



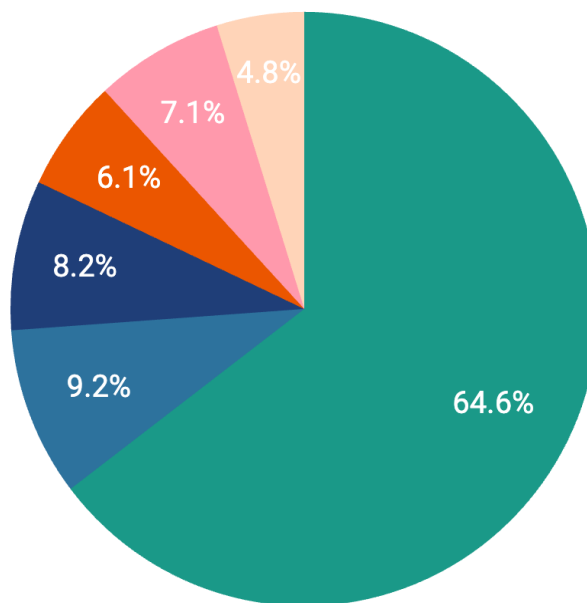
The CFPB Protects Consumers in California

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

Since 2011, consumers in California have submitted **more than 800,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in California.

CFPB Complaints in California

- 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

Californians share why we need the CFPB

OVERDRAFT

"I, like many people, have had negative experiences with junk fees. They were used when I had insufficient funds and my (then) bank insisted on paying out a check which I needed a few more days to make good on. The overdraft charges ... totalled over \$150 before I could get them to stop charging. I was already neck deep in the predatory lending industry, and that sent me downhill even faster. Unfair junk fees charged by banks have become widespread, and are often exploitative, hidden, or excessive. They came against me in the form of overdraft charges that, once charged, made it impossible for me to cover the oversight. Out-of-network ATM charges and inactivity fees (if you're not making sufficient money to cover anything other than cash out of pocket) began to take their toll, and cause me to close my account."

– Robin, Los Angeles
Self reported

MEDICAL DEBT

In 2021, after completing his first Iron Man, Jason was in a coma in the hospital for acute dehydration. Jason had just started a new job, so his health insurance benefits had not kicked in.

"I awoke from the coma 6 days later....thankful to be alive. I had to learn to walk again, intense rehab for three weeks, my entire world shifted. I left the hospital and returned home. And within a week, found myself saddled with \$450,000 in medical bills from the stay in the hospital."

After struggling for over a year to manage this debt, including taking out three personal loans, Jason had to **file bankruptcy**. This made it very difficult to get a job.

"Employers look at my bankruptcy as my inability to manage my finances. My job is to help people with their finances and I personally failed."

*It has been absolutely devastating and miserable these last few months trying to find work. I am more than capable, hiring authorities love me, but when employers see bankruptcy on my credit, it is an **automatic decline**.*

	<p><i>This is insane to me....I truly once felt lucky to be alive...now I wish I never would have pulled out of the coma.</i></p> <p>...</p> <p><i>Healthcare debt should never be the reason why someone does not get a job. It is insane. Medical bills are out of control. This needs to stop.”</i></p> <p>– Jason, Self reported</p>
<p>OVERDRAFT</p> <p><i>“We have kept healthy balances in an account set up as a Special Needs Trust for my disabled sister, and yet if they dip below a several-thousand-dollar minimum for one day out of the month we are charged a \$35 fee. This is basically taking money out of the hands of a person who really needs it, for a wholly arbitrary reason. we are not even bouncing checks or over-drafting--we are simply dipping below an arbitrary amount for a 24 hour period.”</i></p> <p>– Querido, Gualala <i>Self reported</i></p>	<p>BANK ACCESS + NON SUFFICIENT FUND FEES</p> <p><i>“Unfair junk fees snowballed into homelessness when I wasn’t issued a debit card when I applied for unemployment. I could see the money in the account when I looked online but it was impossible to access it since Wells Fargo collects fees, but refuses to service the accounts in the branches. Meanwhile the bank was charging me \$40 every time they denied payment for insufficient funds. I still have the blemishes on my credit and an eviction that makes renting a place very difficult. Please consider the hardship this creates.”</i></p>

	<p>– Cassandra, Sacramento</p> <p><i>Self reported</i></p>
<p>OVERDRAFT</p> <p><i>“I was trying to be responsible, paid a credit card bill before the due date. I thought the bank would not deduct the auto payment because there was no balance. But they did. This overdrew my checking account (with the same bank). There was a bounced check fee, plus they paid it so there was another fee for having overdrawn the checking account. I don't check my bank account every day, so it took 5 days for me to find out about this (bank mailed letter, dated 2 days after this happened, postmarked a day after that). Every day there were more fees. Plus an additional fee not just for being overdrawn, but for being overdrawn for so many days. When I made a deposit, it wasn't enough because I didn't realize there were so many additional fees, so more fees were added because the account continued to be 'overdrawn' (only due to the penalty fees).”</i></p> <p>– Michal, Santa Barbara</p> <p><i>Self reported</i></p>	
<p>CREDIT CARD FEES</p> <p><i>“Like many people, I’ve had negative experiences with junk fees, and credit card bait and switch on time sensitive zero percent interest offers. I am retired and on a tight budget. I was having an issue with this credit card company for over 6 months, Finally I reached out to both my Attorney General in CA as well as CFPB. Within a few weeks the credit card company fixed their error as soon as CFPB contacted them. I am grateful to Elizabeth Warren for shepherding this amazing department within our Federal Government to protect consumers like myself.”</i></p>	

– **Cyndy**, Long Beach

Self reported

BANK ACCOUNT FEES

“I had \$200 in my savings account. My account was a no fee account, until Bank of America changed that status, but didn't notify me. Dealing with brain cancer and seizures, I didn't notice Bank of America was not sending statements to me. I was getting credit card offers and my correct address was on file. They took \$5.00 every month from my account until it was overdrawn. My account was closed, but I was never notified. I didn't know my account was closed until I stopped into the bank to withdraw my \$200. Christmas was fast approaching and I wanted to give a little something to my 9 grandchildren.”

– **Suzette**, La Mesa

Self reported

Data Spotlight: Medical Debt in California

Total amount of medical debt: \$7.53 billion

Percent of consumers with medical debt: 8.64 percent

Mean amount of medical debt: \$2,373

Median amount of medical debt: \$722