Oregon Consumer Justice

July 9, 2026

U.S. Senate Committee
on Banking, Housing,
and Urban Affairs
534 Dirksen Senate
Office Building
Washington, D.C. 20510

Dear Chairman Scott and Ranking Member Warren:

Thank you for the opportunity to express our concerns about the attacks on the Consumer Financial Protection Bureau (CFPB) and the attempts to dismantle this critical agency.

Oregon Consumer Justice (OCJ) envisions a vibrant future where all Oregonians live with dignity and abundance and experience health, joy, and economic opportunity. We work collaboratively across policy and advocacy, community engagement, and legal solutions, to realize a more just and equitable Oregon where people come first. For too long, flawed systems and policies have stood in the way of this reality, with communities of color most often experiencing significant harm. Informed by consumer insights, OCJ works to make financial and business transactions reliably safe and supports Oregonians in knowing and exercising their consumer rights.

Every year, OCJ gathers data on how Oregon consumers are faring. Our 2026 survey is in the field, and we will be happy to share an update when it is released this fall. For now, here are highlights from our 2025 annual statewide consumer survey:

- More than half of Oregonians experienced illegal or unfair consumer treatment in the previous year, with scams and fraud being the most common form
- Nearly eight in ten Oregonians faced financial stress in the previous year. Rent and utility expenses tied for the top causes of this stress
- One in three Oregonians can't afford a $400 emergency expense

Things have not improved in the past year. Rising prices are making it increasingly challenging for Oregonians to afford basic necessities, including housing, groceries, and utilities.

The CFPB is important for many reasons. It was formed out of a time when too many people were impacted by predatory lending, and over the years, it has provided rules and guidance to establish a more transparent and fair marketplace for consumers.

The CFPB has also played an important role in the enforcement landscape and a trusted place for consumers to file complaints. Recent data shared during Consumer Advocacy Day, showed complaints from Oregonians to the CFPB increased by 74% between early 2025 and early 2026. However, since the change in CFPB leadership, the relief rate for Oregonians decreased from 38% to 32%.

Chipping away at the CFBP only makes it easier for Oregonians to be targeted by predatory loans. Consumers are trapped by deceitful tactics and charged excessive interest rates, layering on burdensome debt that is nearly impossible to escape. By contrast, a strong CFPB can ensure that financial services, including lending practices, are transparent and fair, better positioning Oregonians to experience joy, health, and economic well-being.

We urge Congress to support a robust CFPB. Thank you for this opportunity to share our perspective.

Regards,

Christina E. Coughlin

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Cc:
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