

December 13, 2013

Minnesota Asset Development and Financial Literacy Task Force



Consumer Financial
Protection Bureau

CFPB Overview: History

On July 21, 2011, the Consumer Financial Protection Bureau (CFPB) became the first federal agency focused solely on protecting American consumers in the financial marketplace. Previously:

- Seven different federal agencies were responsible for consumer financial protection.
- Gaps in oversight resulted in practices that hurt consumers, responsible companies, and the economy as a whole.

Why we work

- One in Five Americans over the age of 65 has reportedly been the victim of a financial scam. (20%)
- Twenty-nine percent of young people between the ages of 22 and 29 report delaying or not pursuing further education because of their debt.
- In the run-up to the financial crisis, unregulated, non-bank lenders were among the largest originators of subprime mortgages. The default rate on subprime mortgages issued in 2006 now exceeds 50 percent.
- Nearly 50 percent of claims made against debt collectors cite harassment.

Our Mission

The Consumer Financial Protection Bureau is a *21st century agency* that helps consumer financial markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives.

We will achieve our mission through ...

- data-driven analysis;
- innovative use of technology;
- valuing the best people and great teamwork.

Our Vision

A consumer finance marketplace...

where customers can see prices and risks up front and where they can easily make product comparisons;

in which no one can build a business model around unfair, deceptive, or abusive practices;

that works for American consumers, responsible providers and the economy as a whole.

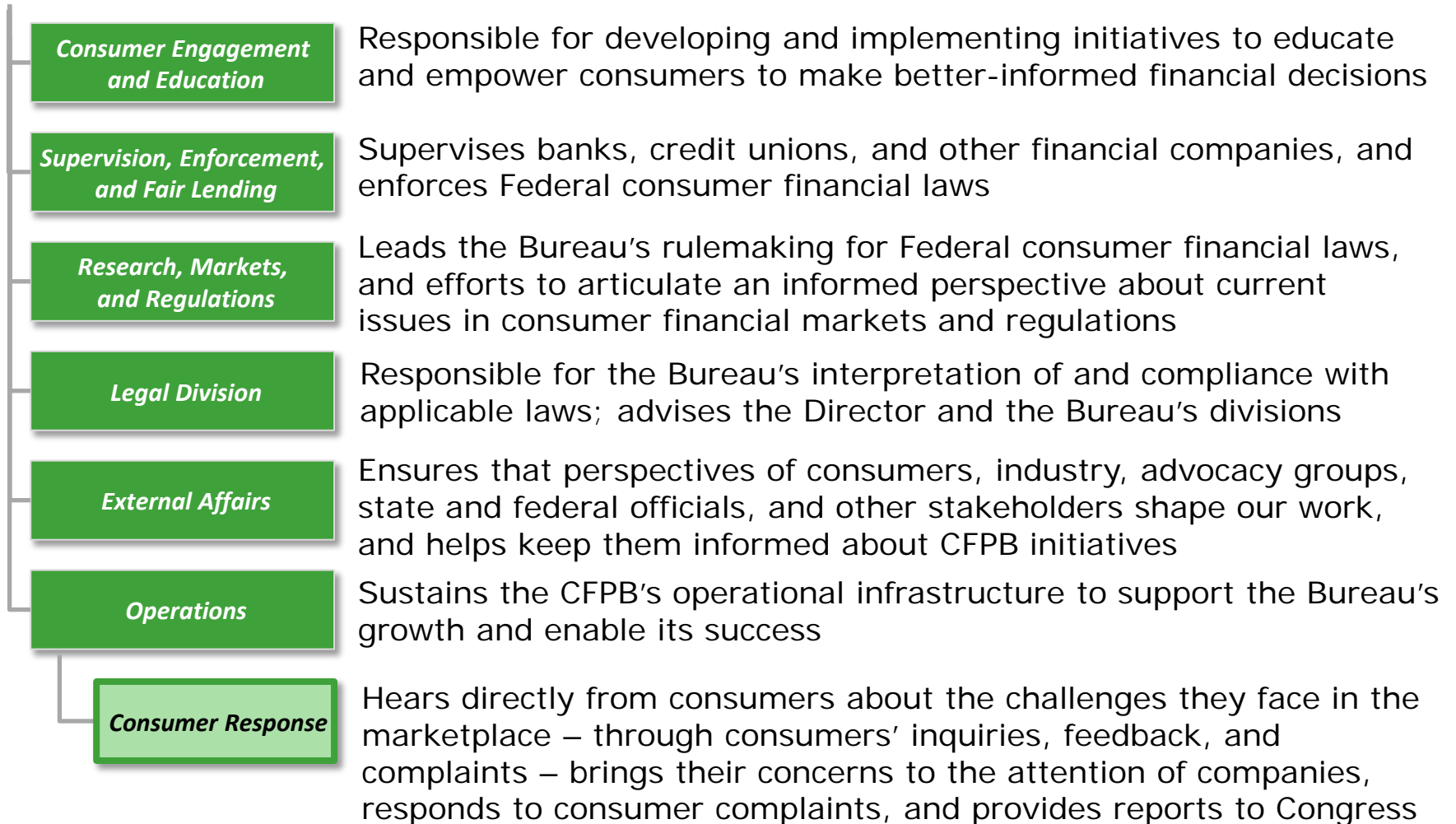
CFPB's Statutory Objectives

- To ensure that consumers have timely and understandable information to make responsible decisions about financial transactions;
- To protect consumers from unfair, deceptive, or abusive acts or practices, and from discrimination;
- To reduce outdated, unnecessary, or overly burdensome regulations;
- To promote fair competition by enforcing the Federal consumer financial laws consistently; and
- To advance markets for consumer financial products and services that operate transparently and efficiently to facilitate access and innovation.

