



## Consumer Federation of America

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### **Statement of Tom Feltner of Consumer Federation of America on Recent Improvements to the CFPB Complaint Database and the Inclusion of Consumer Stories**

Washington, DC – Last week, the Consumer Financial Protection Bureau released a major improvement to its [consumer complaint database](#) which allows the public review the underlying stories for nearly 8,000 consumer complaints. Since the ability to share narratives was launched, consumers have voluntarily shared their stories about [mortgages, credit cards, payday loans, debt collectors](#) and other products.

In response to this important change, Tom Feltner, director of financial services at the Consumer Federation of America released the following statement:

The Consumer Financial Protection Bureau has again demonstrated its commitment to creating a fair financial marketplace. Ensuring that consumers can share their experiences and receive timely, accurate responses to their concerns will result in safer financial products and inform much-needed consumer protections. We applaud the Bureau for launching this critical resource for consumers, financial services providers and regulators.

*The Consumer Federation of America is an association of more than 250 non-profit organizations that was established in 1968 to advance the consumer interest through research, advocacy, and education.*