

## 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 27170  
Washington, DC 20038

consumerfinance.gov



## Problems with a financial product or service?

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You can submit a complaint to the CFPB.

## 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.

## Ready to submit a complaint?

You generally can't submit a second complaint about the same problem, so be sure to include this information in your complaint, to help the company respond:

- Your name, full mailing address, and email or phone number, so the company can respond to you.
- The name of the company you're complaining about, and their contact information.
- Key dates, amounts, and communications you've had with the company.
- Documents that support the facts like account statements and communications with the company. You can securely submit large attachments through our online complaint form.

For mailed complaints:

- Address the complaint to the CFPB
- State the financial product or service the complaint is about
- Clearly describe what happened and what would be a fair resolution to the issue

## Complaint process



Complaint submitted



Route to the company



Company response



Complaint published



Consumer review

Visit [consumerfinance.gov/complaint](https://consumerfinance.gov/complaint) for more tips and to watch a video about the 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.

If another government agency would be better able to assist, we'll send your complaint to them and let you know.

## 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.