federal and State agencies regarding consumer protection measures relating to consumer financial products. The CFPB Office for Older Americans develops goals for programs that provide seniors financial literacy and counseling. The CFPB also provides information, guidance, and technical assistance regarding the offering and provision of consumer financial products or services to traditionally underserved consumers and communities.

Among other initiatives in these areas, the CFPB offers training and informational webinars to provide financial education to specific populations, including older adults. The CFPB also offers training and performs outreach to educate and empower servicemembers and their families to make better informed decisions regarding consumer financial products and services.¹²

¹¹ <https://www.consumerfinance.gov/ask-cfpb/>.

¹² Consumer Financial Protection Bureau, *Semi-Annual Report of the Consumer Financial Protection Bureau* (March 2026), Section 2.2.2, pp. 27-29, https://files.consumerfinance.gov/f/documents/cfpb_semi-annual-report_spring-2025.pdf.

Goal 2: Reduce Unwarranted Regulatory Burdens

Objective 2.1: Systemically identify and address outdated, unnecessary, or unduly burdensome regulations that increase costs to consumers

The CFPB has adopted a robust deregulatory agenda focused on reversing regulatory overreach, streamlining existing regulations, and eliminating unjustified regulatory burdens.¹³ Regulatory actions under Acting Director Vought have been guided by several executive orders, including Executive Order 14219, titled “Ensuring Lawful Governance and Implementing the President’s ‘Department of Government Efficiency’ Deregulatory Initiative.” Consistent with Executive Order 14219, the Bureau has reviewed its regulations for consistency with law and the Administration’s policy. The Bureau also has considered the deregulatory ideas provided by the public in response to a deregulatory request for information published by the Office of Management and Budget earlier in 2025.

On April 11, 2025, consistent with Executive Order 13891, titled “Promoting the Rule of Law Through Improved Agency Guidance Documents,” Acting Director Vought issued an internal memorandum prohibiting improper use of guidance by the CFPB and directing a review of all guidance material previously produced. The Bureau began a process to rescind or withdraw a number of final rules, proposed rules, and guidance documents issued since the CFPB assumed its functions in 2011. Following this memorandum, on May 12, 2025, the CFPB published Interpretive Rules, Policy Statements, and Advisory Opinions, Withdrawal, which withdrew eight policy statements, seven interpretive rules, 13 advisory opinions, and 39 other guidance documents. The document also made clear that it is the CFPB’s current policy to avoid issuing guidance except where necessary and where compliance burdens would be reduced rather than increased.

Objective 2.2: Prevent regulatory overreach and ensure effective use of regulatory resources

The CFPB’s robust deregulatory agenda aims to reduce regulatory burden on regulated entities and remove unnecessary regulations. One example of current work to reduce regulatory burden involves reducing the burden associated with CFPB supervision by amending rules that define nonbank larger participants. The CFPB is also focused on eliminating duplicative supervision by coordinating

¹³ CFPB, *Semi-Annual Report*, Section 2.1, pp. 8-24.

supervisory activities with federal and state regulatory agencies when possible and exploring various methods to ensure effective use of regulatory resources.

In FY 2025, the CFPB stopped pursuing novel legal theories in its supervisory and enforcement work. Instead, the CFPB has focused its supervisory and enforcement efforts on identifying and remedying tangible harms that are clearly within the CFPB's statutory authority, and on collaborative efforts with entities to resolve problems so that there are measurable benefits to consumers. The CFPB has taken substantial steps to put a stop to enforcement actions under prior leadership that constituted agency overreach.¹⁴ The CFPB closed approximately 40 percent of the CFPB's pending investigations consistent with the CFPB's new enforcement priorities. From January 31 through September 30, 2025, the CFPB dismissed or withdrew as plaintiff in 19 public enforcement actions, terminated or modified a pending final order, or issued a no-action letter, in 20 actions, and resolved two public enforcement actions. As of the end of calendar year 2025, the Bureau has terminated two additional final orders and resolved five additional public enforcement actions. The actions resolved in 2025 included three separate actions that addressed violations of the Military Lending Act and other statutory protections of servicemembers.

