

CFPB FinEx Webinar: Tips to Help Your Clients Get Smart About Credit

Webinar | October 2021



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CFPB's mission

The Consumer Financial Protection Bureau (CFPB) 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.

When you join CFPB FinEx

- Receive updates on research, tools, and webinars via e-mail
- Engage with a network of over 30,000 financial practitioners
- Discuss news, research, and best practices with more than 3,500 practitioners on our Linked-In discussion group
- Stay up to date with 10 to 20 webinars a year
- Attend regional meetings and conferences
- Get to know CFPB presenters who can work with your organization

<https://www.consumerfinance.gov/consumer-tools/educator-tools/adult-financial-education/join-cfpb-finex-network/>

Managing and protecting money during COVID-19

Protecting your finances during the coronavirus pandemic

The CFPB is committed to providing consumers with up-to-date information and resources to protect and manage their finances during this difficult time.



[Español](#) | [中文](#) | [Tiếng Việt](#) | [한국어](#) | [Tagalog](#)

Resources to help you make financial decisions

Mortgage and housing assistance

If you're concerned about how to pay your mortgage or rent, we have information on what to do now, and what your options are for mortgage and rental relief.

[Learn about mortgage and housing assistance](#)

Managing your finances


We have resources to help you protect and manage your finances if you are facing financial difficulties as a result of the pandemic.

[See resources to help manage your finances](#)

FEDERAL CORONAVIRUS RESOURCES

White House Coronavirus Task Force

Information about COVID-19 from the White House Coronavirus Task Force in conjunction with CDC, HHS, and other agency stakeholders.

[Visit coronavirus.gov](https://www.whitehouse.gov/coronavirus) 

Centers for Disease Control and Prevention

The latest public health and safety information for United States consumers and the medical

Online resources for practitioners

Resources for Practitioners

If you are a financial practitioner, educator or other professional who helps consumers plan and manage their money, these financial education tools and programs are for you.



Our free practitioner resources are designed to help professionals teach and encourage financial capability, on a wide range of consumer topics, from childhood through retirement.

Resources for the people you serve

Share these resources with people or groups you work with to help them improve their financial understanding and well-being.

- [Underserved or economically vulnerable consumers](#)
- [Multilingual communities and newcomers](#)
- [Adults](#)
- [College students and student loan borrowers](#)

Resources for your profession or organization

Tools and materials you can use to strengthen your professional programs and offerings.

- [Resources for employers](#)
- [Resources for financial coaches](#)
- [Resources for libraries and librarians](#)
- [Resources for social services, housing and nonprofits](#)

CONNECT WITH US

Join the CFPB Financial Education Exchange (CFPB FinEx) to get the latest news, invitations to webinars, and to learn from your peers.

Email address

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FURTHER READING

Resources for working with adults

Financial education for adults

We help you help the people you serve. For adult financial educators, the tools here show our latest thinking on consumer financial behavior and effective financial education practices.

Financial well-being

Following a rigorous research effort, the CFPB defined financial well-being and developed and tested a scale to measure it. Then, we conducted a national survey to measure financial well-being in America. Explore the resources below to find out more.

[Understand and use the financial well-being scale](#)

[Use our online questionnaire with clients](#)

Money motivations

Bridging the gap between a person's intentions and their behavior can be a challenge for financial education practitioners. Our tools can help you understand and harness emotions and relationships that influence money decisions.

[Incorporate money motivations into your practice](#)

Five principles of effective financial education

The five principles build on insights about how people make financial decisions, marshalled from many fields of study, and on what we have learned about consumers' own experiences in the financial marketplace.

[Read the report](#)

Webinar training

View our growing library of webinars or read the transcripts. Each webinar is added to the archive a few weeks after its presentation date.

[Explore past webinars](#)

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CONNECT WITH OTHERS

We also invite you to join our discussion group on LinkedIn, where we regularly post research, reports, and discussion topics.

[Join Financial Education Discussion Group](#)

www.consumerfinance.gov/consumer-tools/educator-tools/adult-financial-education/join-cfpb-finex-network/



Consumer Financial
Protection Bureau

CFPB FinEx webinar info and archives

CFPB Financial Education Exchange (CFPB FinEx)

CFPB FinEx is a place where financial educators, practitioners, counselors, researchers, and others can share information and best practices, learn from one another, advance their work, and see what CFPB is doing to help consumers.

