

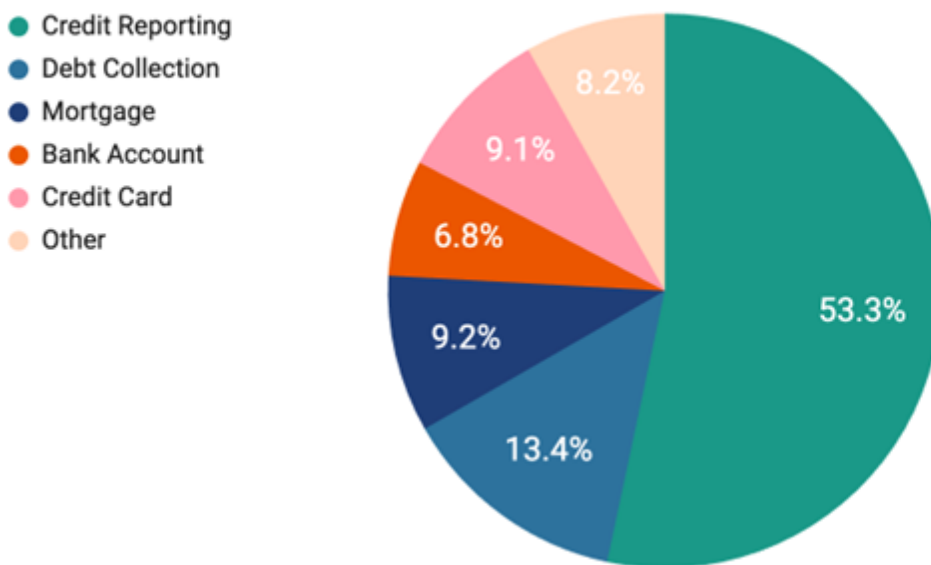


# The CFPB Protects Consumers in Alaska

The CFPB protects consumers by regulating the financial marketplace and holding financial institutions accountable for unfair, abusive, and deceptive practices. In the last 14 years, **the CFPB has secured over \$21 billion in relief for over 200 million people**. These efforts are informed largely by consumer input and complaints submitted to the [CFPB Complaints Database](#). It's one of the many ways the CFPB collects public input in pursuit of justice for consumers wronged by financial actors – with ordinary Alaskans guiding its [enforcement actions](#) and rulemaking proposals.

Since 2011, consumers in Alaska have submitted **more than 5,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Alaska.

## CFPB Complaints in Alaska



Data Source: *Consumer Complaint Database*. Consumer Financial Protection Bureau. Retrieved January 17, 2025.  
[https://www.consumerfinance.gov/data-research/consumer-complaints/search/?chartType=line&dateInterval=Month&dateRange=All&date\\_received\\_max=2025-01-21&date\\_received\\_min=2011-12-01&lens=Product&searchField=all&subLens=sub\\_product&tab=Trends](https://www.consumerfinance.gov/data-research/consumer-complaints/search/?chartType=line&dateInterval=Month&dateRange=All&date_received_max=2025-01-21&date_received_min=2011-12-01&lens=Product&searchField=all&subLens=sub_product&tab=Trends).

#ProtectConsumers #DefendCFPB #CAW2025

## Alaskans share why we need the CFPB

### OVERDRAFT

*“Wells Fargo put holds that lasted for a month on multiple deposits I made, and also charged me overdraft fees on transactions that happened to overdraw my account due to these extended holds.”*

– **Anonymous**  
[Reported to CFPB](#)

*“I am writing to file a complaint against Navy Federal Credit Union regarding multiple overdraft fees I have incurred. Despite having sufficient funds when the transaction was authorized, I was charged fees due to lagged charges and credits. This issue aligns with the recent CFPB findings against Navy Federal Credit Union for similar practices, where transactions were settled with insufficient balances despite initially available funds. I believe these practices are unfair and request an investigation into my account transactions.”*

– **Anonymous Servicemember**  
[Reported to CFPB](#)

### MEDICAL DEBT

*“I had a large amount hit collections for medical debt. I called the collection agency - they said XXXX sent me paperwork. I never received paperwork. I called my insurance company - they said absolutely I’m covered and shouldn’t have any debt. I called the hospital that supposedly sent my account to collections. They told me IMMEDIATELY that some sort of mistake was made, and that they will have the collection agency delete the collections off of my account immediately. My biggest issue with this is: 1) I disputed this account MULTIPLE times and it came back as all good that’s a huge violation. 2) Even once they delete this off my credit, it won’t fall off until the next credit cycle. So my credit will remain affected for even LONGER - when it should have never been affected at all.”*

– **Anonymous, 99705**  
[Reported to CFPB](#)