MEETING SCRIPT

CONSUMER ADVOCACY DAY 2026

Roles

- Facilitator
- Speakers; if possible, include a storyteller, for each section
- Notetaker
- Photographer (please upload to the app)
- Correspondent: The correspondent sends one-pagers in advance and follows up after the meeting with a thank-you note and any additional materials.

Introduction

Thank you for taking the time to meet with us. We are here today as part of Consumer Advocacy Day. More than 115 advocates like us from 30 states and DC are meeting with Congressional offices today to address three key issues: high-cost lending, earned wage access, and the CFPB.

Do a round of introductions: Name, role, and organization. Note if you're a constituent or from the same state. Highlight what your organization does and who it represents.

Ask the staffer: What's in your portfolio? What's on your plate these days? [Ask if they don't bring it up in intros.]

When possible: We'd like to thank Rep./Sen. XX for XX. [Please review the Voting Records document to find the office you're meeting with.]

Defend and Strengthen Interest Rate Limits and Transparency

First, we'd like to talk about predatory loans, such as payday loans with triple-digit interest rates and high-cost installment loans with rates that lock consumers into owing two or three times the original loan amounts.

[Tell a personal story or a story on behalf of a constituent if your group has one.]

While consumers should try to avoid high-cost loans at all costs, for example, by borrowing from friends and family, exploring more affordable loans and resources, or cutting expenses and discretionary spending, that doesn't mean we should allow debt traps that will very often get them into an even deeper hole. Without regulatory intervention, some lenders will put vulnerable borrowers into debt traps.

- Congress should act to rein in dangerous lending.
- Bad actors should be held accountable.
- In states where people are targeted by triple-digit lenders, we need meaningful rate caps.

Many states have enacted rate caps on high-cost loans, including (YOUR STATE IF IT HAS RATE CAPS.). [You can look up state installment loan rate caps on the NCLC fact sheet here and state payday loan laws on this page.]

However, federal law still allows banks to charge rates allowed in their home states and ignore other states' rate caps.

We are concerned about two applications from ultra-high-cost lenders Enova and OppFi to buy national banks, paving the way for the first time that national banks make loans at interest rates of more than 100 percent.

Our high-cost lending factsheet has more information on several actions needed to defend state interest rate caps that we are asking Rep./Sen. XX to take.

Make the Ask:

If a Senator: Will the Senator support S. 3721 (Whitehouse), Empowering States' Rights to Protect Consumers Act, which requires banks to comply with state rate caps, AND oppose S. 3889 (Moreno)/HR 7866 (Davidson), the American Lending Fairness Act, which would prohibit states from opting out of rates set by out-of-state chartered banks?
If a Rep: Will the Representative vote to protect the right of states to control interest rates in their state?

If a Senator: Will the Senator support S. 3793 (Reed), the Predatory Lending Elimination Act (PLEA), with 15 co-sponsors, which extends the protections of the Military Lending Act to veterans and other consumers and caps interest rates at a maximum of 36% APR?
If a Rep: Does the Representative support a federal all-in 36 percent rate cap? Would the Rep consider sponsoring the PLEA, or joining to cosponsor if it were introduced?

Does the Sen/Rep oppose granting bank charters to high-cost lenders that make loans at rates greater than 36 percent?

Oppose the So-Called Earned Wage Access Consumer Protection Act

Next, we'd like to talk about fintech loan apps that offer cash advances ahead of payday, and are often branded as "earned wage access" (EWA). We call them "payday loan apps". These are high-cost loans that disguise triple-digit APRs through expedited fees, subscriptions, transfer fees, and tips. Some of the apps follow consumers' geolocation from their phones. Many use push notifications and other techniques to push people to take out loans.

Some statistics: research shows that consumers become reliant on these loans over time. On average, account holders take nine advances per quarter. Even if they pay a few dollars, the costs add up. And since most withdrawals are for less than $100 and repaid in less than 7 days, the cost of borrowing is very high. By tapping workers' wages to allow them to receive funds, these apps are contributing to the affordability crisis for vulnerable, lower-income workers.