Explore our training webinars to help you improve your practice, as well as our tools and resources that you can share with clients.

Webinar archive

Date	Description	Action
August 18, 2021	Helping clients who are experiencing housing insecurity	Watch Read transcript Download slides (CFPB & Treasury HUD)
May 20, 2021	New resources for older Americans	Watch Read transcript Download slides

consumerfinance.gov/consumer-tools/educator-tools/adult-financial-education/cfpb_finex

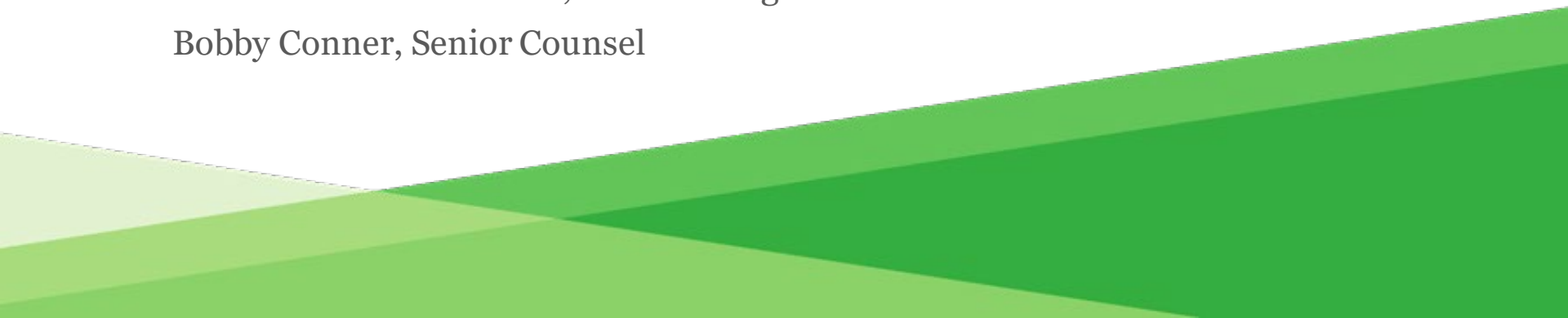
Key links for you

- Protecting Your Finances During the Coronavirus Pandemic:
consumerfinance.gov/coronavirus
- To order free, bulk copies of CFPB publications:
<http://promotions.usa.gov/cfpbpubs.html>
- To sign up for the CFPB Financial Education Exchange:
CFPB_FinEx@cfpb.gov
- To sign up for the CFPB Financial Education Discussion Group:
linkedin.com/groups/5056623
- CFPB Resources for Financial Educators webpage:
consumerfinance.gov/adult-financial-education

Credit Inclusivity: New CFPB resources for consumers and small businesses

*CFPB FinEx Network
October 21, 2021*

Consumer Financial Protection Bureau
Office of Fair Lending and Equal Opportunity
Patrice Alexander Ficklin, Fair Lending Director
Bobby Conner, Senior Counsel



Inclusive credit matters

- **For consumers and small businesses**
 - **Resources for consumers:** The CFPB's updated "Know your rights" brochures on the Equal Credit Opportunity Act (ECOA) with information and resources on credit discrimination.
 - **Resources for small businesses:** CFPB's new small business landing page with information and resources for both new and existing small business owners and details on how to tell the CFPB about your own experiences in applying for and obtaining small business loans.

Consumer rights:

Credit discrimination is illegal and spotting credit discrimination

Protections under the Equal Credit Opportunity Act (ECOA)

- ECOA is a federal law that makes credit discrimination illegal and holds lenders responsible if they break the law.
- ECOA prohibits lenders from discriminating against people based on the characteristics listed below, which are considered “protected:”
 1. Race
 2. Color
 3. Religion
 4. National origin
 5. Sex (including sexual orientation and gender identity)
 6. Marital status
 7. Age (provided the applicant has the capacity to contract)
 8. The fact that all or part of the applicant’s income derives from a public assistance program; or
 9. The fact that the applicant has in good faith exercised any right under the Consumer Credit Protection Act.