How we work

- We help consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives.
- Our core functions are:
 - **Educate** - An informed consumer is the first line of defense against abusive practices.
 - **Enforce** - We supervise banks, credit unions, and other financial companies, and we enforce federal consumer financial laws.
 - **Study** - We gather and analyze available information to better understand consumers, financial services providers, and consumer financial markets.

CFPB Overview: Organization



What we do

- Among other things we:
 - Write rules, supervise companies, and enforce federal consumer financial protection laws
 - Restrict unfair, deceptive, or abusive acts or practices
 - Take consumer complaints
 - Promote financial education
 - Research consumer behavior
 - Monitor financial markets for new risks to consumers
 - Enforce laws that outlaw discrimination and other unfair treatment in consumer finance

Consumer Education and Engagement

Note: This document was used in support of a live discussion. As such, it does not necessarily express the entirety of that discussion nor the relative emphasis of topics therein.



Consumer Financial
Protection Bureau

Consumer Education and Engagement

Goal

Create opportunities for consumers to make better choices about money to serve their own life goals.

Direct

Encourage consumers to:

- Ask questions
- Plan for money management
- Get help with big and small financial decisions

Indirect

Work in policy to:

- Increase support for building financial capability and programs that support it
- Make consumers' choices more transparent and understandable

Consumer Education and Engagement

Financial Education

- Provide targeted educational content
- Identify and promote effective fin ed practices

Consumer Engagement

Create interactive, informative relationship with consumers

Servicemembers

- Improve financial protection
- Monitor Service members complaints
- Coordinate w/ DoD, etc.
- 2.2 million military personnel
- 22 million veterans

Older Americans

- Protect against financial abuse
- Improve financial literacy
- Planning for life events
- 50 million aged 62+

Students

- Increase awareness of debt when selecting a college
- Monitor students complaints
- Build campus awareness
- 22-28 million (age 16-26)

Financial Empowerment

- Improve financial stability for low-income & other economically vulnerable consumers
- 68 million unbanked or underbanked
- 33% of Americans earn less than twice the poverty line
- Approximately 50 million have thin or no credit files

Office of Financial Education Objectives

- ***Build a comprehensive approach to financial education in the U.S.:*** Develop knowledge about what works in financial education and provide opportunities for financial educators to learn about effective strategies
- ***Promote innovation:*** Test new ideas and share successful innovations with the field
- ***Educate consumers:*** Provide understandable information that helps customers make informed financial decisions
- ***Educate youth:*** Build on existing efforts to identify and promote best practices in K-12 financial education
- ***Increase outreach and federal coordination:*** Build relationships with all stakeholders. In addition, Director of the CFPB serves as the vice chair of the Financial Literacy and Education Commission

Ask CFPB – ConsumerFinance.gov/askcfpb

The screenshot displays the Ask CFPB website interface. At the top, the CFPB logo and navigation menu are visible. A search bar contains the text "where can". Below the search bar, a dropdown menu shows search results for "where can", including questions like "Where can I get a mortgage?" and "Where can I get my credit score?". To the right, a sidebar lists various topics such as Auto Loans, Bank Accounts and Services, Credit Cards, Credit Reports and Scores, Debt Collection, Mortgages, Prepaid Cards, and Student Loans. The main content area shows search results for "credit report", including a section titled "Results for 'credit report'" with a sort-by dropdown set to "most relevant". Below this, there are two search results: one for "When can a card issuer look at my credit report?" and another for "Where can I get my credit score?". A "FILTER RESULTS" section on the left of the search results allows filtering by audience (Servicemembers, Students, Older Americans) and topic (credit report, credit score). Annotations with arrows point to the search bar, the dropdown menu, the sidebar, and the filter results section.

Curated homepage content

Search autocomplete

Filter search results by audience or topic

Publications for Consumers

<http://promotions.usa.gov/cfpbpubs.html>




Consumer Financial Protection Bureau

CFPB Publications

Order FREE Consumer Financial Protection Bureau publications.

The central mission of the Consumer Financial Protection Bureau (CFPB) is to make markets for consumer financial products and services work for Americans — whether they are applying for a mortgage, choosing among credit cards, or using any number of other consumer financial products.

You may download products by clicking on each product's name. Adobe Acrobat Reader is required to view the products and is available for download at: <http://get.adobe.com/reader> Please allow 4-5 weeks for delivery.

Image	Description	Order Quantity
	Check your Credit Report (102 Kb) Free ways to check your credit report to find and fix mistakes, update your information, and guard against identity theft.	Quantity: <input type="text" value="0"/>
	Verifique su informe crediticio al menos una vez al año (332 Kb) Formas gratuitas de verificar su informe crediticio para buscar y solucionar problemas, actualizar su información y protegerse contra el robo de identidad.	

Consumerfinance.gov en español

Un sitio web oficial del gobierno federal de los Estados Unidos  [English](#)

cfpb Oficina para la Protección Financiera del Consumidor Contáctenos
(855) 411-2372

INICIO OBTENER RESPUESTAS PRESENTAR UNA QUEJA QUIENES SOMOS

Somos la **nueva agencia federal** que trabaja para que los productos y servicios financieros sean más justos y transparentes para usted y su familia.

[Más información acerca de CFPB](#)

OBTENER RESPUESTAS

-  [Pagar la universidad](#)
-  [Comprar una casa](#)
-  [Comprar un vehículo](#)
-  [Enviar dinero](#)

[Respuestas para más temas](#)

PRESENTAR UNA QUEJA
(855) 411-2372

¿Tiene problemas con un producto o servicio financiero? Una persona que habla español puede tomar su llamada.

