

About the Consumer Financial Protection Bureau

The Consumer Bureau is focused on making the consumer financial markets work for families by helping consumers to take more control over their financial lives. We are working to foster a marketplace:

- Where consumers can see prices and risks up front and can easily compare products
- Where financial service providers can't build a business model around unfair, deceptive, or abusive practices
- That works for all consumers, responsible lenders, and the economy as a whole

Submit a complaint

If you believe you have been discriminated against, you can file a complaint with the Consumer Bureau by visiting:

-  consumerfinance.gov
-  Complaint line
(855) 411-CFPB (2372)
-  TTY/TDD
(855) 729-CFPB (2372)

Tell us your story

Whether or not you file a complaint, you can help us protect consumers and create a fairer marketplace by telling us about your experience. Visit our website and look for Tell Your Story under the Submit a



Consumer Financial Protection Bureau

Devoted to making financial markets work for America's consumers

consumerfinance.gov

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Consumer Financial Protection Bureau

Credit Discrimination is Illegal

Credit discrimination is illegal

The Equal Credit Opportunity Act makes it illegal to base credit decisions on:

- Race
- Color
- Religion
- Sex
- Marital status
- Age (as long as you are old enough to enter into a contract)
- Color
- National origin
- Exercising your rights under the Consumer Credit Protection Act
- Receipt of any sort of public assistance

This law applies to all forms of credit including:



Car loans



Student loans



Overdraft protection programs



Credit cards



Home loans

Protect yourself

Do your research. Shop around. Learn about the various features and downsides of the financial product you want. Research the current interest rates. Compare products from several lenders.

Know your credit history. Creditors will make decisions based on your credit history. Be sure there are no mistakes or missing items in your credit reports. Get a free copy of your credit report from each of the three biggest consumer reporting agencies every 12 months. Visit AnnualCreditReport.com for your free credit reports.

Ask questions. Don't focus only on your monthly payment. Be sure you understand the rates and fees you will pay over the long run.

Stay in control. Your lender shouldn't make you feel rushed, or unnecessarily delay action on your application.

Don't sign until you're satisfied that the credit product works for you.

Watch for these warning signs

Credit discrimination often happens behind closed doors, which makes it hard to spot. But there may be warning signs.

Look for warning signs, such as:

- You are treated differently in person than on the phone.
- You are discouraged from applying for credit.
- You hear the lender make negative comments about race, national origin, sex, and other protected groups.
- You are refused credit even though you qualify for it.
- You are offered credit with a higher rate than the one you applied for, even though you qualify for the lower rate.
- You are denied credit, but not given a reason why or told how to find out why.
- Your deal sounds too good to be true.
- You feel pushed or pressured to sign.