



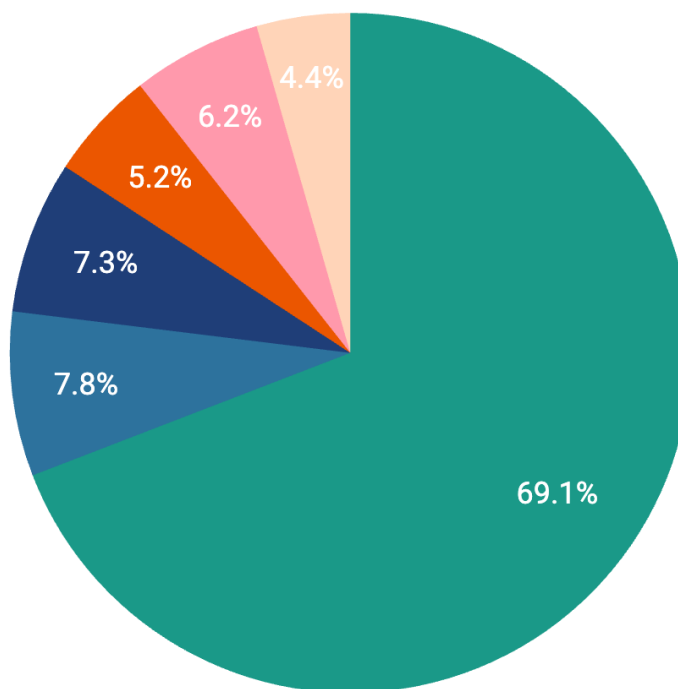
The CFPB Protects Consumers in New Jersey

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

Since 2011, consumers in New Jersey have submitted **more than 256,500 complaints** to the CFPB. Below are the top financial issues reported by consumers in New Jersey.

CFPB Complaints in New Jersey

- 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

New Jerseyans share why we need the CFPB

OVERDRAFT

Wells Fargo charged three overdraft fees (\$35) to this servicemember's business account after they incurred three unauthorized charges – \$21, \$42, and \$42. [individual] stated they had not purchased anything from that company for two years, but the company insisted the charges were for a service for [individual]'s business.

"I told them I had never agreed to that and they canceled that plan. They had also promised to reimburse me for the unauthorized charges, but I never received the reimbursement."

Wells Fargo refused to help [individual] because the company claimed a relationship with them.

*"The extra \$210 that was withdrawn from my account, including the original withdrawals and the overdraft fees, **caused a cascade effect that has led to \$1,100 in overdraft fees** since [year]. I had called Wells Fargo twice to ask for help in stopping these increasing overdraft fees. They reimbursed me for XXXX overdraft fees – \$70. I was told that they are only allowed to reverse XXXX overdraft fees a year. They also told me there was nothing else they could do to help me. The overdraft fees of \$1,100 over the last 2 months have caused me a tremendous financial burden. As of today's date, I am still being charged overdraft fees. I don't know what to do, and Wells Fargo has refused to help me. I will probably close my account with Wells Fargo, however, it is a nightmare trying to change all the insurance companies that I receive payments from."*

– Anonymous, Zip code 08759

[Reported to the CFPB](#)

MEDICAL DEBT

[Individual] attended a medical appointment through worker's compensation for a service under \$500.

"... I was only told to bring my ID which they took at the appointment and said everything was taking care of by my adjuster. It is also under \$500 so it shouldn't be on my credit either way due to President Biden's executive order ... H.R. 773 Medical Debt Relief Act of 2021. It is \$390 but is affecting my credit by XXXX points. The [medical office] just took my NJ ID and said everything was covered ...

This is destroying my credit and it needs to be taken off my credit score immediately due to the information I stated above. Thank you for your time and I will make sure Remex INC takes this off my credit or will sue them due to being a medical bill under XXXX XXXX that destroyed my credit costing me not being able to get a credit card, loan, mortgage, or car financing."

– Anonymous, Zip code 07871

[Reported to CFPB](#)

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 due to lagged posting of charges and credits. This issue aligns with the recent CFPB findings ... for similar practices where transactions settled with insufficient balances despite initially available funds. I believe these practices are unfair and I request an investigation into my account transactions."

– Anonymous, Zip code 07008

Servicemember

[Reported to CFPB](#)

MEDICAL DEBT

[Individual] qualified for a 75% discount on their medical bill through charity care. They made payments on the balance, but in a few months received several collection letters from both debt collectors and doctors.

"I have tried several times to ask for validation letters and communicate with these companies but they ignored and proceeded to affect my credit, turning my medical debt into a personal one and putting a collections negative notes on my credit report from all three major credit companies."

– Anonymous, Zip code 07601

[Reported to CFPB](#)

OVERDRAFT

"...my account was closed with no notice due to a merchant charging my account into the overdrafts. I've complained to Santander for weeks about said situation. Nothing was ever done. ...a {\$4300.00} deposit was released to Santander bank account but due to account closing, I currently have no access to funds which were released!"

– Anonymous, Zip code 07017

[Reported to CFPB](#)

BANK ACCOUNT

"I had a line of care credit through Synchrony Bank. That line of credit was paid off in full and the account was closed. Approximately one year later, Synchrony Bank sent me an email for a past due amount. I called them and explained that my account was paid off in full and closed. Synchrony Bank informed me that they will take care of the problem and close my account. About a month ago I started receiving more emails from them for a past due account. I emailed them stating that was not my account. Even though I received a response, I still kept getting calls. I called them back again and explained the situation, and was told for a third time that the problem will be taken care of. Now they put a delinquent account notice on my credit report."

https://www.consumerfinance.gov/data-research/consumer-complaints/search/detail/5944781?chartType=line&dateInterval=Month&dateRange=3y&date_received_max=2025-01-23&date_received_min=2022-01-23&lens=Product&searchField=all&subLens=sub_product&tab=Trends

CREDIT REPORTING

I pulled a copy of my consumer report and noticed some items I would like to dispute. I have suffered emotional distress as a result of this matter as a result so I demand this matter be resolved in a fair and equitable manner, which hasnt been done. These accounts are related to a transaction and experience that falls under the EXCLUSION section of the FCRA's definitions ; and rules of construction section. It was also reported without my written consent and therefore ; is a result of identity theft (as defined by the Federal Trade Commission), and the account SHALL be deleted. This account is not related to any transaction authorized by me, the consumer as I did not give written instructions to your agency to report this, which is a violation of the permissible purpose section of the FCRA, which holds your agency liable for damages of at least {\$1000.00} per the civil liability section for willful non-compliance. Please DELETE these items from my consumer report!

https://www.consumerfinance.gov/data-research/consumer-complaints/search/detail/11511908?dateRange=3y&date_received_max=2025-02-09&date_received_min=2022-02-09&has_narrative=true&page=3&product=Credit%20reporting%20or%20other%20personal%20consumer%20reports&product=Credit%20reporting%2C%20credit%20repair%20services%2C%20or%20other%20personal%20consumer%20reports&searchField=complaint_what_happened&search_after=1736960400000_11547097&size=25&sort=created_date_desc&state=MI&state=NJ&state=NY&state=PA&tab=List