Usted puede presentar quejas acerca de tarjetas de crédito, hipotecas, préstamos estudiantiles, transferencias de dinero, informes y

COMUNÍQUESE CON NOSOTROS

 [Seguir a @cfpb](#) 29.4K seguidores

 Like 15k

Algunos de nuestros datos - incluidas a nuestras redes sociales - no están disponibles en español. Visite [nuestro sitio web en inglés](#) para más información.

Paying for College



An official website of the United States Government

(855) 411-2372

- HOME
- INSIDE THE CFPB
- GET ASSISTANCE
- PARTICIPATE
- LAW & REGULATION
- SUBMIT A COMPLAINT



We are with you at every step of the way

From start to finish, we can help you make informed financial decisions about paying for college.



<http://www.consumerfinance.gov/paying-for-college/>

Office for Older Americans

HOME > FINANCIAL PROTECTION FOR OLDER AMERICANS



Financial protection for older Americans

Older Americans face many financial challenges as they age. They have opportunities to travel, explore new fields of work or hobbies, or spend time with family and friends. But often scam artists or bad advice take away these opportunities. The Office of Financial Protection for Older Americans is here to give seniors information and tools to navigate safely through financial challenges.



YOU...

- ...are 62 or over
- ...can expect to live 21 more years if you are a woman, 17 if you are a man
- ...like three out of five American families with a head of household 65 or older, may have no retirement savings
- ...may not know what your benefits are when your spouse dies
- ...need to ask the right questions



YOU MAY FACE...

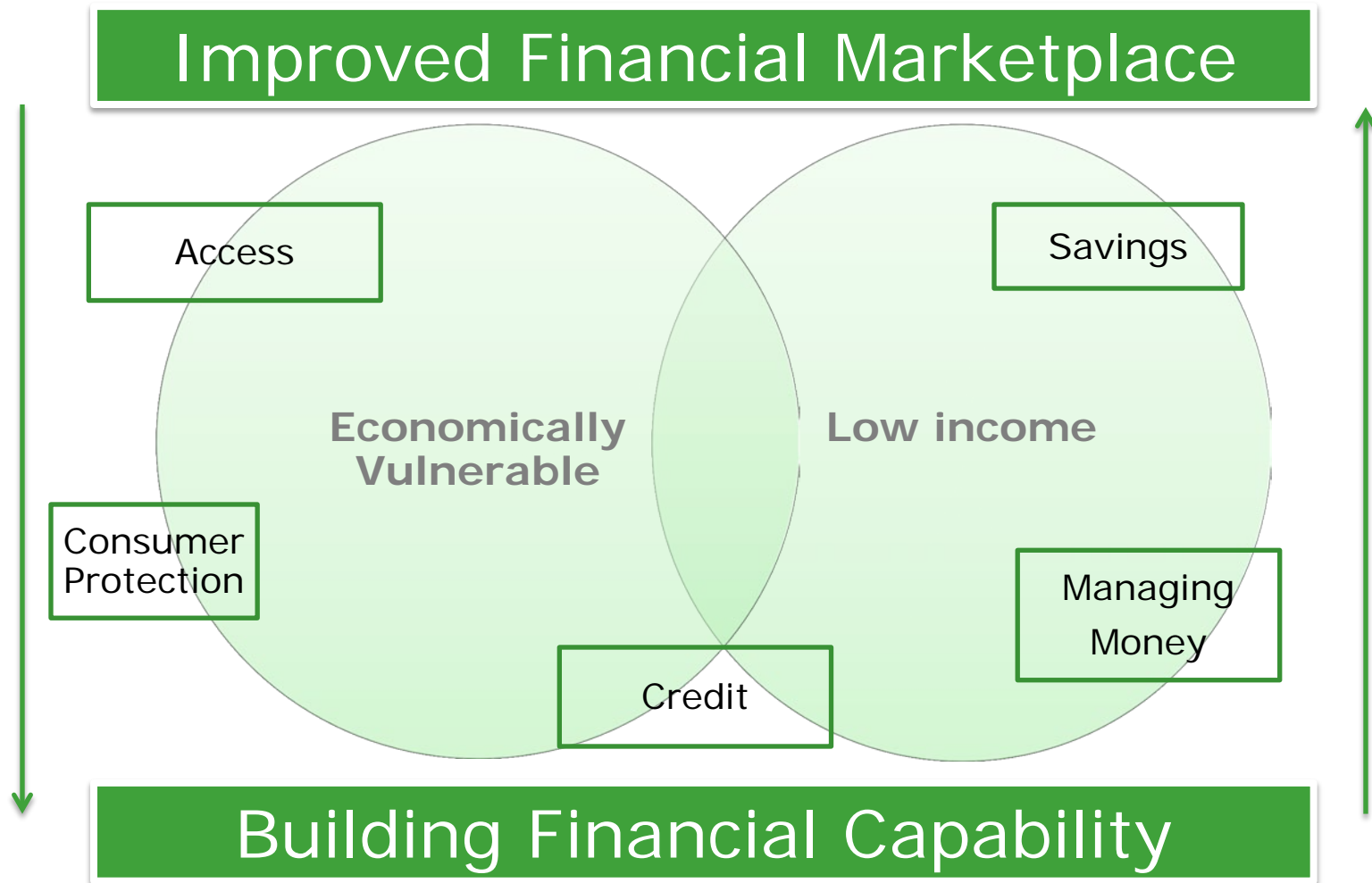
- ...clever scam artists or desperate family members targeting you because of your home equity or net worth
- ...a choice between paying the mortgage/rent or your credit card
- ...complicated decisions about finances, retirement, and long-term care planning



WE'RE HERE TO HELP YOU...

