

## You can submit a complaint about:

-  Checking or savings accounts
-  Credit cards or prepaid cards
-  Credit reporting, credit repair services, or other personal consumer reports
-  Debt collection
-  Money transfers, virtual currencies, or money services (check cashing services, currency exchanges, cashier's/traveler's checks)
-  Mortgages
-  Payday loans, title loans, or personal loans (installment loans or personal lines of credit)
-  Student loans
-  Vehicle loans or leases

## Submit a complaint

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

 By phone (180+ languages)  
M-F, 8 a.m. - 8 p.m. ET  
(855) 411-CFPB (2372)  
(855) 729-CFPB (2372) TTY/TTD

 By mail  
Consumer Financial Protection Bureau  
P.O. Box 2900  
Clinton, IA 52733

 By fax  
(855) 237-2392

consumerfinance.gov



## Problems with a financial product or service?

We have answers to frequently asked questions and can help you connect with companies if you have a complaint.

## Ready to submit a complaint?

Visit our website or call us about your issue. You'll need the dates, amounts, and other details about your complaint. Make sure to include all the information you can, because you generally can't submit a second complaint about the same problem.

## Not sure if you have a complaint?

Check out the Consumer Tools on our website for information and resources about a variety of consumer financial products and services. You can also search hundreds of impartial answers to consumers' most frequently asked financial questions.

[www.consumerfinance.gov/consumer-tools](http://www.consumerfinance.gov/consumer-tools)

## Before you start a complaint

Have you tried reaching out to the company? Companies can usually answer questions unique to your situation and more specific to the products and services they offer.

## Complaint process



Complaint submitted



Review and route



Company response



Complaint published



Consumer review

Visit our website to learn more about the steps your complaint goes through.

[consumerfinance.gov/complaint/process](http://consumerfinance.gov/complaint/process)

## Submitting a complaint helps you

We help consumers connect with financial companies to understand issues, fix errors, and get direct responses about problems.

We'll forward your complaint to the company and work to get you a response—most companies respond to complaints within 15 days.

## Submitting a complaint helps others

By coming to us, you aren't just helping yourself. Your complaints help us to identify problems and prioritize our work.

Complaints give us insights into problems people are experiencing in the marketplace and help us regulate consumer financial products and services under existing federal consumer financial laws, enforce those laws judiciously, and educate and empower consumers to make informed financial decisions.