



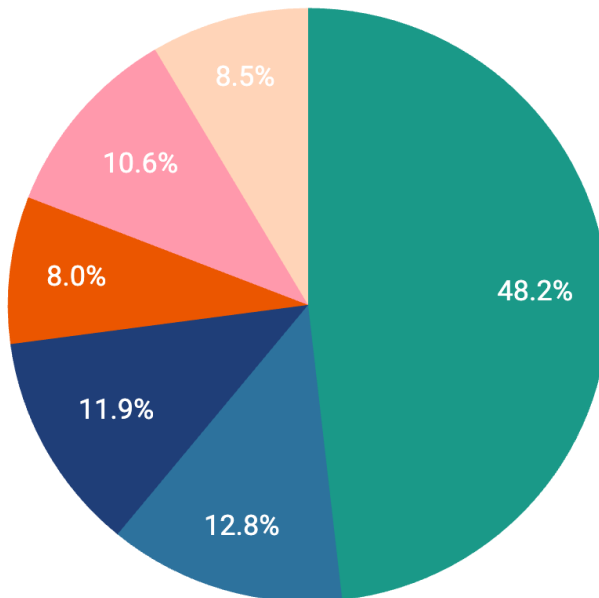
The CFPB Protects Consumers in Colorado

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

Since 2011, consumers in Colorado have submitted **nearly 64,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Colorado.

CFPB Complaints in Colorado

- 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

Coloradans share why we need the CFPB

OVERDRAFT FEES

"I am retired and I have gotten junk fees from the bank where I do business: Wells Fargo. In their policy they clearly state that if more than one bill comes in on a day, I would only be charged the "overdraft fee" once. That did not happen. I was charged three times for drafts of money that was not in my account. Wells Fargo keeps going against their own policy. This has to stop. I have worked hard my entire life, and I don't need the bank hitting me for additional funds."

– Ann, Fort Collins 80524
Self reported

MEDICAL DEBT

"I had 2 major back surgeries in Nov and Dec over 15 years ago. I've been unable to gain credit ever since then. My injuries were from a Workers Comp accident, which then after surgeries decided to quit covering my declining health . They covered it up until the procedures became more serious and more expensive. They made it difficult, me being without the financial means to appeal and fight their denials. So the surgeries were done, they pre- authorized them and then denied them when the bills came in. I tried for 2 years to fight this egregious system, but had to file bankruptcy to save my home for my family. I will always be haunted and judged with this on my credit files."

– Robert, Self reported

MEDICAL DEBT



Lindsey Vance carried medical debt for nearly half her life.

The 41-year-old Denver resident said her debt began stacking up when she was around 19, when she stopped being covered under her parents' health insurance and turned to the emergency room for health care related to injuries and illnesses.

"If I made enough money at the time, I would have, of course, paid my bills. I couldn't afford to go see a doctor, and I certainly couldn't afford to pay the medical bills when they

came,” she said. “So I was in a situation for a long time where I was accruing medical debt but not able to pay it off.”

That debt prevented her from having a car, apartment or credit card in her name for most of her adult life, because it appeared on her credit report and worked against her loan application. The family’s cars are in her husband’s name, and her in-laws co-signed on their Colorado apartment. She is now both insured and in a better situation financially and was able to get her very first credit card a few months ago.

“But my credit has been absolutely terrible my entire adult life because of the medical debt,” she said.

– Lindsey Vance, Denver
[From Colorado Newsline](#)

Data Spotlight: Medical Debt in Colorado

Total amount of medical debt: \$1.34 billion

Percentage of households with medical debt: 12.2 percent (31st of 50 states plus DC)

Mean balance of medical debt: \$2,152

Median balance of medical debt: \$1,344