- ...prevent others from taking your savings or your home
- ...understand your financial options when your spouse dies
- ...find out where you can turn to for information
- ...learn about your financial choices
- ...access tools you need to achieve your goals

Office of Financial Empowerment



Financial Empowerment - Key Strategies

- Identify most promising products, services, delivery channels
- Collaborate with federal agencies that touch low-income and economically vulnerable (HHS, DOL, financial regulators)
- Focus on Intermediaries: social service agencies, community organizations, financial institutions, government, legal aid entities

Your Money, Your Goals

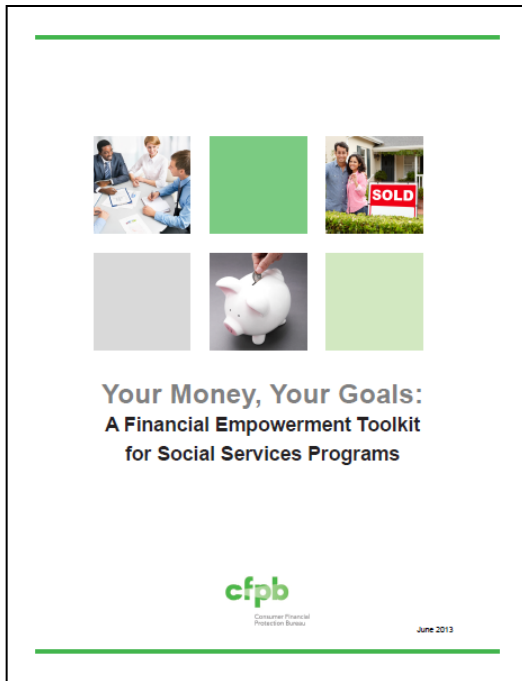
Began with a field scan to inform development of a toolkit and trainings

- Programs
 - 14 local and state-wide case manager trainings for non-profit and public benefits case managers
- Barriers to integration of financial empowerment
 - Lack of organizational buy-in
 - Case managers' lack of knowledge and personal financial confidence
- Promising practices
 - Adaptation for a variety of organizational contexts
 - Build on client-driven goals
 - Local collaboration and access to referral networks

Your Money, Your Goals

Toolkit content and training implementation respond to findings of scan

- Front line social services staff provide opportunity to assist target populations

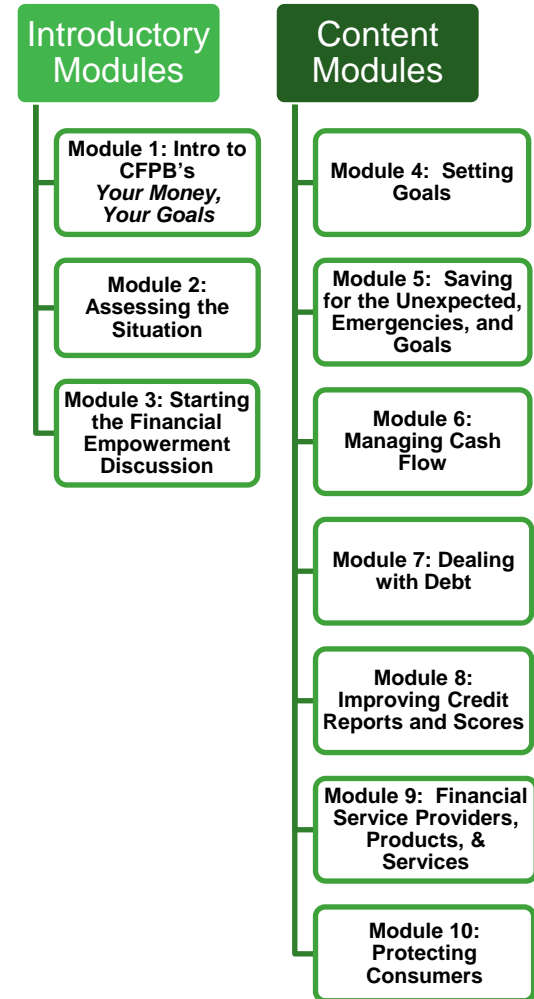


- Training front line staff to enhance confidence about discussing finances with clients
- Training designed to provide clear examples of effective communication techniques
- Toolkit is user-friendly with plain language text

Your Money, Your Goals

Modular Toolkit and materials design addresses “in the moment” needs of clients

- Plain language
- Version 1.0 has been translated into Spanish



Your Money, Your Goals

Tool 2:

Opportunities for introducing financial empowerment

As a case manager, you may meet clients in a variety of situations. You may meet with clients to screen them into programs, to support them during a life transition, or to monitor their progress within a specific program. With integration of financial empowerment into case management, what you can expect to accomplish will vary greatly depending on the situation in which you work with clients and the frequency with which you see them. Many case managers have some clients they see only once and some clients that they see regularly.

Answer the following questions and use the analysis that is provided to learn about what you can cover and what you can likely expect to achieve with clients, given the situation in which you provide service and how frequently you see the client.