ECOA Applicability & Scope

- ECOA applies to loans and **any type of credit** including:
 - Car loans
 - Credit cards
 - Home loans
 - Student loans
 - **Business loans**
 - Personal loans
- From the time a person applies for credit or a loan to when the account is closed, the person is protected from discrimination.

What lenders are prohibited from under the law

- Reject a credit application based on a consumer's protected characteristic
- Change the credit terms or conditions based on a consumer's protected characteristic
- Ask if the consumer receives alimony, child support, or separate maintenance payments
- Ask if the consumer is widowed or divorced
- Ask for information about a consumer's spouse, like the spouse's income
- Treat a consumer differently based on age
- Refuse to consider public assistance income the same way as other income

Warning signs of discrimination

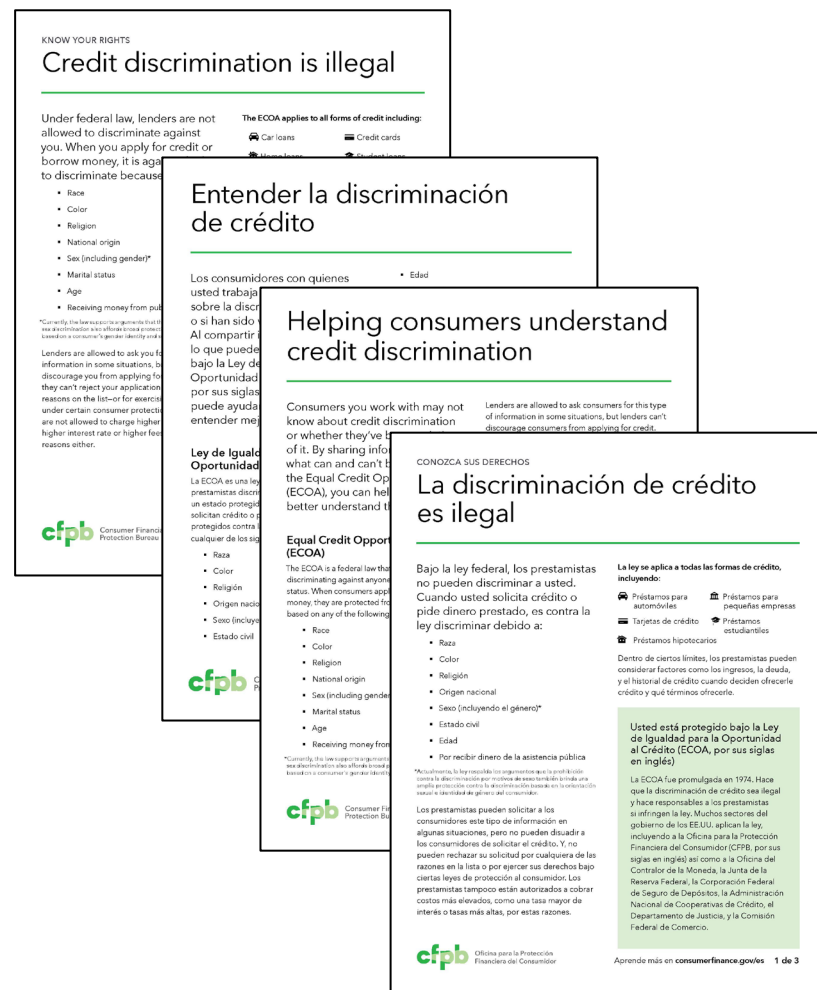
- Pay attention to whether the consumer is:
 - Treated differently in person than on the phone or online
 - Discouraged from applying for credit
 - Heard the lender make negative comments about race, national origin, sex (including sexual orientation and gender identity), or other protected characteristics
 - Refused credit even though they qualify for it based on advertised requirements
 - Offered credit with a higher rate than they applied for, even though they qualify for a lower rate based on advertised requirements

Ways consumers can prepare before taking out a loan

- Do the research
- **Know their credit history**
- Ask questions about total costs
- Stay in control
- Be sure before signing

Know Your Rights Brochures

- The Bureau recently updated its brochures on lending discrimination, highlighting the protections afforded by ECOA.
 - “Credit discrimination is illegal” for consumers ([English](#) | [Español](#) | [繁體中文](#) | [Tiếng Việt](#) | [한국어](#) | [Tagalog](#) | [العَرَبِيَّةُ](#)).
 - “Helping consumers spot credit discrimination” for those who work with consumers ([English](#) | [Español](#) | [繁體中文](#) | [Tiếng Việt](#) | [한국어](#) | [Tagalog](#) | [العَرَبِيَّةُ](#)).
- The brochures are currently available in English, Spanish, Arabic, Chinese, Korean, Tagalog, and Vietnamese.