The CFPB was able to close 1,477 of its 1,946 outstanding Supervisory Actions (approximately 76 percent), either because the entity demonstrated that it had sufficiently addressed the Supervisory Action, or because the Supervisory Action was based on findings that no longer align with new Bureau priorities. Some of these Actions went back to 2012, requiring continuing reporting and administrative work by entities focusing on decade plus-old issues. The Bureau notified entities through Closeout Letters, which Supervisory Actions were closed, that any prior communications regarding violations were null and void, and that they were no longer required to provide any additional information or reporting on those Actions. This provided certainty to supervised entities that a matter was truly closed, unlike prior leadership's open-ended communications which suggested that the Bureau can come back anytime to revive the matter.¹⁵

In addition, the Bureau began a review of all open examinations to assess whether the exam scope and preliminary findings were in alignment with new priorities. Those exams that did not align were closed, and the entities were notified via Closeout Letter that any prior communications by the examination team regarding any potential findings, violations of law, or compliance management deficiencies, are void. As of the end of 2025, this review resulted in the closure of 66 of 80 open exams.¹⁶

¹⁴ CFPB, *Semi-Annual Report*, Section 4, pp. 35-44.

¹⁵ CFPB, *Semi-Annual Report*, Section 3, p. 36.

¹⁶ CFPB, *Semi-Annual Report*, Section 3, p. 36.

The CFPB has also changed its approach to fair lending matters.¹⁷ The Bureau no longer uses disparate impact in its supervision and enforcement work and no longer consults with financial institutions regarding special purpose credit programs that rely on race, national origin, or sex. Instead, we prioritize combatting intentional discrimination and debanking. Supervision reviewed open fair lending examinations and Matters Requiring Attention to ensure alignment with new priorities and closed those that did not.¹⁸ Similarly, the CFPB terminated all pending final orders and closed all elements of open enforcement investigations that relied on disparate impact liability.

¹⁷ CFPB, *Semi-Annual Report*, Section 5, pp. 63-65.

¹⁸ CFPB, *Semi-Annual Report*, Section 3, pp. 35-36.

Goal 3: Strengthen our Governance and Culture

Objective 3.1: Ensure accountability, streamline organizational resources, and eliminate waste

The CFPB has made significant strides towards eliminating waste, ensuring accountability, and streamlining organizational resources in its budget process. The approved budget for FY 2025 was \$806,408,352, reflecting former Director Chopra's estimates of the resources needed for the CFPB to carry out its mission.¹⁹ The previous administration requested \$494,000,000 from the Federal Reserve in the first two quarters of FY 2025.

Beginning in February 2025, the Office of Finance and Procurement (OFP) implemented efforts to dramatically increase efficiencies and reduce unnecessary spending throughout the agency. The initiatives included drastically reducing the CFPB's non-pay spending and initiating a wholesale review of CFPB contracts to maintain only those necessary to support the CFPB's statutory requirements and the public interest. This resulted in overall total FY 2025 non-pay outlays of \$209.1M representing a tangible reduction of \$70.9M (25.3%) relative to FY 2025 \$280M planned budget (despite the effort beginning mid-year). This is in addition to a \$45.2M (8.6%) reduction in pay outlays from attrition.

The Office of Technology and Innovation (T&I) made better use of enterprise platforms by eliminating the use of at least 12 technologies, including duplicative technologies for hosting web-based video conferences. T&I also partnered with Enforcement to streamline eDiscovery platforms. To streamline the CFPB's resources, T&I reduced contractor headcount by over 60%. T&I reduced the FY 2025 non-pay outlays by ~25% relative to FY 2025 plan.

In FY 2025, the Office of Administrative Operations (Admin Ops) team delivered significant fiscal savings and operational efficiencies through aggressive footprint reduction and process optimization. A primary driver was the successful termination of leases for all four regional offices (New York, Atlanta, Chicago, and San Francisco), alongside the decommissioning of workspace at 1700 G Street. These efforts, which included assessing 98% of workspaces for personal property and records, contributed to a 52% reduction in the Admin Ops budget, reducing costs from \$41.9M to \$20.3M (\$21.6M in savings) by transitioning contracts to GSA, terminating leases/contracts, and eliminating underutilized services.

Securing Bureau assets, protecting staff, and maintaining a trusted workforce remained a top priority. Admin Ops updated the Physical Security Policy and Facility Security Plan to align with EO 14111

¹⁹ CFPB, *Semi-Annual Report*, Section 9, pp. 78-80.

and Interagency Security Committee standards. Operationally, the team adjudicated over 1,300 background investigations, enrolled nearly 1,400 federal and contractor staff into the FBI's Rap Back and continuous vetting program as part of government's Trusted Workforce mandate, and maintained a 98% compliance rate for Personal Identity Verification (PIV).

