

# Fiscal Years 2026-2027 Annual Performance Plan

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## **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- Outdated, unnecessary, or unduly burdensome regulations are regularly identified and addressed in order to reduce unwarranted regulatory burdens;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).

## **About the Annual Performance Plan for Fiscal Years 2026 and 2027**

The FY 2026-2027 Annual Performance Plan (APP) identifies performance measures and targets to support the goals of the CFPB’s Strategic Plan for FY 2026-2030, which the agency released in April 2026.<sup>1</sup> The APP establishes the Bureau’s performance priorities and translates the long-term direction of the strategic plan into specific, measurable outcomes that will guide execution and measure progress over time.

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

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<sup>1</sup> The CFPB’s current Strategic Plan is available at: [https://files.consumerfinance.gov/f/documents/cfpb\\_strategic-plan\\_fy2026-fy2030.pdf](https://files.consumerfinance.gov/f/documents/cfpb_strategic-plan_fy2026-fy2030.pdf)

## Goal 1: Address Pressing Threats to Consumers

### Objective 1.1: Guarantee fair banking for all Americans

#### Strategies:

- Partner with other financial regulators and the Department of Justice on its Debanking Task Force to deploy a comprehensive strategy to combat politicized or unlawful debanking activities.
- Remove the use of reputational risk or equivalent concepts that could result in politicized or unlawful debanking from guidance documents, manuals, and other materials used to regulate or examine financial institutions.
- Review supervisory and complaint data, and create a channel for external feedback, to identify financial institutions subject to the CFPB’s jurisdiction that have had any past or current, formal or informal, policies or practices that require, encourage, or otherwise influence such financial institution to engage in politicized or unlawful debanking and to take appropriate remedial action, to the extent authorized and consistent with applicable law.

| Objective 1.1 Measures   | Target    |
|--|-----------|
| 1.1.1: Percent of fair lending stakeholder engagements that raise awareness of debanking issues  | Baseline  |
| 1.1.2: Percent of reports with fair lending-related content that raise awareness about debanking issues  | Baseline  |
| 1.1.3: Percent of financial education content developed for consumers and industry groups in the fiscal year that raises awareness of debanking issues | Baseline  |
| 1.1.4: Evaluate and report on any new issues related to debanking identified in the Consumer Response Annual Report to Congress                        | 100%      |
| 1.1.5: Number of supervisory events that include debanking in the scope of review  | No target |

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

**Strategies:**

- Collect, investigate, and respond to consumer complaints for financial products and services to identify risks to consumers and promote the proper functioning of such markets.
- Implement new measures that identify and remove improper submissions to the Bureau's complaint system thereby focusing attention and resources toward addressable concerns raised by consumers.
- Research, analyze, and report on developments in markets for consumer financial products or services, including emerging market areas of alternative products or services with high growth rates and potential risk to consumers.
- Provide financial institutions, service providers, and other entities with tools and resources to support implementation and compliance with consumer financial protection laws, while responsibly encouraging innovation.

| Objective 1.2 Measures  | Target   |
|---|----------|
| 1.2.1: Number of days to route complaints to company  | 2 days   |
| 1.2.2: Percent of company responses that are timely   | 98%      |
| 1.2.3: Percent of companies analyzed on response performance (above threshold)  | 85%      |
| 1.2.4: Percent of complaints submitted by consumers with verified email and phone   | Baseline |
| 1.2.5: Number of reports released with analysis of consumer complaints and other market monitoring information that identify and report on existing or emerging risks to consumers impacting servicemembers, veterans, and their families | Baseline |
| 1.2.6: Number of reports released with analysis of consumer complaints and other market monitoring information that identify and report on existing or emerging risks to consumers impacting older Americans and their families           | Baseline |
| 1.2.7: Number of research and monitoring reports or initiatives to inform the CFPB's or public's understanding about the impact of fraud on American consumers  | Baseline |

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

**Strategies:**

- Minimize duplicative supervision or supervision outside of the CFPB’s authority, including supervision under novel legal theories that attempt to expand the CFPB’s jurisdiction.
- Focus supervision resources on institutions and their product lines that pose the greatest risk to consumers based on the nature of the product, field and market intelligence, and the size of the institution and product line.
- Collaborate with supervised entities to resolve problems so that there are measurable benefits to consumers.
- Shift the focus of supervisory activity to depository institutions, as opposed to non-depository institutions.
- Coordinate exams’ timing with prudential regulators and state bank regulatory authorities when feasible to maximize resources and minimize duplicative supervision.

