

The CFPB accepts complaints about

- Bank accounts or services
- Credit cards
- Credit reporting
- Money transfers
- Mortgages
- Student loans
- Vehicle or consumer loans

Have a complaint about a product or service not on this list?

Call toll free 855-411-CFPB (2372), or TTY/TDD 855-729-CFPB (2372), and we'll answer your questions and refer you to other resources that may help.

About the CFPB

The CFPB is focused on making consumer financial markets work for families by empowering consumers to take more control over their financial lives. We are working to foster a marketplace:

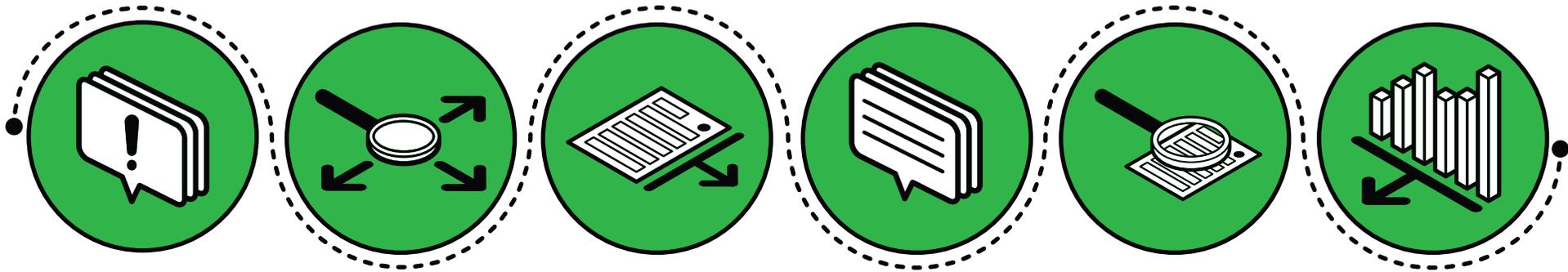
- Where customers can see prices and risks up front and where they can easily make product comparisons.
- In which no one can build a business model around unfair, deceptive, or abusive practices.
- That works for American consumers, responsible providers, and the economy as a whole.

consumerfinance.gov

How to submit a complaint

The CFPB accepts complaints about consumer financial products and services





Once you submit a complaint

1 Complaint submitted

You submit a complaint about an issue you have with a company about a consumer financial product or service. You will receive email updates and can log in to track the status of your complaint.

2 Review and route

We'll forward your complaint to the company and work to get a response from them. If we find that another government agency would be better able to assist, we will forward your complaint to them and let you know.

3 Company response

The company will review your complaint, communicate with you as needed, and report back about the steps taken or that will be taken on the issue you identify in your complaint.

4 Consumer review

We will let you know when the company responds. You can review that response and give us feedback.

5 Review and investigate

Complaint data is shared with state and federal law enforcement agencies. Complaints tell us about business practices that may pose risks to consumers. If we need more information, we'll reach out and let you know.

6 Analyze and report

Complaints help with our work to supervise companies, enforce federal consumer financial laws, and write better rules and regulations. We also report to Congress about the complaints we receive and post some consumer complaint data.

How to submit a complaint

 **Online**
consumerfinance.gov/complaint

 **By phone**
855-411-CFPB (2372);
TTY/TDD 855-729-CFPB (2372)

 **Hours of operation**
8 a.m. to 8 p.m. Eastern Time,
Monday through Friday

 **By fax**
855-237-2392

 **By mail**
Consumer Financial Protection Bureau
P.O. Box 4503,
Iowa City, IA 52244