Contact Situation Questions	Response	
1. Do you screen participants for eligibility into programs based on financial information you ask from the clients?	Yes	No
2. Do you monitor for continued eligibility in the program based on financial information updates?	Yes	No
3. Is helping clients achieve their goals a part of the case management work you provide?	Yes	No
4. Do you provide support to clients while they are in your program?	Yes	No
5. If yes, check the types of support you provide.	<input type="checkbox"/> Listening (the client can share a range of concerns with you) <input type="checkbox"/> Problem solving <input type="checkbox"/> Contingency planning <input type="checkbox"/> Resource planning <input type="checkbox"/> Referrals <input type="checkbox"/> Other:	
6. Do you provide assessment, monitoring, support, and other services to the same client?	Yes	No
7. Are the clients generally facing emergencies (Ready to lose housing, transportation, job, or other basic needs)?	Yes	No
8. Is client safety and security a primary issue when meeting with clients?	Yes	No

Frequency of Contact Questions	Response	
9. Do you meet with clients only one time?	Yes	No
10. Do you meet with clients one time per year?	Yes	No
11. If yes, how do you conduct this annual meeting?	<input type="checkbox"/> In-person, at your office <input type="checkbox"/> In-person, in the client's home <input type="checkbox"/> Over the phone <input type="checkbox"/> Other:	
12. Do you meet with clients monthly?	Yes	No
13. If yes, how do you conduct these monthly meetings?	<input type="checkbox"/> In-person, at your office <input type="checkbox"/> In-person, in the client's home <input type="checkbox"/> Over the phone <input type="checkbox"/> Other:	
14. Do you meet with clients more frequently than once per month?	Yes	No
15. If yes, how do you conduct these meetings?	<input type="checkbox"/> In-person, at your office <input type="checkbox"/> In-person, in the client's home <input type="checkbox"/> Over the phone <input type="checkbox"/> Other:	

Your Money, Your Goals

Tool 3:

Finding a safe place for savings

Setting money aside can be hard. It often means you have to cut back on spending somewhere else—you gave up premium cable or satellite dish service for basic. Or you have found a way to earn more income. You have taken on another part-time job, or you received a tax refund.

Benefit

A **benefit** is something that provides you with an advantage. A **benefit** is something that is good for you.

Once you have set money aside, you need to find a safe place to store that money. For some people, a secret place in their home may feel like a safe place. For other people,

it may be an account in a bank or credit union.

Risk

A **risk** is any chance for loss. Where there is **risk**, there is uncertainty in the outcome or result.

If you do not know where to put your money or want to make sure the place you have chosen is safe, use the following tool. Think about the benefits and risks of each option. There are some benefits and risks of each option listed already to get you started.

Safe Place to Keep Your Money	Benefits	Risks	Other Important Information
A secret place in your home	<ul style="list-style-type: none"> No costs for maintaining it Easy to access Convenient 	<ul style="list-style-type: none"> Can be lost, stolen or destroyed in a fire or natural disaster Might put you at risk of a home invasion crime 	
With a family member or friend	<ul style="list-style-type: none"> No costs for maintaining it 	<ul style="list-style-type: none"> Can be lost, stolen or destroyed in a fire or natural disaster Might put your friend or family member at risk of a home invasion crime 	

On a prepaid debit card (stored value card)	<ul style="list-style-type: none"> Easy to access Convenient No account needed 	<ul style="list-style-type: none"> May have fees for activation, loading funds, using the card, etc. May not be insured for you or have the same protections from loss or theft as a savings account if the card or PIN are lost or stolen. 	Check the card agreement to ensure that you understand the fees
In a federally insured savings or checking account	<ul style="list-style-type: none"> If the institution is federally insured, up to \$250,000 per depositor is protected. Unlike cash, the money cannot be lost, stolen, or destroyed in a fire or other disaster. You can get it back if someone steals it by stealing your debit card. 	<ul style="list-style-type: none"> May be charged fees if you do not follow the rules for the account 	<ul style="list-style-type: none"> You may not be able to open an account for a period of time if you have had an account closed because of unpaid debts in the last five years
U.S. Savings Bonds	<ul style="list-style-type: none"> The money cannot be lost or destroyed in a fire or other disaster. If you have a paper bond, the funds can be recovered The rate is guaranteed for the length of the bond. 	<ul style="list-style-type: none"> You lose some of the interest if you cash the bond before it matures. 	
Other			

Based on this information, the best place for me to keep my savings is:

This Tool is included in the Consumer Financial Protection Bureau's Toolkit. The CFPB has prepared this material as a resource for the public. This material is provided for educational and information purposes only. It is not a replacement for the guidance or advice of an accountant, certified financial advisor, or otherwise qualified professional. The CFPB is not responsible for the advice or actions of the individuals or entities from which you received the CFPB educational materials. The CFPB's educational efforts are limited to the materials that CFPB has prepared.

This Tool may ask you to provide sensitive personal and financial information. The CFPB does not collect any information from you or the organization using this Tool. The CFPB is not responsible and has no control over how others may use the information that you provide to them about your personal or financial situation. Be cautious how you use this Tool. CFPB recommends that you do not include names, account numbers; that you lock up completed hard copies and encrypt completed soft copies of the Tool that contain sensitive personal and financial information; and shred hard copies that contain sensitive personal and financial information when no longer needed.

Your Money, Your Goals

Tool 1: Selecting financial service providers

Selecting a financial service provider can be hard because there are so many choices. Before you decide which type of provider to use, think about the reasons you need a financial product.

Here is a checklist of common reasons to find a financial service provider. Pick the top three reasons for you.

Ranking	Reason for a Financial Service Provider
	I want a safe and secure place to keep my money.
	I want to be able to make purchases without having to carry cash.
	I want a low cost and easy way to pay and manage my bills.
	I want to pay bills, manage my finances, or conduct other transactions online.
	I want to have my paycheck directly deposited.
	I want to accumulate savings.
	I want to save for retirement or my children's education.
	I want to buy a car.
	I want to buy a home.
	I want to be able to get small loans quickly and without a hassle.
	I want to build my credit history.
	I want to send money to someone.