Small business lending:

Shining a light on small business lending

ECOA applies to small business loans

- Small businesses are primary job creators and wealth builders in communities across the country.
- Over 33% of small businesses closed at the height of the pandemic.
- Many small businesses struggled to access the small business relief funds Congress appropriated during the COVID-19 emergency, including minority and women-owned businesses.
- Failing to make small business lending accessible to all who qualify stifles innovation and competitiveness, and it hampers American entrepreneurship in our cities and suburbs, on our farms, and in all our communities.

The CFPB and small business lending rulemaking

- On Sept. 1, 2021, the CFPB issued a proposed rule to require covered financial institutions to collect and report to the Bureau data on applications for credit for small businesses, including those that are owned by women or minorities.
- If finalized, the rule would require lenders to disclose certain information about their lending to small businesses.
- This information would allow community organizations, researchers, lenders, and others to better support small business and community development needs.
- More information is available at: [Small business lending data collection rulemaking | Consumer Financial Protection Bureau \(consumerfinance.gov\)](https://www.consumerfinance.gov/small-business-lending-data-collection-rulemaking)

New CFPB Small business landing page

- In September 2021, the CFPB launched a new small business landing page with information and resources for new and existing small business owners.
- This page includes a new *Tell Your Story* portal, which lets small business entrepreneurs share their stories about applying for credit.
- The small business landing page:
<https://www.consumerfinance.gov/about-us/small-business-lending/>

Small Business Landing Page Live Demonstration

Consumer Reporting Markets

CFPB FinEx Webinar

October 21, 2021



COVID response

- Interagency statements on lending & loan mods
- CARES Act compliance
- Financial tools & info for consumers



Routinely check your reports

If you're dealing with loan or payment assistance programs or forbearance, routinely [check your credit reports](#) to make sure they are accurate and reflect your agreements. For example, if your lender agreed to let you skip one month's payment, make sure they didn't report it as delinquent or a missed payment.

There are other reports you may want to check too, such as reports that monitor your bank and checking account history, among others. The CFPB has a list of consumer reporting companies where you can learn more about which reports might be important to you, depending on your specific situation.

Report and dispute inaccurate information

If you find inaccurate information on your credit reports, use the [CFPB's step-by-step guide to dispute that information](#) with the credit reporting agency and the company that provided that information to them, also known as a furnisher.

Consumer reporting company list encourages consumers to request their reports...

Know your data: Our updated list of reporting companies

By Logan Herman and Jonah Kaplan - JAN 29, 2021

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You may know that your credit records, also known as consumer reports, affect your ability to get an affordable loan, a job, an apartment, or many other essentials of daily life. This includes credit reports through the three nationwide consumer reporting companies - Equifax, TransUnion, and Experian - as well as a number of other companies that collect your information and provide specialized consumer reports.

As a result of the COVID-19 pandemic, it's now more important than ever to ensure the information in your consumer reports is accurate. But, do you know where and how to request your consumer reports, and what to do once you've ordered them?

Over the past few years, we have updated and published a list of consumer reporting companies. It's not intended to be exhaustive, but our list includes many companies, and tips so you can decide for yourself which might be important to you.

Today, [we present you with an updated list](#). You can filter and search the list online. This year's list includes the following features:

- **Information on how to request a report.** Our list provides the latest company name and contact information for the three nationwide consumer reporting companies and dozens of specialty reporting companies. We sort the companies by market area, such as employment, tenant, bank, subprime, insurance, and medical.

CONSUMER FINANCIAL PROTECTION BUREAU | 2021

List of Consumer Reporting Companies



...so they can see & act on their information



Tenant screening tips for consumers

Errors in your tenant screening report shouldn't keep you from finding a place to call home

JUL 01, 2021

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Renting a home can be hard, with high demand, costly rent, and security deposits. Now, many people and families who struggled financially to hold onto their rental housing during the pandemic are having to search for new rental housing and are anxious about finding affordable and safe homes. Errors in your tenant screening report shouldn't hold you back from having a place to call home.

