How to Complain

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Consumer Action

www.consumer-action.org
How to Complain
Consumer Financial Protection Bureau

- Returned $12 Billion
- 29 million consumers
- Handled 1.2 complaints
CFPB Complaint Process

- Empowers people
- Identifies harmful practices
- Prevents problems
- Helps to resolve problems
- Holds companies accountable
- Essential CFPB tool to target worst offenders
CFPB Complaints

- Credit, debit, prepaid cards
- Bank accounts
- Mortgages
- Student loans
- Car loans, personal loans
- Money transfers
- Payday loans
- Debt Collection
- Credit reports
Top CFPB Complaints
Top CFPB Complaints

- 1- Debt Collection
- 2- Credit Reports
- 3- Mortgages
File a CFPB Complaint

- [https://www.consumerfinance.gov/complaint/](https://www.consumerfinance.gov/complaint/)
- 855 – 411- 2372 (CFPB)
- 185 languages
CFPB Consumer Complaint Database

- Prevent a problem
- Compare complaints
- Complaint type, issue/sub-issue, company, state, zip code, narrative, company response category
How to Complain

✧ Be clear & concise
✧ Have key elements on hand (receipt, bank statement)
✧ Keep written record of dispute
✧ Complain in time
✧ Know your protections / rights
✧ State your solution
✧ Be persistent & escalate
Escalate complaints

- State Attorney General, D.A.
- County/ Local Consumer Affairs office
- Regulator (CFPB, FTC, OCC, FDIC)
- State regulator (Div. Banking, Insurance, Public Utilities)
- Trade org or Self-regulatory body (FINRA)
- Non-profit (Call for Action, Consumer Action)
Use your Protections

- Stop payment
- Electronic payments – 3 business days
- Stop recurring payments - revoke authorization
- Credit card dispute – 60 days billing error/unauthorized
- Sample letter/email – How to Complain guide
Debt Collection

Complaint Deadlines

- Validation notice – 5 days
- Request Verification – 30 days
- Dispute debt(s) – No time limit

- CFPB Sample Debt collection letters:
CFPB Debt Collection Proposal

- Limit collector contact
- Ensure correct debt collected
- Improve ability to dispute
- Third party collectors only
Credit Report Complaints

★ One in five consumers had an error (FTC)
★ Incorrect Information – (CFPB)
★ Medical Debt – 180 day delay
★ Paid medical debts removed
★ Free Credit reports - Annualcreditreport.com  877-322-8228
Improved Dispute Process

- Credit bureaus – better identify and correct mistakes
- Credit bureau staff review proof and correct file
- Credit bureaus report to CFPB – dispute types, outcomes

- Consider a Credit or Security freeze
Student Loan Complaints

✨ U.S. Dept. of Education –

https://feedback.studentaid.ed.gov/

CFPB – Student Loan Ombudsman office

students@cfpb.gov &

www.consumerfinance.gov/complaint
Health Claims Appeal

- 180 days to Appeal
- Learn why claim was denied (keep good notes)
- Include documents with appeal (keep copy)
- Two levels of internal review
- State Dept. of Insurance, state representatives
- Patient Advocate Foundation
Mortgage Complaints

- CFPB - [www.consumerfinance.gov/complaint](http://www.consumerfinance.gov/complaint)
- Virginia - State A.G. - Consumer Protection Hotline (800)552-9963 & Bur of Financial Institutions
- West Virginia- State A.G. office – Consumer Protection Div. (800) 368-8808
- D.C. A.G. - Consumer Protection Hotline (202) 442-9828
Discrimination Complaints

- CFPB- Office of Fair Lending
- U.S. Dept. Housing & Urban Development (HUD)
- Maryland – MD Cmsn. on Civil Rights
- D.C. – Office of Human Rights
- Virginia – A.G. - Division of Human Rights
Complaint Wrap Up

✧ CFPB - www.consumerfinance.gov/complaint

✧ Put complaint in writing  (keep a copy)

✧ Be clear, concise about problem and solution

✧ Be persistent & Escalate

✧ Turn to state/federal regulators, licensing board, trade organization

✧ Use your consumer protections/legal rights