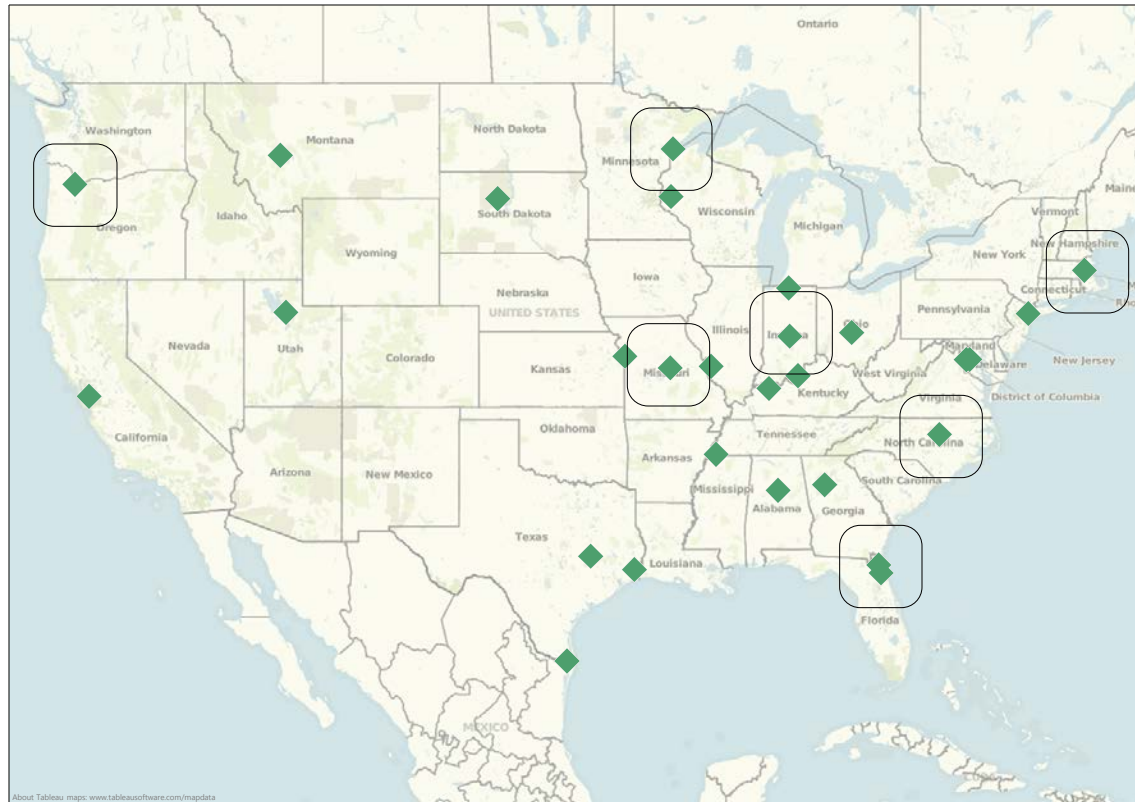
Tool 2: Evaluating financial service providers

Once you know the reasons you want a financial service provider, use the following tool to compare businesses that can offer you those services. Using this form, you can compare up to three financial service providers at a time. If there are services that do not matter to you, just put a line through the entire row.

	Financial Service Provider 1:	Financial Service Provider 2:	Financial Service Provider 3:
Convenience and Access			
Close to where I work or live?			
Open during hours I can visit (at lunch and after work, for example)?			
Can I pay bills and check balances by phone, online, or with a mobile app?			
Products and Services			
Does it offer depository services? (savings, checking, CDs)			
If I get a checking or savings account, will I get an ATM card? Debit card?			
Does it offer credit services? (credit cards, small dollar loans, mortgages, lines of credit)			
Does it offer transactional services? (check cashing, money transfers, bill payment)			
Does it offer additional services? (Notary Public, safe deposit boxes)			
Customer Service			
Do I feel welcome?			
Are the products and services described in terms I can understand?			
Is there staff available to answer my questions in person or by phone?			
Safety and Security			
If I am depositing money, is it FDIC or NCUA insured?			

Case Manager Training

- Testing now through January
 - 26 organizations – One in Minnesota



Office of Servicemember Affairs (OSA)

OSA's mission:

To educate and empower military members, veterans and their families to make better-informed decisions regarding consumer financial products and services. We understand military service and the unique challenges associated with it, and our team has over 100 years of military experience.

We work to:

- Ensure servicemembers, veterans, and their families receive the financial education they need to make better-informed consumer decisions
- Monitor their complaints filed through the CFPB and the responses to those complaints
- Work with federal and state agencies on military consumer protection measures.

NOVEMBER 2013

Office of Consumer Response

Note: This document was used in support of a live discussion. As such, it does not necessarily express the entirety of that discussion nor the relative emphasis of topics therein.

Office of Consumer Response



Answer questions



Handle complaints



Share data

Office of Consumer Response

Vision

The Office of Consumer Response will be a trusted destination for insights, individual assistance, and market-wide information on the consumer financial experience.

Mission

The Office of Consumer Response will answer questions, handle complaints, and share data to level the playing field and empower consumers to take more control over their financial lives.

Values

Integrity

Transparency

Impact

Compassion

How we answer questions



Contact us (855) 411-2372

Search



HOME

INSIDE THE CFPB

GET ASSISTANCE

PARTICIPATE

LAW & REGULATION

SUBMIT A COMPLAINT

Public service or student debt

Public service organizations – public hospitals, non-profits, and more – can help with student debt. Employees can help, too.

