












## You can submit a complaint about:

### LOANS

-  Mortgages
-  Student loans
-  Vehicle loans or leases
-  Payday loans
-  Other consumer loans

### PRODUCTS AND SERVICES

-  Bank account or service
-  Credit card or prepaid card
-  Credit reporting
-  Debt collection
-  Money transfer or virtual currency
-  Other financial service

## Submit a complaint



Online

[consumerfinance.gov/complaint](https://consumerfinance.gov/complaint)



By phone (180+ languages)

M-F 8am to 8pm EST

(855) 411-CFPB (2372)

(855) 729-CFPB (2372) TTY/TTD



By mail

Consumer Financial Protection Bureau

P.O. Box 4503,

Iowa City, Iowa 52244



By fax

(855) 237-2392

consumerfinance.gov



## Submit a complaint

The CFPB accepts complaints about consumer financial products and services



Consumer Financial  
Protection Bureau

## Complaint process



Complaint submitted



Review and route



Company response



Complaint published



Consumer review



Analyze and report

## Raise your voice. Be heard.

Have an issue with your mortgage, credit card, student loan, or other financial product or service? Submit a complaint to the Consumer Financial Protection Bureau. Tell us about your issue—we'll forward it to the company and work to get you a response—generally within 15 days.

In just five years, we've handled over 1 million consumer complaints.

## It's simple.

The process is simple. Visit our website, call, mail, or fax us, and tell us about your issue. We'll forward it to the company and work to get you a response, generally within 15 days.

As a federal agency and financial industry regulator, we help make it possible for you to raise your voice and be heard by financial companies—and consumers like you.

## We amplify your voice.

By coming to us, you aren't just helping yourself. You are also helping other people avoid similar issues.

Every complaint we receive gives us insights into problems people are experiencing in the marketplace and helps us to identify and stop unfair practices before they become major issues.

We also publish basic information about complaints in our public Consumer Complaint Database so that other people can see and learn from your experience. With your permission, we include your description of what happened while maintaining your privacy.

## The result.

Better outcomes for consumers, and a better financial marketplace for everyone.