What is a tenant screening report?

How do I check for errors in my credit or tenant screening reports?

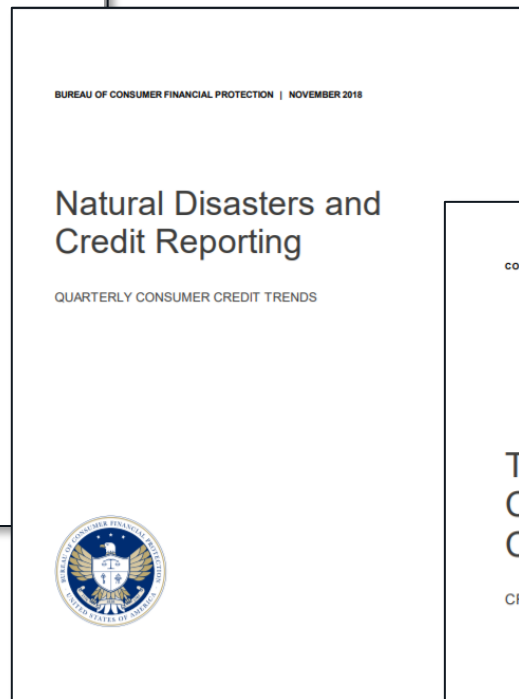
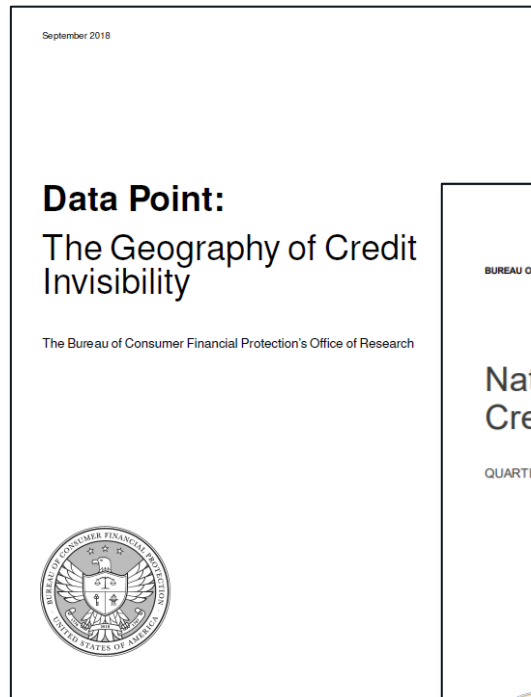
How do I request a copy of a tenant screening report?

If your rental application is rejected due to information in a tenant screening report, this is considered an "adverse action." Landlords are required to inform you of this "adverse action" and you have the right to request a free copy of the report from the tenant screening company the landlord used. Another example of an "adverse action" includes charging you a higher security deposit if a tenant screening report or credit report was used in that decision. The landlord is also required to tell you:

Market update on “alternative” data

1. OCC-Project REACh (“Roundtable for Economic Access and Change”)
2. Fannie Mae & rent payment data
3. California (SB-1157): Opt-in rent payment data sharing

Research reports (illustrative)



Research deep dive: Coverage of payment data in credit files

[< Blog](#)

New report explores the prevalence of actual payment information in consumer credit reporting