| Objective 1.3 Measures   | Target    |
|--|-----------|
| 1.3.1: Percent of Calendared Supervisory Events scheduled in Institution Product Lines that pose elevated risk, as determined through the Bureau’s risk-based prioritization process | 60%       |
| 1.3.2: Percent of Calendared Supervisory Events resolved using Supervisory tools   | No target |
| 1.3.3: Average calendar days following a Supervisory Action’s due date that it takes Supervision to review and make a decision on the entity’s response to a Supervisory Action      | Baseline  |

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

Strategies:

- Ensure that the CFPB’s enforcement activities do not go beyond its statutory mandate.
- Provide oversight and enforcement of federal fair lending laws without engaging in or facilitating unconstitutional racial classification or discrimination.
- Prioritize enforcement resources on pressing threats to consumers and on actual consumer harm, where there are identifiable victims with material and measurable consumer damages.
- Focus on protecting servicemembers, their families, and veterans, providing redress for harm.
- Minimize duplicative enforcement, where state regulators, law enforcement authorities, or other federal regulators are currently engaged in or have concluded an investigation into the same matter.
- Promote the use of technology solutions to ensure compliance with federal consumer financial laws.

| Objective 1.4 Measures  | Target    |
|---|-----------|
| 1.4.1: Percent of all public enforcement actions (that were not voluntarily dismissed or withdrawn) that were successfully resolved through litigation, a settlement, issuance of a default judgment, or other means              | 85%       |
| 1.4.2: Total amount of consumer relief obtained, either through a collaborative approach or ordered as a result of public enforcement actions   | No target |
| 1.4.3: Percent of distributed funds claimed by victims (cash rate)  | 80%       |
| 1.4.4: Percent of administrative costs across cases with distributions from the Civil Penalty Fund  | < 4%      |
| 1.4.5: Percent of allocated funds distributed to victims (as opposed to consumer education) from the Civil Penalty Fund   | 100%      |
| 1.4.6: Percent of all fair lending public enforcement actions (that were not voluntarily dismissed or withdrawn) that were successfully resolved through litigation, a settlement, issuance of a default judgment, or other means | 85%       |
| 1.4.7: Number of public enforcement actions focused on protecting servicemembers and their families, and veterans   | No target |
| 1.4.8: Percent of HMDA regulatory guidance inquiries answered within the prescribed timeframe reflected in the service level agreements specified in the HMDA SOP   | 85%       |

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

**Strategies:**

- Research, analyze, and report on consumer awareness, understanding, and use of disclosures and communications regarding consumer financial products or services as well as consumer behavior with respect to such products or services.
- Facilitate the collection, monitoring, and response to consumer complaints and inquiries regarding consumer financial products and services.
- Develop and implement relevant, effective, and responsive financial education programs and digital resources to improve the financial literacy of consumers.
- Promote financial literacy programs that equip consumers, particularly servicemembers, veterans, and older Americans, with the tools to identify and avoid increasingly sophisticated fraud schemes.

| Objective 1.5 Measures   | Target   |
|--|----------|
| 1.5.1: Number of users of the CFPB's online educational resources  | Baseline |
| 1.5.2: Percent of engaged users on CFPB's online educational tools and resources   | Baseline |
| 1.5.3: Finalize a comprehensive plan to advance financial education initiatives for servicemembers and their families, older adults, and youth   | Baseline |
| 1.5.4: Develop and maintain targeted educational materials about fraud and scams and optimize to increase artificial intelligence visibility   | Baseline |
| 1.5.5: Work with the Financial Literacy and Education Commission (FLEC) to update their national strategy  | Baseline |
| 1.5.6: Develop financial education resources related to Trump Accounts to teach how investing early is a wise strategy for reaching financial goals, to build youth financial skills, and to bolster the long-term success of Trump Accounts | Baseline |
| 1.5.7: Average number of monthly CFPB website engaged users for financial education content related to fraud and scams   | Baseline |

## Goal 2: Reduce Unwarranted Regulatory Burdens

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

Strategies:

- Engage in rulemaking, where appropriate, to address unwarranted regulatory burdens.
- Review individual regulations or parts of regulations to identify opportunities for clarification, modernization, and streamlining.
- Evaluate the potential benefits and costs of contemplated regulations.
- Create meaningful channels for feedback with respect to existing regulations and alternative approaches to regulation.
- Conduct empirical assessments to evaluate the effectiveness of significant CFPB rules in achieving the purposes and objectives of 12 U.S.C. § 5511 and the specific goals stated by the CFPB.

