



## CFPB Ombudsman's Office Mid-Year Update, July 2021

OMBUDSMAN'S  
OFFICE

### Individual Inquiries to the Ombudsman

In the first six months of FY2021, we received 844 individual inquiries from individuals, companies, consumer and trade groups, and others. So far this year, people contacted our office from 42 states, Washington, D.C., Puerto Rico, and from other countries.

### Feedback and Recommendations to the CFPB

The Ombudsman regularly provides feedback and recommendations to the CFPB on various process issues. Thus far this year, we have focused on process issues pertaining to the information that flows into the CFPB from individuals, companies, consumer and trade groups, and others, considering what happens to that information upon receipt by the Bureau. We look forward to providing further discussion in our FY2021 Annual Report later this year.

### New Ombudsman's Office Program: Post-Examination Survey of Supervised Entities

As we shared in the [blog post](#) accompanying our [FY2020 Annual Report](#), our office will be conducting a post-examination survey of supervised entities as a new program going forward. We have been finalizing the program logistics and look forward to sharing about the next steps of our survey implementation during outreach engagements this year.

### Virtual Ombudsman Forum

In July, we hosted a virtual Ombudsman Forum with organizations assisting consumers in the Northeast region. A set of Frequently Asked Questions about our Ombudsman Forums is in our [FY2019 Annual Report](#) (pp. 18-19). This Forum was different from our previous events in that we had one-hour process discussions each day for a week. The topics were: Racial and Economic Equity: Reflections, projections, and suggestions for processes supporting the Bureau's priority; CFPB Inclusive Engagement: Reaching, recognizing, and connecting with specific consumer communities; CFPB Enforcement Actions and Redress: How consumers learn about outcomes; Connecting in with the CFPB: Avenues and processes to communicate; and the Consumer Complaint Process: Awareness, usability, and demographic information. As with each Forum, we plan to summarize the feedback in our FY2021 Annual Report.

### New Avenues for Resolving Process Issues

Through our inreach (internal engagement) we maintain a series of meetings throughout the CFPB with leadership and staff of the divisions and offices. These meetings ensure that we can promptly connect with the appropriate CFPB contacts to address process issues. In FY2021, we launched a new Office Deputies meeting to connect agency Deputies across the CFPB; began facilitation of the CFPB's Administrative Professionals Network meetings; and connected with the Employee Resource Groups' leadership to explore process topics, receive outreach suggestions, and share information about our work. These connections focusing on process provide additional avenues for us to facilitate resolutions and quickly resolve cross-cutting issues.