Despite a record-breaking 38% surge in FOIA requests (reaching an all-time high of 1,330), Admin Ops increased processing volume by 27% while maintaining an impressive one-day average turnaround for regular requests. These results were supported by a robust training program for SMEs and new hires to improve search quality. In recognition of this work, the CFPB FOIA Team was one of only two teams government-wide to receive the prestigious Department of Justice Award for Exceptional Service by a Team of FOIA Professionals, presented in March 2026²⁰. Additionally, records management was bolstered by relaunching annual training, achieving a 94% completion rate among Senior Officials and 83% for staff.

Finally, Admin Ops optimized library and research contracts by reducing underutilized subscriptions by 52%, saving nearly \$2M. To ensure long-term sustainability and transparency, a new chargeback model was developed to transfer remaining subscription budgets directly to the divisions, driving greater accountability for resource usage.

Objective 3.2: Leverage technology to deliver faster, more secure services

T&I continues to provide employees with fast and secure technology solutions including maintaining 100% network uptime throughout FY 2025. T&I replaced the CFPB's Wiki that resided on insecure, outdated software with modern, SharePoint based Intranet. The CFPB website was migrated to a modernized cloud platform providing a lower cost hosting environment and closing over 40 open security vulnerabilities. T&I fully implemented Zero Trust Architecture network solution, which replaced legacy virtual private network and set up the CFPB to have significantly lower network costs in future years. Additionally, T&I completed security authorization process for at least ten technology platforms, closing numerous security vulnerabilities.

Objective 3.3: Foster a merit-based federal workforce

The CFPB implemented several executive orders, including Executive Order 14151, Ending Radical and Wasteful Government DEI Programs and Preferencing; Executive Order 14168, Defending Women from Gender Ideology Extremism and Restoring Biological Truth to the Federal Government; and Executive Order 14173, Ending Illegal Discrimination and Restoring Merit-Based

²⁰ <https://www.justice.gov/oip/blog/justice-department-recognizes-foia-professionals-during-sunshine-week>.

Opportunity. The CFPB conducted a comprehensive review of its operations to root out unlawful diversity, equity, and inclusion (DEI) practices in compliance with Executive Orders 14151 and 14173.²¹

During the reporting period, CFPB disbanded its DEI-related groups and committees, cancelled all DEI-related trainings, removed or modified DEI-related content from its website, and terminated DEI-related performance requirements for employees. The CFPB reviewed and updated all Bureau policies, forms, employee position descriptions, and internal and external web pages to ensure compliance with Executive Order 14168. The CFPB also disabled information technology features allowing users to enter their pronouns in their email addresses, and it removed gender identity-based signage from restrooms in CFPB facilities. The CFPB continued its efforts to faithfully implement President Trump's directives concerning DEI and gender-related activities. For example, the Bureau continued to make appropriate updates to its regulations, including ensuring that they reflect the correct usage of the term "sex" instead of "gender."

The CFPB reviewed its contracts to streamline processes, enhance speed and efficiency, and reduce costs.²² The CFPB terminated any budgeted line items and active contracts with DEI-related purposes. The CFPB removed DEI-related contract terms from all active contracts and solicitations. In place of these provisions, CFPB drafted the following clause for inclusion in all new contracts:

Certification of Anti-Discrimination Laws. The contractor shall comply with all applicable Federal anti-discrimination laws. This compliance is material to CFPB's payment decisions for purposes of section 3729(b)(4) of title 31, United States Code. Through acceptance and performance of this contract, the contractor certifies that it does not operate any programs promoting DEI that violate any applicable Federal anti-discrimination laws.

Moreover, the CFPB continued to fulfill its responsibilities under applicable law, including Section 342 of the Dodd-Frank Act, by ensuring vendors had a fair opportunity to compete for CFPB business opportunities and identifying the best contractors to support the CFPB's mission and operations. The CFPB also continued to recruit, hire, and retain the highest quality workforce based on merit, consistent with Executive Order 14173, Ending Illegal Discrimination and Restoring Merit-Based Opportunity.

The CFPB continued to provide employees and applicants with disabilities access to reasonable accommodation and services required to perform essential job functions. The CFPB also continued its

²¹ Consumer Financial Protection Bureau, *Semi-Annual Report of the Consumer Financial Protection Bureau (March 2026)*, Section 1.1, pp. 5-6, https://files.consumerfinance.gov/f/documents/cfpb_semi-annual-report_spring-2025.pdf.

²² CFPB, *Semi-Annual Report*, Section 1.2, pp. 6-7.

section 508 Information and Computer Technology program to ensure that the Bureau's programs and services remain accessible to employees and the public as required by law.