[Tell a personal story or a story on behalf of a constituent if your group has one.]

We are concerned about the Earned Wage Access Consumer Protection Act, which may be in the markup scheduled for June 30th and July 1st in the House Financial Services Committee. [If the congressmember is on the House Financial Services Committee and voted against it in the 118th Congress, thank them.] [Acknowledge that while it has not come to the Senate yet, it could].

- It exempts these fintechs companies from the definition of creditors, their fees from the definition of finance charges, and products from the definition of loans, for the purpose of evading the Truth in Lending Act's (TILA) requirements. Thirteen courts have rejected the argument that these products are not loans.
- Broadly preempts state rate caps and other protections.
- Permits high fees without limits.
- Eviscerates the Military Lending Act. (Mention if your state has a military base or substantial military population).
- Permits app designs that make free options extremely slow, inconvenient, and difficult to access.

Do you have any questions?

Make the Ask:

Will Rep./Sen. XX oppose the bill if it comes up for a vote?

Defend the CFPB

Finally, we'd like to talk about the Consumer Financial Protection Bureau.

[If the congressmember signed last year's bicameral amicus brief or the February 2026 House amicus brief in support of the CFPB, please thank them for their support of the CFPB.]

We are concerned about the scaling back of the CFPB's enforcement and supervision, which is how it secured more than $21 billion in relief for millions of people since its creation after millions of Americans lost their homes, jobs, and life savings in the 2008 economic crash.

The CFPB is important because it helps people when they are scammed, cannot get a problem with their loan resolved, are being charged illegal fees, need to remove errors from their credit report, or are being harassed by debt collectors.

People rely on the CFPB when they have a problem with a financial company. Over six million people filed a complaint to the CFPB last year. The CFPB has widespread support; 67 percent of all Americans, including majorities from both political parties, say they support the CFPB and its mission. 82 percent believe it is important to regulate financial services.

We are concerned about the Eliminating Fraud in the CFPB's Complaint Database Act (HR 7588), which would impose requirements on the public to submit their private information, such as their driver's license number, as a condition of filing a complaint, and close off access to the public from seeing filed complaints.

[Provide a story or an example that shows how the CFPB has helped or is needed.]

Our CFPB factsheet includes more information about how the CFPB has delivered for consumers and the attacks it faces. We are particularly concerned that last year Congress slashed the CFPB's funding (from the Federal Reserve) nearly in half, for every year moving forward, not just this year.

We also have a fact sheet about how the CFPB has helped consumers in [STATE]. You can even see how the number of complaints filed in your [District/state] has increased. And unfortunately, over the last year, proportionally fewer people have received a remedy when they file a complaint. In [STATE], complaint relief has dropped by [see your state one-pager] X% this year.

We're urging Congress to restore the CFPB's available funding back to a FLOOR of 12 percent of the Fed's operating expenses, according to an amount that is "reasonably necessary" under Dodd-Frank, and to require the Fed to send it to the CFPB, without the need for the CFPB Director to request it.

Make the Ask:

- Does Rep./Sen. XX support protecting the independent funding mechanism and restore the CFPB's full funding level to at least 12 percent as a compulsory draw, sent from the Federal Reserve?
- We want to ensure easy access for consumers to file a complaint and review complaint details at the CFPB.
    - For a Rep: Does the Representative (not yet introduced in the Senate) Oppose the Eliminating Fraud in the CFPB's Complaint Database Act (HR 7588)?
    - For a Senator: Does the Senator support the rights of consumers to file complaints to the CFPB, without facing hurdles such as requirements to submit social security numbers or driver's licenses, and for the rights of everyone to review filed comments online in a publicly available complaint database?
- [If yes, ask this next] Thank you, will Rep./Sen. XX use floor time in support of the CFPB?

Closing

Thank you for your time today! [Ask for the staffer's email address and let them know we will follow up with digital copies of the one-pagers.]