By [Logan Herman](#), [Jonah Kaplan](#), and [Austin Mueller](#) – NOV 12, 2020

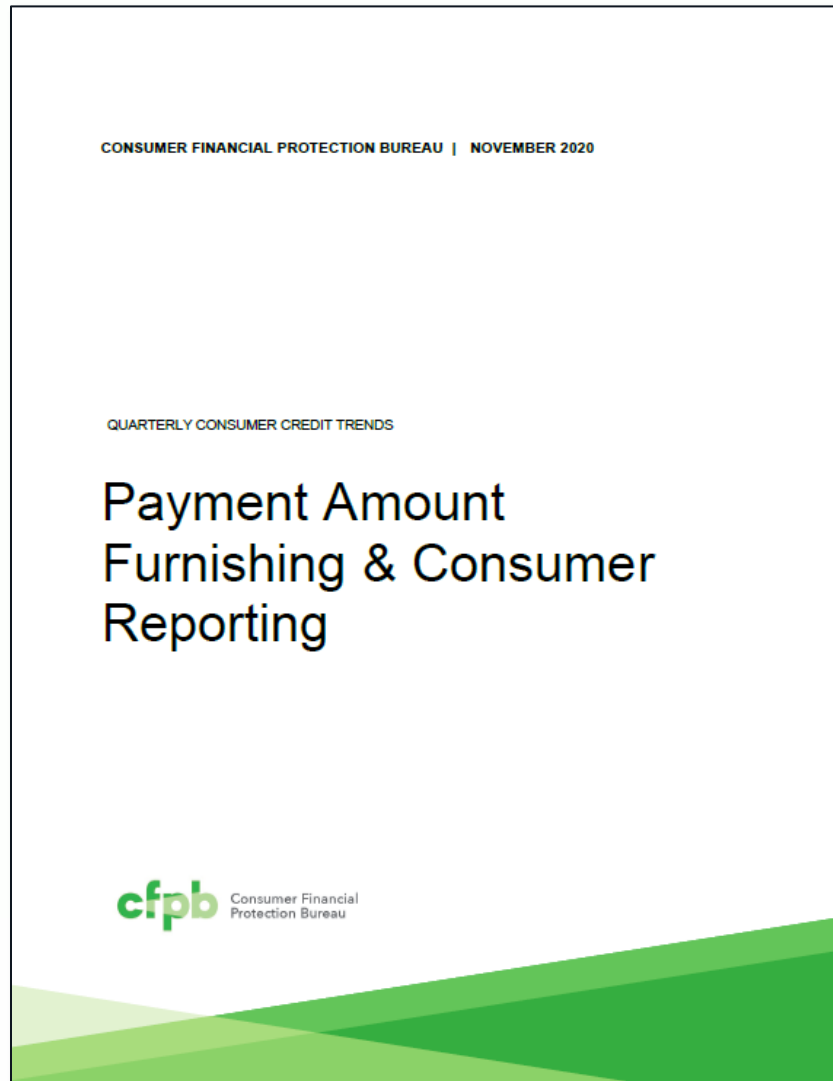
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Source:

<https://www.consumerfinance.gov/about-us/blog/new-report-explores-prevalence-actual-payment-information-consumer-credit-reporting/>.

