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| Acronym: CFPB  Government Entity: Consumer Financial Protection Bureau |
| Contact Number (Can we get a complaint number, rather than a phone tree?)  *CFPB Complaints 855-411-2372 Complaint numbers are provided*  Position of Contact Number Person N/A  *Web address: consumerfinance.gov/complaints*  Social media: does the entity respond to inquiries via social media? No Which social media outlet? *The CFPB has a presence on Facebook and Twitter* |
| Which citizen problems the agency addresses: *The CFPB is a federal regulatory agency that addresses complaints concerning financial services and products including: Checking and savings accounts, credit cards, credit repair services, credit reports and other personal consumer reports, debt collection, debt settlement, money transfers and money services, mortgages, payday loans, personal loans such as installment and title loans; prepaid cards, vehicle loans or leases* |
| What they will do  \* Civil  \* Criminal  \* Administrative  \* Refer to other agency (federal? State?) *Yes – Federal agencies such as the FTC, DoJ, state AGs and state banking regulatory agencies*  How do reporters/victims double check to ensure 6, 12, 18 months from now that this STILL is where they need to report? *As a federal regulatory agency the CFPB acts upon it’s mandates under the Dodd Frank Act of 2010. (There is not expiration date on the agency’s authorities)* |
| What the agency won’t do: *The CFPB does not conduct enforcement actions on individual complaints.* |
| What information/data points are needed to report effectively? Describe the process. *Go to consumerfinance.gov/complaints for more info.* |
| Who can make reports? *A consumer or a person on behalf of a consumer (including APS, LE, Atty, etc.)* |
| How can incidents be reported? Is there a telephonic option for those who are not digitally savvy or comfortable with online reporting?  *Web address: consumerfinance.gov/complaints*  *CFPB Complaints 855-411-2372* |
| To the victim (&/or reporting individual), will the agency   * Provide complaint #? YES * Provide copy of complaint? YES * Provide something concrete/beneficial/actionable that day? What? * Confirm complaints? YES w/complaint # * Provide status updates? YES * Seek restitution? |
| If the agency does not interact with victims, then explain   * Where reports should be filed re: this issue to achieve a response &/or * How/why taking the time to report is so important: How is it reflected in something reporters/victims can see? How is it making a difference? |