



Chairman Tim Scott

Ranking Member Elizabeth Warren

U.S. Senate Committee on Banking, Housing, and Urban Affairs

534 Dirksen Senate Office Building

Washington, D.C. 20510

July 6, 2026

Dear Chairman Scott and Ranking Member Warren:

Consumer Action¹ writes to express our concern over the extraordinary effort made by Acting Director Russell Vought to dismantle a vital federal agency, created by Congress—the Consumer Financial Protection Bureau (CFPB).

Consumer Action worked in coalition with many others to help pass the Dodd-Frank Act, which created the CFPB and its exceptional complaint process. The CFPB Complaint process and database are critical tools that consumers turn to when financial companies are unresponsive to their concerns. The first-in-class complaint system provides consumers with a place to report their grievances and expect a response, if not a resolution, to a financial dispute.

The complaint system and the public visibility into that system are a low-burden way to address consumer financial problems and encourage companies to follow the law, treat their customers fairly and in some cases, hold them accountable for their predatory behavior.

Consumers rely on the CFPB's complaint process when they have a financial dispute about a credit reporting error, medical debt, mortgage servicing or foreclosure crisis, a debt collection deceptive practice, a faulty remittance, a credit card, bank account or payment app fee or fraud problem, misleading student loan, payday loan and much more. In fact, complaining to the CFPB is often the *only* recourse a consumer has to resolve many of these types of problems.

¹ Consumer Action has championed the rights of underrepresented consumers since 1971. A national, nonprofit 501(c)3 organization, Consumer Action focuses on financial education that empowers low to moderate income and limited-English-speaking consumers to financially prosper. It also advocates for consumers in the media, and before lawmakers and regulators, to advance consumer rights and promote industry-wide change particularly in the fields of consumer protection, credit, banking, housing, privacy, insurance, fraud prevention and telecommunications. www.consumer-action.org

The CFPB complaint process also benefits the agency by providing insights into patterns of financial abuse by lenders, mortgage servicers and others, so that the Consumer Bureau can target the worst offenders. Until the Trump Administration chose to eviscerate the agency, CFPB cases had previously returned billions of dollars to millions of constituents.

“Consumers call on Congress to return the CFPB to full funding and to vote against dismantling the agency and its critical complaint system,” said Ruth Susswein, Consumer Action’s director of consumer protection. “Consumers rely on the CFPB’s complaint process as often the *only* place they can turn to address financial disputes that companies refuse to resolve.”

Sincerely,

Ruth Susswein
Director of Consumer Protection

CONSUMER ACTION

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Cc:

Chairman French Hill and Ranking Member Maxine Waters

House Committee on Financial Services

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