

DEFEND THE CONSUMER FINANCIAL PROTECTION BUREAU



The Consumer Financial Protection Bureau (CFPB) has secured **\$21 billion in relief to consumers**, covering an estimated **205 million consumer accounts**. The CFPB returned \$363 million in 39 enforcement actions involving harm to servicemembers and veterans, including 6 Military Lending Act violations. Every dollar spent on the Bureau translates into real money back in the pockets of working-class families: refunds for unfair fees, compensation for predatory loans, and restitution for discriminatory practices. By holding powerful financial institutions accountable, promoting transparency and competition, and enforcing fair-lending laws, **the CFPB helps working-class families keep more of what they earn, avoid costly traps, and move closer to financial security.**

People rely on the CFPB when they have a problem with a financial service. The **number of complaints received by the CFPB doubled** during each of the last two years, growing from **1.66 million in 2023** to 6.64 million in 2025. Unfortunately, over the last 18 months, **the share of complaints resulting in consumer relief has fallen dramatically**. At least one credit bureau (Experian) has provided **essentially no relief to consumers** (1% in 2025).



The CFPB has fought against high fees that undermine the financial stability of struggling households. The CFPB finalized rules to reduce credit card late fees, surprise bank NSF and overdraft fees, and hidden mortgage closing costs. Through supervision and enforcement, it has **curbed abusive fee-gouging** in markets as diverse as auto loan servicing, student lunch payments, and remittances.

The CFPB supports financial literacy. **63 million consumers have accessed answers to financial literacy questions** through the “[Ask CFPB](#)” portal. The current CFPB has stopped publishing the [Money Smart for Older Americans](#) guides that teach seniors money-saving skills and techniques to avoid fraud and scams, a common problem for older borrowers. The CFPB has also played a **critical role in breaking down language barriers to fair financial services.**

Attacks on the CFPB are hurting struggling families.

Abandoned servicemembers: During Acting Director Russell Vought’s tenure, the barely-staffed CFPB Office of Servicemember Affairs (OSA) has **not conducted a single visit to a military installation, nor has it published its required annual report.**

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Foregone benefits: Due to the cancellation of the CFPB's rules on credit card late fees and overdraft charges, **Americans will pay \$10 billion and \$5 billion more, respectively, in credit card late fees and overdraft fees.** The CFPB's rule to remove medical debt collections from credit reports, which has been canceled, would have helped 15 million Americans by preventing unavoidable medical bills from destroying their credit.

The attacks on the CFPB have cost Americans **\$3.5 billion in revoked remedies** from canceled agency enforcement cases.



Harmful rulemakings: The CFPB has finalized rules to **roll back critical anti-discrimination protections** for consumers and small business owners.

Steep funding cuts: Federal law authorizes the CFPB to receive an annual draw from the Federal Reserve through **a funding mechanism that has been repeatedly upheld by the courts, including the Supreme Court.** The 2025 budget reconciliation bill limited the CFPB's benchmark draw to 6.5 percent of the Federal Reserve's FY 2009 funding – **nearly a 50% cut.**

Undermining of the Consumer Complaint Process and Database: The CFPB is **discouraging consumers from filing complaints with the agency** by instructing them to file complaints about credit bureaus (by far, the biggest topic of complaints) directly with the companies, even though this step is not required. In February, Rep. Andy Barr (R-KY) introduced the **"Eliminating Fraud in the CFPB's Complaint Database Act," (H.R. 7588), which will require consumers to submit private information, such as their Social Security number, birth certificate, or driver's license, to file a complaint,** which will discourage many from filing. It will also allow offending companies to close a complaint if they believe the complaint was frivolous or submitted by an unauthorized third party. It will also prevent the CFPB from making complaint details available to the public, **undermining the interests of the American people who use complaint data to help prevent future harms.**

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

- Defend the independent funding mechanism and restore the CFPB's full funding level to at least 12 percent as a compulsory draw from the Federal Reserve.
- Ensure easy access for consumers to file a complaint and review complaint details at the CFPB.
- Oppose the Eliminating Fraud in the CFPB's Complaint Database Act.
- Use floor time to publicly state your support for the CFPB.