Ask CFPB

Get answers to your financial questions.

Paying for College

Trouble paying your mortgage?

Check the status of a complaint



ts, public employees reduce public servants.

How we receive complaints



Contact us (855) 411-2372

Search



HOME

INSIDE THE CFPB

GET ASSISTANCE

PARTICIPATE

L

SUBMIT A COMPLAINT

New tools to combat harmful debt collection practices

We're putting companies on notice about harmful debt collection practices. Today we also published consumer "action letters" and are now accepting debt collection complaints.

[Learn more about our work on debt collection.](#)



consumerfinance.gov/complaint/

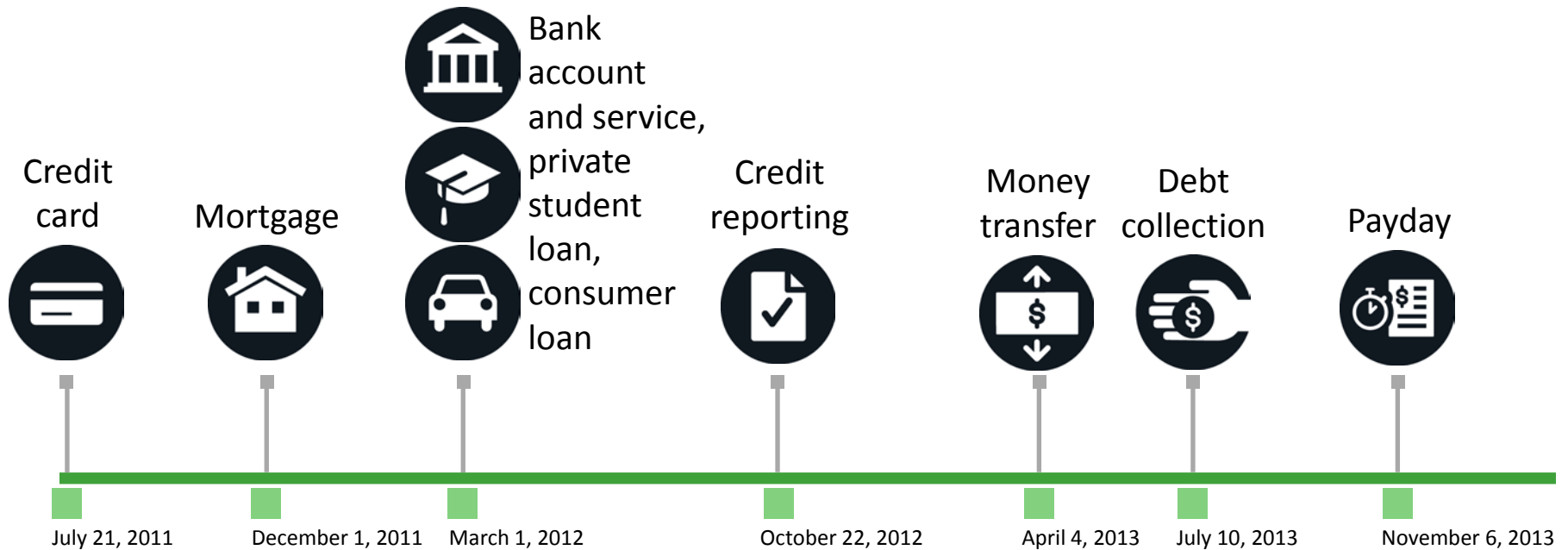
(855) 411-2372 or TTY/TDD (855) 729-2372

M-F 8am – 8pm ET, *excludes federal holidays, 180+ languages*

What is a complaint?

Consumer complaints are submissions that express dissatisfaction with, or communicate suspicion of wrongful conduct by, an identifiable entity related to a consumer's personal experience with a financial product or service.

Complaints we accept now

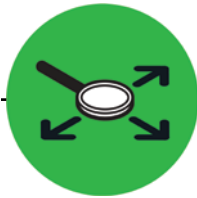


As of November 1st, we've handled approximately 238,200 consumer complaints, including more than 23,400 credit reporting complaints

Complaint lifecycle



Complaint submitted



Review and route



Company response



Consumer review



Review and investigate



Analyze and report

How we share data



An official website of the United States Government

(855) 411-2372

- HOME
- INSIDE THE CFPB
- GET ASSISTANCE
- PARTICIPATE
- LAW & REGULATION
- SUBMIT A COMPLAINT

Searchable complaints on mortgage bank accounts and services, student loans, and credit cards

We're releasing the nation's largest public database of federal complaints with information on more than 90,000 individual products and services. [Check it out.](#)

Reminder: Sound off on our student loan affordability

A few weeks ago, we announced that we're gathering information for borrowers to find affordable options on their private student loans. Of time, we've received over 20,000 responses from individuals on what could be done. We've already posted many of the responses.

Know Before You Owe

Making costs and risks clear.

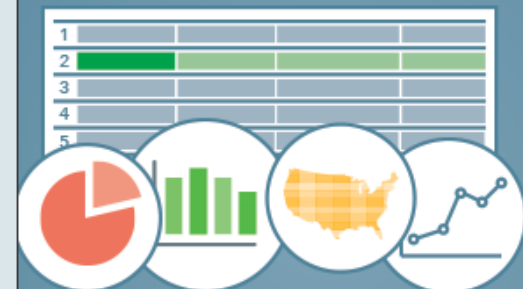
- Credit cards
- Mortgages
- Student loans

Tell your Story

Help inform how we protect consumers & create a fairer marketplace.

