



CFPB Ombudsman's Office Mid-Year Update, July 2023

OMBUDSMAN'S
OFFICE

Individual Inquiries to the Ombudsman

In the first six months of FY2023, we received 1,211 individual inquiries from individuals, companies, consumer and trade groups, and others. This number reflects the most individual inquiries we have received in a sixth month period to date. So far this year, people contacted our office from 44 states, Washington, D.C., Puerto Rico, and from other countries.

Standardizing Timeframes for Feedback on Consumer Complaints

Earlier this year, a consumer contacted us because they tried to submit feedback on the company's response to their consumer complaint, but could not do so. The CFPB's consumer complaint process is designed to obtain a response from the company, as described at consumerfinance.gov/complaint. Once the company responds, consumers have 60 days to share feedback on the response. In reviewing this consumer's concern, we learned that the 60 days was counted based on the hour of the day when the company responded. For example, if a company responded at 3pm, the 60 days ended at 3pm on the 60th day. Since we highlighted this issue, the CFPB reviewed and standardized consumer complaint process timeframes, where appropriate.

Post-Examination Survey of Supervised Entities

This Spring, we launched the second year of our post-examination survey of supervised entities. We conduct the survey as a one-hour phone call during which we ask three questions (what worked well? what did not work well, if anything? and what would you change moving forward?) around three topic areas (supervision materials and resources, interpersonal communications, and end of the examination). Later this year, we anticipate providing the CFPB with a summary of the survey participants' unattributed feedback and recommendations, and plan to summarize it further in our annual report. More information about our survey is in our [FY2022 Annual Report](#), pp.17-22. To preserve the confidentiality of survey participants, please email CFPBombudsman@cfpb.gov for any questions on the survey.

Offering Feedback and Suggestions on Draft CFPB Materials

In our role, we have the opportunity to provide feedback to the CFPB on information that it shares publicly. So far this year, for example, we provided feedback on: a blog post entitled "[Strengthening information accessibility for consumers with limited English proficiency](#)"; the [Consumer Complaint Program](#) webpage for companies; information available for consumers regarding CFPB enforcement actions; and a blog post entitled "[What new supervised institutions need to know about working with the CFPB](#)."

Engaging with the Ombudsman's Office

We have several engagement possibilities to meet in person or virtually. For example, groups may schedule an Ombudsman Interactives session at a conference where we facilitate a confidential conversation, as described in our [FY2022 Annual Report](#), p. 46. For groups newly connecting with the CFPB, or connecting for some time, we can meet with you or your members to share more about our resource. Our [brochure insert](#) lists other opportunities to engage with the Ombudsman's Office. Contact us at CFPBombudsman@cfpb.gov to learn more.