



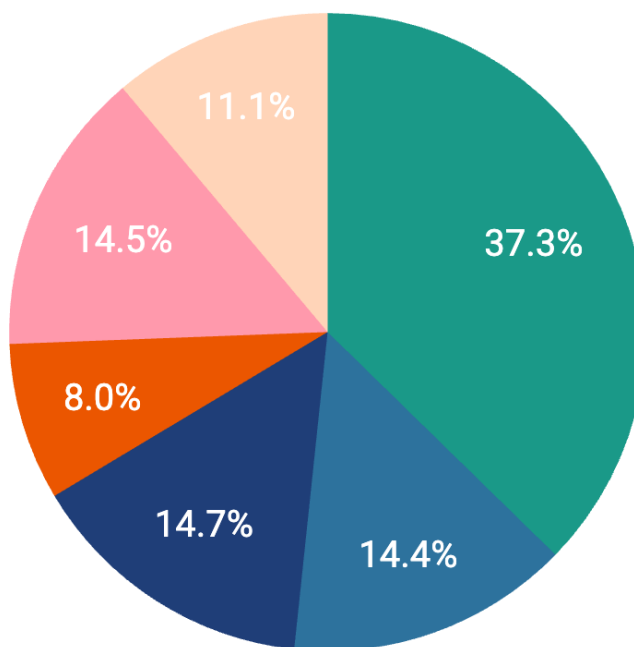
# The CFPB Protects Consumers in Maine

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

Since 2011, consumers in Maine have submitted **nearly 9,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Maine.

## CFPB Complaints in Maine

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



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

## Mainers share why we need the CFPB

### OVERDRAFT FEES

*"In the past, I have paid as much as \$140 out of a single paycheck to catch the bank up because of accidental overdrafts from unexpected charges (possibly to subscriptions I had forgotten about or a date I inadvertently missed in my planning).*

*That \$140 could have fed me and 2 teenage boys at the time for 10 days. As a result, we would have been stuck eating ramen noodles and macaroni and cheese. [T]here is no need for such fees. It is simply corporate greed."*

*– Marie, South Portland  
Self reported*

### MEDICAL DEBT

*"My husband was on free care when he was hospitalized for a blood clot and off blood levels. Nobody let him know that doesn't cover overnight stays, and that he could have just signed another disclosure that would've covered the costs. Instead they charged almost \$9,000 of medical debt and sent it to the creditors."*

*– April, Manchester  
Self reported*

### OVERDRAFT + OTHER JUNK FEES

*"Had my sister message me in a panic because her account was negative 40 after a bill pulled she was expecting but she didn't get paid for a week and Huntington charges fees by day. She's a full time childcare attendant and would have owed \$245 extra to the bank because she didn't get paid until that Friday.*

*Eighteen and fresh out on my own, I made the mistake of going with Bank of America and routinely ran into the issues my sister did. I was never taught money management skills beyond 'lmao there's never enough, kid' by my parents so I didn't know how debit card transactions worked or anything about bill paying. Bank of America has insanely high fees for overdrafts and just about anything you do banking with them. Ended up in debt to them almost \$300 because of overdraft fees and closed my account to go to a local bank THE SECOND that was paid off.*

*TD Bank North (who many friends have made the mistake of using) will fine your account if you do not maintain a balance of \$100 in your checking account. In this economy? Not surprised this bank keeps losing branches."*

*– Even Makara, Portland*

*[Reported to CFPB](#)*

**Data spotlight on medical debt in Maine:**

Percentage of Maine residents with medical debt: 16.94 percent (20th highest)

Mean balance of medical debt: \$3,035

Median balance of medical debt: \$797

Total medical debt: \$678 million