

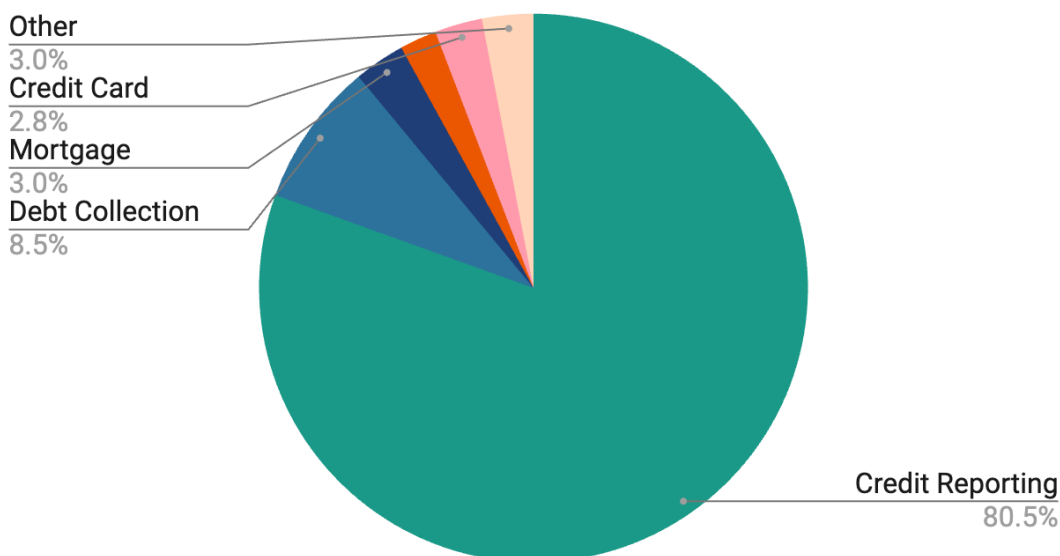


# The CFPB Protects Consumers in Louisiana

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

Since 2011, consumers in Louisiana have submitted **more than 137,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Louisiana.

## CFPB Complaints in Louisiana



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

## Louisianians share why we need the CFPB

### OVERDRAFT

*“Due to a severe chronic health crisis in my family, I only do odd jobs in order to have the flexibility I need to meet my family's health needs. One such time within the last nine months, when things were extremely difficult, I was paid late for a job &, as a result, I over-drafted my account by ~ \$19. So, on top of everything else going on, I had to shell out another \$35 I didn't (& still don't) have during this time when I literally barely meet my bill responsibilities every month. It makes absolutely NO SENSE to kick someone harder when they're already struggling financially - especially in this country's current economic situation, & also when banks make money hand over fist every day!”*

**– Andree, Self reported**

### MEDICAL DEBT

*“I have a medical bill that's reporting on my credit report. It was upward of {\$700.00} but I believe it's reporting less than {\$500.00} now. I've constantly been receiving phone calls every week to pay off the remaining debt. I'm in the process of trying to get funded for my new business and due to the medical bill showing collection on my credit report, business nor personal funding is do-able.”*

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

## CREDIT CARD LATE FEES + NON SUFFICIENT FUND FEES

*“I’m a retired public school teacher and administrator and grew up in a family with both parents working, living paycheck to paycheck, and five children. So I think I have a healthy appreciation for the value of a paycheck and have always been careful with money. I have a history of almost always paying off monthly credit cards so as not to pay interest fees. In spite of my best efforts and my record of regular and consistent payment on credit card and loans, when I did miss a payment date I would be zapped with an inordinate late fee. I’ve also made the occasional mistake and gotten inordinate NSF fees, again in spite of consistent payment and balance history. I can’t imagine a person of lesser means navigating this system. I’ve always felt like I had to be on guard with banks, credit cards, etc. to make sure I wasn’t zapped with any number of fees.”*

**– Margaret, New Orleans**  
Self reported