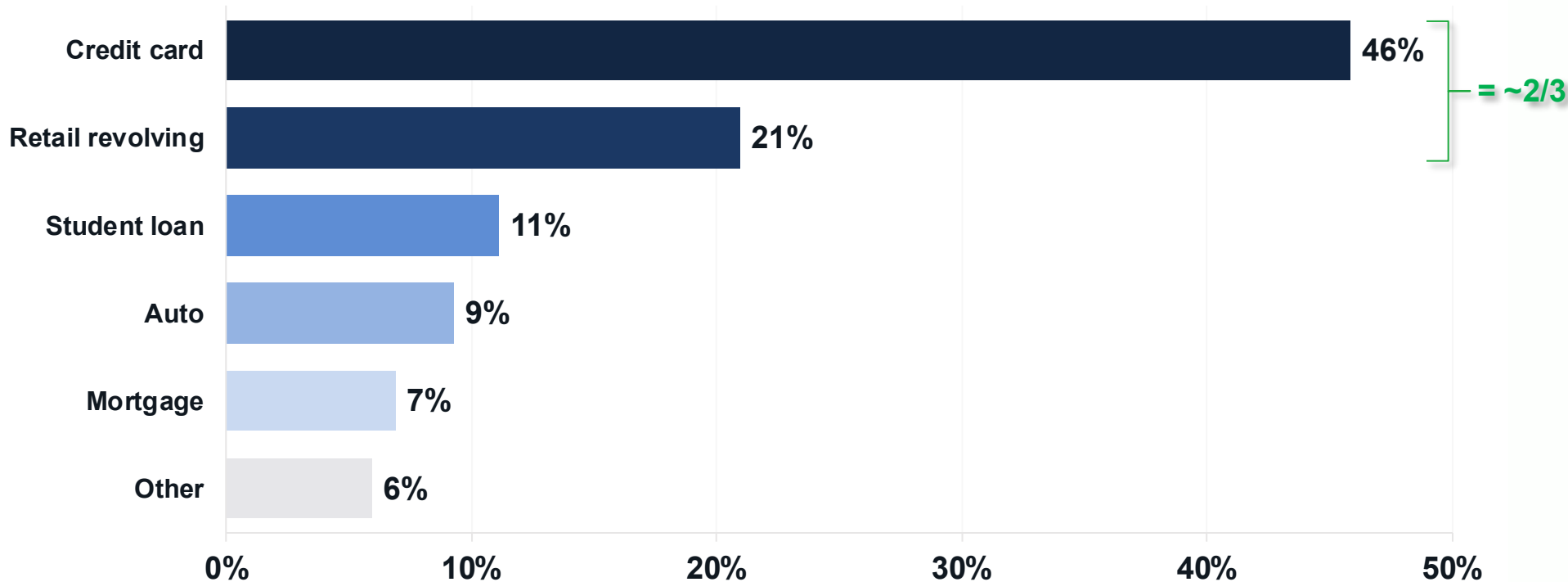
Research goals



1. Provide background & describe trends in the consumer reporting market related to actual payment information
2. Focus on changes in furnishing among the largest credit card issuers & explore possible business incentives that may account for the differences in furnishing behavior




Tradeline volume by loan type

FURNISHED TRADELINE VOLUME BY LOAN TYPE (MARCH 2020)



Source: Ibid.

Payment furnishing coverage by loan type

Loan Type	# of Tradelines (Millions)	Tradelines with Payment Amount Furnished (%)
Credit card	464	40% 
Retail revolving	212	71% 
Student loan	112	91%
Auto	94	91%
Mortgage	70	95%
Other	60	93%
All loan types	1,011	65% 

Source: Ibid.

A tale of two tradelines: Mortgage vs. Card (same FI)

Date Opened: 05/15/2015
Responsibility: Joint Account
Account Type: Mortgage Account
Loan Type: CONVENTIONAL
 REAL ESTATE
 MTG

Date Updated: 04/30/2018
Payment Received: \$4,038
Last Payment Made: 04/01/2018

Pay Status: Current; Paid or Paying as Agreed
Terms: \$4,038 per month, paid Monthly for 360 months

High Balance: High balance of \$723,600 from 11/2015 to 04/2018

	04/2018	03/2018	02/2018	01/2018	12/2017	11/2017	10/2017	09/2017	08/2017	07/2017
Balance	\$682,135	\$683,412	\$684,685	\$685,955	\$687,221	\$688,484	\$689,743	\$690,998	\$692,250	\$693,499
Scheduled Payment	\$4,038	\$4,038	\$4,038	\$4,038	\$4,038	\$3,997	\$3,997	\$3,997	\$3,997	\$3,997
Amount Paid	\$4,038	\$4,038	\$4,038	\$4,038	\$4,038	\$3,997	\$3,997	\$3,997	\$3,997	\$3,997
Past Due	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Rating	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

Here
you
see it...

Date Opened: 06/11/2015
Responsibility: Individual Account
Account Type: Revolving Account
Loan Type: CREDIT CARD

Date Updated: 04/11/2018
Last Payment Made: 04/08/2018

Pay Status: Current; Paid or Paying as Agreed
Terms: \$35 per month, paid Monthly