Consumer Complaint Database

- Open government
- Leadership calendar
- FOIA



[Now accepting money transfer complaints](#)

- APR 4 [How do you build financial capability?](#)
- APR 3

Consumer Complaint Database

The Consumer Complaint Database updates daily and includes about more than **170,000** complaints about:



Credit cards



Private student loans



Money transfers



Mortgages



Consumer loans



Debt collection



Bank accounts and services



Credit reporting

consumerfinance.gov/complaintdatabase/

Questions?

How can consumers submit complaints?

consumerfinance.gov/complaint/

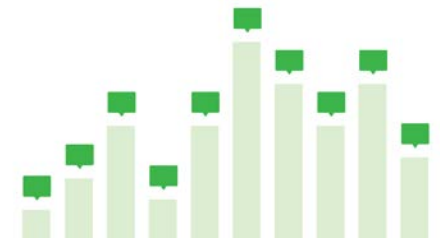
(855) 411-CFPB (2372) or TTY/TDD (855) 729-CFPB (2372)

Where to find reports about complaints?

consumerfinance.gov/reports/

Where to find complaint data?

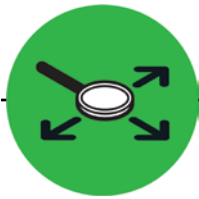
consumerfinance.gov/complaintdatabase/



Complaint submitted



Complaint
submitted



Review
and route



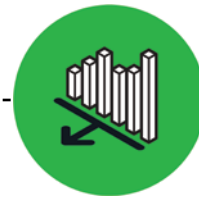
Company
response



Consumer
review



Review and
investigate



Analyze
and report

Web

Phone

Referral

Fax

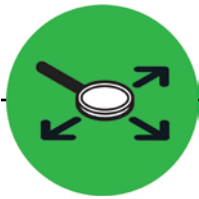
Mail

E-mail

Review and route



Complaint
submitted



Review
and route



Company
response



Consumer
review



Review and
investigate



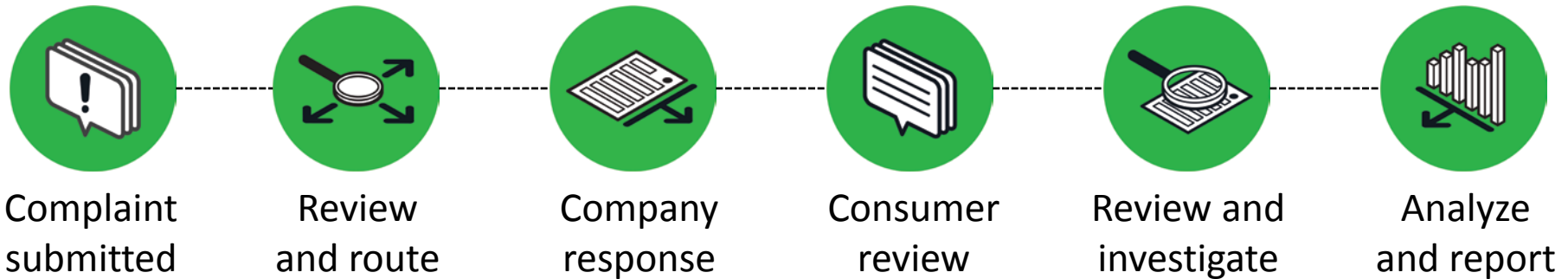
Analyze
and report

Check for completeness and jurisdiction

Remove duplicates

Send to company

Company response



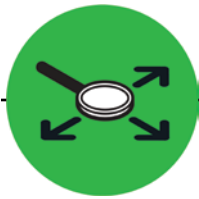
Company responds to consumer and CFPB

15 days to respond and expected to close all but the most complicated complaints within 60 days

Consumer review



Complaint
submitted



Review
and route



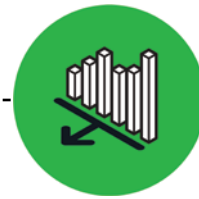
Company
response



Consumer
review



Review and
investigate



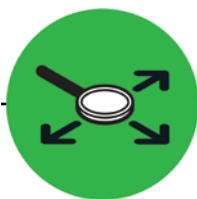
Analyze
and report

Consumer provides feedback about company's response

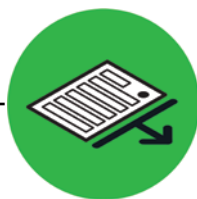
Review and investigate



Complaint
submitted



Review
and route



Company
response



Consumer
review



Review and
investigate



Analyze
and report

Feedback reviewed

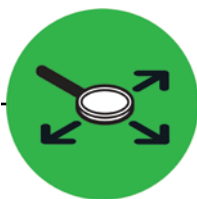
If investigated, reconcile what happened and collect documentation, if needed

Identify suspected violations and consumer educational opportunities

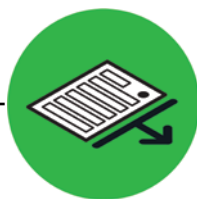
Analyze and report



Complaint
submitted



Review
and route



Company
response



Consumer
review



Review and
investigate



Analyze
and report

Internal stakeholders

Federal and state regulators

FTC Sentinel

Congress

Consumer Complaint Database

Resources

- Tell Your Story: help.consumerfinance.gov/app/tellyourstory
- Complaints: consumerfinance.gov/complaint/
- Ask CFPB: consumerfinance.gov/askcfpb/
- Rulemakings: consumerfinance.gov/notice-and-comment/
- CFPB Twitter: @CFPB
- CFPB Facebook: facebook.com/CFPB
- CFPB Blog: consumerfinance.gov/blog/
- LinkedIn: linkedin.com - CFPB financial education discussion group
- Order Materials: promotions.usa.gov/cfpbpubs.html