



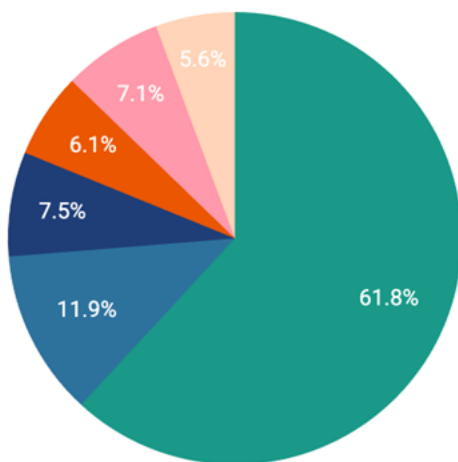
The CFPB Protects Consumers in Arizona

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 Arizonans guiding its [enforcement actions](#) and rulemaking proposals.

Since 2011, consumers in Arizona have submitted **more than 124,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Arizona.


CFPB Complaints in Arizona

- Credit Reporting
- Debt Collection
- Mortgage
- Bank Account
- Credit Card
- Other



Data Source: *Consumer Complaint Database*. Consumer Financial Protection Bureau. Retrieved January 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.

#ProtectConsumers #DefendCFPB #CAW2025

<p>OVERDRAFT FEES</p> <p>"Years ago when I was working a good but not high paying job, overdraft fees negatively affected my budget. One small error compounded into a large cost. Yes it is the responsibility of a person to manage their finances but we all make mistakes. Now in the age of digital finance overdraft charges should be minimal as the cost of processing a bad check is indeed minimal."</p> <p>– Christiane, Scottsdale 85250 <i>Self reported</i></p>	<p>MEDICAL DEBT</p> <p><i>"I believe the paper said \$3,000," Jordan said. "I mean just going to the doctor itself, it's like a lot of money, and it's like, 'how can we afford this?'"</i></p>  <p>Jordan, like many other Americans, is trying to make ends meet for her family. For years she had thousands in debt following a trip to the emergency room.</p> <p>– Rochelle Jordan, Phoenix Source: Investigate TV</p>
<p>NON-SUFFICIENT FUND FEES</p> <p><i>"I'm with Navy Federal Credit Union. I had a \$27 gym membership hit my acct. I was \$1.26 short but have money in my savings. They charged me a 29.00 NSF fee and returned the charge unpaid. My first time ever short."</i></p> <p>– Teresa, Self reported</p>	<p>MEDICAL DEBT</p> <p><i>"I received a bill from the cardiologist office. I knew I had paid it so I ignored it. They turned me over to a collection company. Still I thought it was an error. It was an error but it was the cardiologist's error. A check was sent from my bank with my name on it which they credited my husband's account! The problem was that the collection company had reported it to the credit companies. I didn't realize it until I was turned down for a loan to buy a new car!! I have always paid my bill on time but that one error is still alive and well and I was recently turned down from opening a new bank account. Very frustrating as that bill was paid."</i></p>

	– Regina, <i>Self reported</i>
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