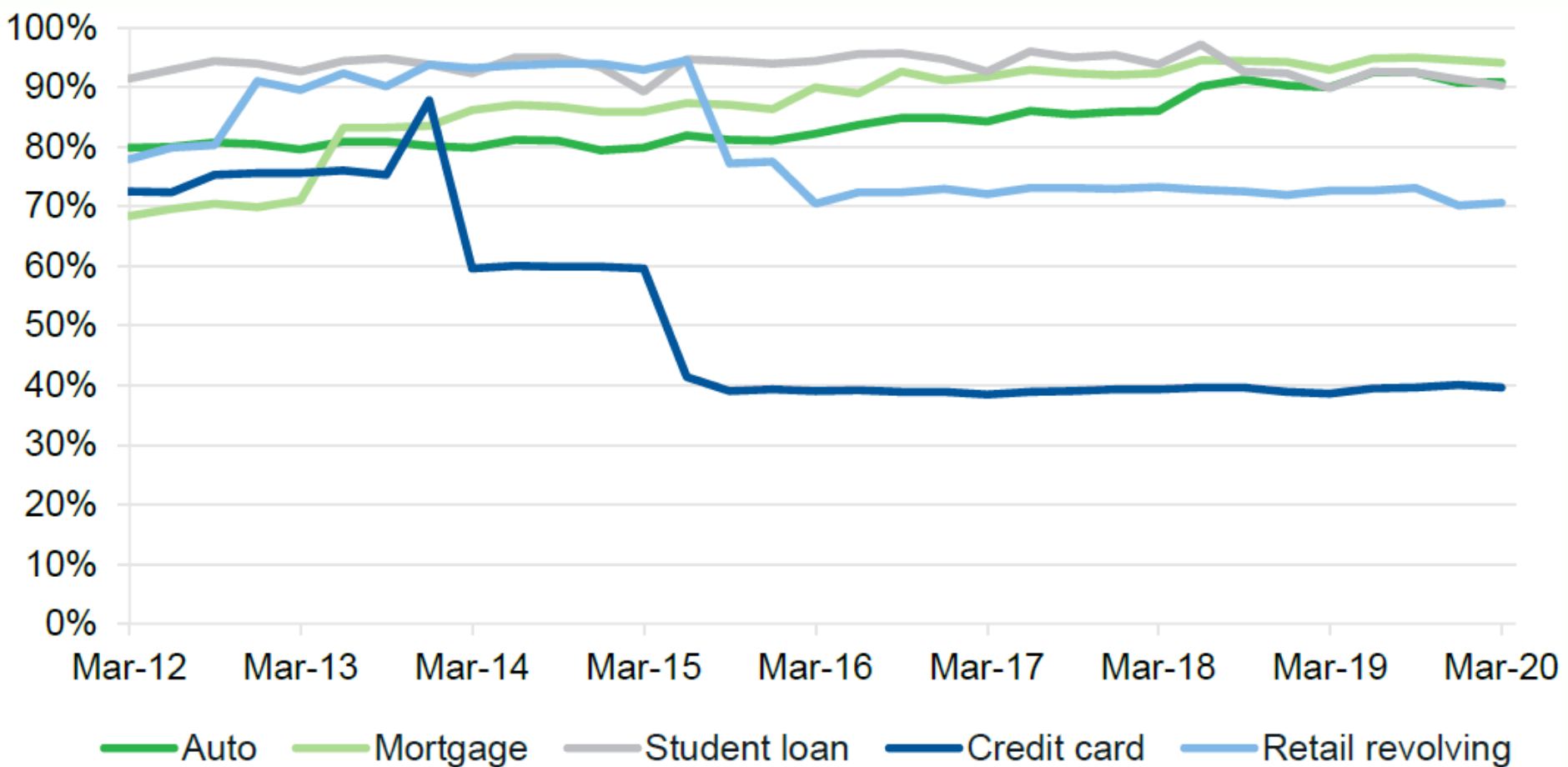
Credit Limit: Credit limit of \$8,200 from 11/2015 to 11/2015; \$8,200 from 01/2016 to 10/2016; \$25,000 from 11/2016 to 04/2018

	04/2018	03/2018	02/2018	01/2018	12/2017	11/2017	10/2017	09/2017	08/2017	07/2017
Balance	\$2,357	\$5,555	\$2,046	\$4,272	\$5,525	\$4,453	\$4,850	\$1,565	\$710	\$3,079
Scheduled Payment	\$35	\$83	\$30	\$64	\$82	\$66	\$72	\$25	\$25	\$46
Amount Paid										
Past Due	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
High Balance	\$19,664	\$19,664	\$19,664	\$19,664	\$19,664	\$19,664	\$19,664	\$19,664	\$19,664	\$19,664
Rating	OK	OK	OK	OK	OK	OK	OK	OK	OK	OK

...Here
you
don't.

Payment furnishing has significantly declined in Credit card & Retail revolving

TRADELINES WITH PAYMENT AMOUNT FOR THE FIVE MOST COMMON LOAN TYPES (MAR 2012–MAR 2020)



Thank you!



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Key links for you

- Protecting Your Finances During the Coronavirus Pandemic:
consumerfinance.gov/coronavirus
- To order free, bulk copies of CFPB publications:
<http://promotions.usa.gov/cfpbpubs.html>
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