

THE BROKEN CFPB HAS **ABANDONED** WASHINGTONIANS

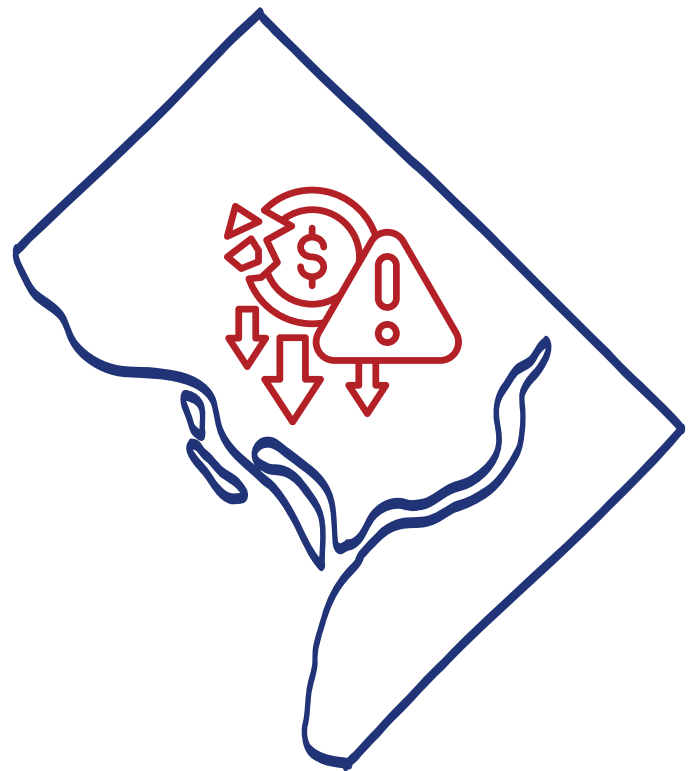


The Consumer Financial Protection Bureau (CFPB) is the only federal financial regulator with the sole mission to protect consumers. It is the primary federal supervisor of non-banks, including debt collectors, student loan servicers, payday lenders, non-bank mortgage companies, and credit reporting agencies.

When consumers submit complaints to the CFPB, the agency can use its authority to hold financial institutions accountable for violations of the law. In addition to enforcement, the CFPB relies on complaints to inform its supervisory and rulemaking work. The results speak for themselves. **Since its launch, the CFPB has secured over \$21 billion in relief for harmed consumers.**

In the District...

- Complaints **increased by 32%** under the broken CFPB.
- Since the change in CFPB leadership, the **relief rate for Washingtonians decreased from 43 to 34 percentage points.**
- The top categories of complaints were:
 - Credit Reporting (87%)
 - Debt Collection (4%)
 - Checking or Savings Account (3%)



Every dollar stripped from the CFPB results in relief to payday lenders, predatory loan servicers, and big banks.

We call on Congress to stand up for the CFPB and the consumers it helps.