



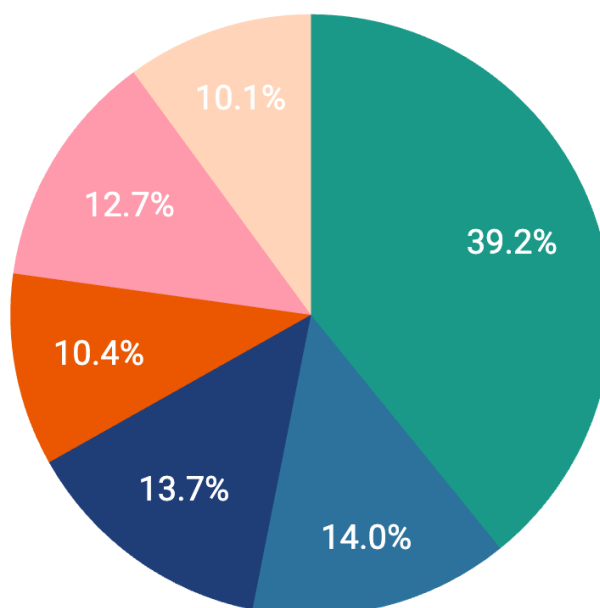
The CFPB Protects Consumers in Oregon

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

Since 2011, consumers in Oregon have submitted **more than 34,500 complaints** to the CFPB. Below are the top financial issues reported by consumers in Oregon.

CFPB Complaints in Oregon

- 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

Oregonians share why we need the CFPB

OVERDRAFT

“As a cashier living with my disabled mother, I have to be frugal in order to keep a safety net in savings. So I don't think it's right that my bank tried to pressure me into signing up to pay \$35 for each overdraft even if I had money in savings. If I hadn't read all the paperwork I could have easily missed that for \$10 they'll transfer money from savings in the event of an overdraft instead. That's a \$25 fee for not going through the reams of flyers, handouts, and disclosures when you open an account. Even if they hadn't tried to steer me towards it, it would be immoral to charge \$25 more to those who can't be sure they'll have the money in savings. The amount of arguing to get them to decline my debit card instead of charging me money for overdrafts on that was hardly better. I don't know about you but I'd rather be mildly embarrassed & switch cards or pay in cash than work another 2.5 hours at my \$14/hour job just because I deposited into savings instead of checking.”

– Sarah, Gresham
Self reported

MEDICAL DEBT

“A few years ago, when my daughter was 14 years old, I had to check her into a subacute residential facility to protect her from self-harm. I had private insurance, but the costs of the treatment were unclear and never fully explained to me. I didn’t find out how much money I owed until six months later.

During that time, my son was senselessly assaulted on the street and he eventually died in March 2019. The last thing I was thinking about was paying the facility bill because I had all these other emergency costs to worry about.

Then I received a notice that a debt collection agency located in Springfield, Oregon, was suing me for the bills I owed for my daughter’s treatment. I was able to make an agreement with them that I would pay \$400 a month, which I did for six months.

Then COVID hit, and money got tight. Despite working full-time, I could no longer afford the monthly payments to the debt collector. In October 2022, the collection agency took me to court and drained my entire checkings account. I didn’t get the papers about the judgment, the court date, or any other heads up until after they garnished my account. Then they started sending notifications through the mail.

My credit report shows that I’ve never made any payments, which has severely damaged my credit score. I haven’t paid it all off, but I did make six payments toward my debt for which I received confirmation numbers.

I tried to explain my situation — that I was dealing with the unexpected costs of my son’s death — to the collection agency, but that didn’t matter. Now, I’m working to dig out of this hole, but my options for staying afloat and covering my bills are limited since my credit score keeps getting worse. The only way I can get any kind of credit or loan is to find a cosigner or pay unaffordable interest rates – I’ve seen some as high as 101%.

I’m sharing this with you today because I don’t want anyone else to experience what I’ve gone through. The pain of having a family member go through a medical crisis and dealing with the astronomical costs is as overwhelming as it gets. And now I’m being punished by the credit reporting system, which makes it more difficult to recover from this debt. It’s enough to make someone feel like there’s no way forward.

Removing medical debt from credit reports will give Oregonians like me the chance to manage the devastating costs of health care and get back on our feet.”

– Toni, Happy Valley
Self reported

(Text submitted by Oregon Consumer Justice)