| Objective 2.1 Measures  | Target |
|---|--------|
| 2.1.1: Percent of proposed or final rules published that were significant deregulatory actions  | 85%    |
| 2.1.2: Percent of significant rules that are quantitatively evaluated for costs and benefits using large, representative, and timely data | 100%   |
| 2.1.3: Percent of statutorily required regulatory assessments or reviews conducted during the fiscal year                                 | 100%   |

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

### Strategies:

- Minimize regulatory burden by eliminating duplicative supervision or supervision outside of the CFPB's authority.
- As appropriate, share information, coordinate activity, and promote best practices with fellow supervisory and law enforcement agencies to ensure the most effective use of resources.

| Objective 2.2 Measures   | Target    |
|--|-----------|
| 2.2.1: Number of policy actions, including proposed or final rules, aimed at refining the scope of supervisory activity  | Baseline  |
| 2.2.2: Percent of investigative information shared with other agencies within 30 days, once information sharing is approved by the Director or their delegate    | 90%       |
| 2.2.3: Percent of public enforcement actions filed in which coordinated or joint action is taken with other federal or state regulators/law enforcement agencies | No target |

## Goal 3: Strengthen Our Governance and Culture

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

Strategies:

- Mature and maintain a culture of transparency and continuous improvement to support the highest and best use of resources and minimize the risk of waste, fraud, and abuse.
- Articulate expected outcomes for agency programs during the strategic planning and budget formulation processes, track impact, and report results to the American public, Congress, and the President.
- Ensure contracts go to high performing recipients and hold contractors accountable.
- Assess the CFPB's real estate needs and right size the Bureau's footprint.

| Objective 3.1 Measures  | Target             |
|---|--------------------|
| <b>3.1.1:</b> Percent of total budget lines with cost savings year-over-year, adjusted for Employment Cost Index  | 10%                |
| <b>3.1.2:</b> Percent of budget planned to actuals variance year-over-year  | < 3% variance      |
| <b>3.1.3:</b> Percent of contracts fully compliant within 90 days with all FAR required end-of-contract and/or end-of-period of performance closeout steps (e.g., CPARs, final invoice acceptance, deobligations, etc.) | 100%               |
| <b>3.1.4:</b> Average time to hire / time to onboard after hiring action has been placed in the HRIS based on OPM's existing and/or revised model   | 80 days            |
| <b>3.1.5:</b> Average time to offboard departing employees  | 14 days            |
| <b>3.1.6:</b> Percent of the CFPB's annual ethics training program that complies with the Office of Government Ethics requirements for training employees who file public and confidential disclosure reports           | 100%               |
| <b>3.1.7:</b> Response timeframe for FOIA requests: <ul style="list-style-type: none"> <li>• Simple requests processed within 20 days</li> <li>• Complex requests processed in under 30 days</li> </ul>                 | 90%<br>+10% / year |

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

### Strategies:

- Ensure the Bureau is implementing secure, digital-first services.
- Consolidate and standardize systems, while eliminating redundancies.
- Maintain agile enterprise systems that enable efficient operations and effective mission delivery.
- Expand the use of Federal shared services to streamline administrative functions and leverage cross-government expertise.
- Assess CFPB’s digital footprint to address any confusing government websites.

| Objective 3.2 Measures   | Target |
|--|--------|
| 3.2.1: Percent complete of scheduled retirement of on-premise servers and migration of CFPB technologies to cloud environments | 50%    |
| 3.2.2: Percent of CFPB systems operating with an Authority to Operate  | 90%    |
| 3.2.3: Percent compliance with cybersecurity and privacy training requirements   | 99%    |
| 3.2.4: Percent reduction in open Plan of Action and Milestones for CFPB systems  | 35%    |
| 3.2.5: Percent reduction in number of contractors needed to support CFPB technologies  | 60%    |
| 3.2.6: Percent of CFPB employees who are PIV-enforced  | 100%   |

### Objective 3.3: Foster a merit-based federal workforce

#### Strategies:

- Implement all Presidential directives pertaining to employee performance and accountability.
- Revise the Bureau’s performance and compensation systems to identify and reward high performers and appropriately address issues of low performers.
- Recruit, hire, and retain employees based on merit and skills and hold employees accountable for results aligned with Bureau priorities.
- Identify and eliminate unlawful diversity, equity, and inclusion practices.
- Realign the organization to eliminate non-essential roles, streamline functions, and optimize resources for core mission delivery.

| Objective 3.3 Measures  | Target |
|---|--------|
| 3.3.1: Percent of employee performance plans executed on time                             | 95%    |
| 3.3.2: Percent of performance plans reviewed for alignment with CFPB strategic objectives | 100%   |