

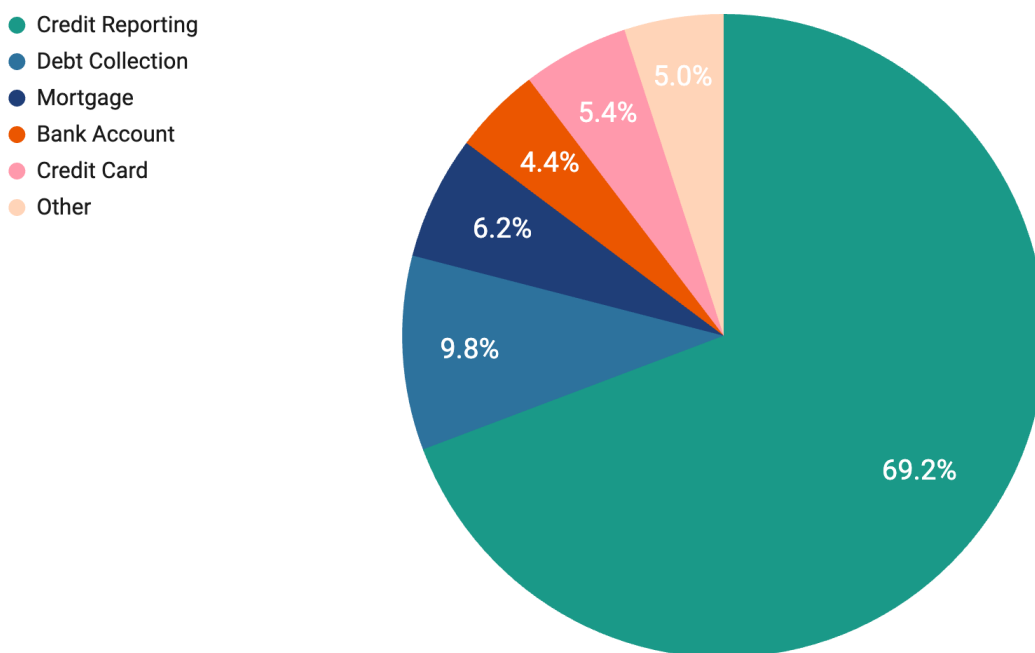


The CFPB Protects Consumers in Michigan

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

Since 2011, consumers in Michigan have submitted **nearly 169,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Michigan.

CFPB Complaints in Michigan



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.

#ProtectConsumers #DefendCFPB #CAW2025

Michiganders share why we need the CFPB

OVERDRAFT

“USAA would delay depositing my funds to intentionally overdraft my account and create a domino effect of overdraft/non sufficient funds fees. That caused a cycle that I could not recover from. The fees were so repetitive and constant that I eventually filed bankruptcy. Because I fell behind on so many bills.”

– **Anonymous**, Zip Code 48910
Servicemember
[Reported to CFPB](#)

MEDICAL DEBT

“Little time, but to paraphrase, I saw a therapist for counseling years ago and was never contacted about my supposed debt. . . until I applied to refinance my car and found it on my credit report. It had been bought by another credit company. That practice should be illegal. I thought it already was. So I had to wait out the new credit company for seven years to see it drop from my report. I had no money to pay the debt.”

– **Hanna**, Self Reported

OVERDRAFT

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

– **Anonymous**
[Reported to CFPB](#)

MEDICAL DEBT

“In 2015 I had a total hysterectomy. I prepaid and met my deductibles and co-pays as dictated by the insurance company. The bills that were not paid were the insurance companies responsibility. These bills went to collections. I didn't know this until 2018 when I applied for a home loan. I had several medical bills not paid by the insurance from the hysterectomy. Lab fees, Dr. fees, etc. I had to do the clean up for my credit with help from the loan officer. Needless to say, it was uncalled for. Especially since I met all of my monetary requirements, but the insurance company did NOT.”

– Dawn,
Self reported

CREDIT REPORTING

“I had a bank account in XXXX that went to collections. I paid the account off in full and was told that it wouldn't stop me from getting approved for anything in the future. Since then, it has shown up as the number XXXX reason why companies don't want to lend to me and it has been almost 10 years since I had that account. It is messing with my progression and causing me to miss out on opportunities. The debt was XXXX dollars and the time it was reported in XXXX of XXXX. The company name is Lake Michigan Credit Union. The account has been paid in full since then and I have contacted the bank, requested a goodwill removal of the negative account, and sent out multiple dispute letters with no solution.”

– Anonymous, 49001
Servicemember
[Reported to the CFPB](#)

Data spotlight on medical debt in Michigan: