

We make your voice heard

Military, are you having an issue with your mortgage, credit card, student loan, or other financial product or service?

Submit a complaint to the Consumer Financial Protection Bureau and we'll work to get you a response. As a federal agency and financial industry regulator, we help make it possible for consumers to raise their voices and be heard by financial companies.

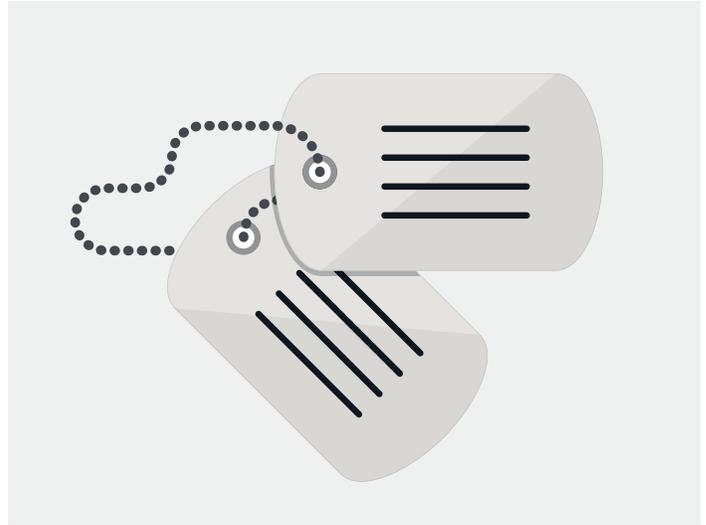
In just over three years, the Bureau has handled more than 25,500 complaints from servicemembers, veterans, and their families.

The CFPB helps servicemembers, veterans, and their families

- Put a stop to unfair practices
- Fix credit reporting issues
- Stop harassing calls from debt collectors
- Reverse unfair fees on bank accounts, mortgages, or loans

By coming to us, you aren't just helping yourself; you are also helping other people to avoid similar issues. Every complaint we receive provides insights into problems that may be emerging in the marketplace. You can help us to identify and stop problems before they become major issues for other consumers.

The result: better outcomes for people like you, and a better financial marketplace for everyone.

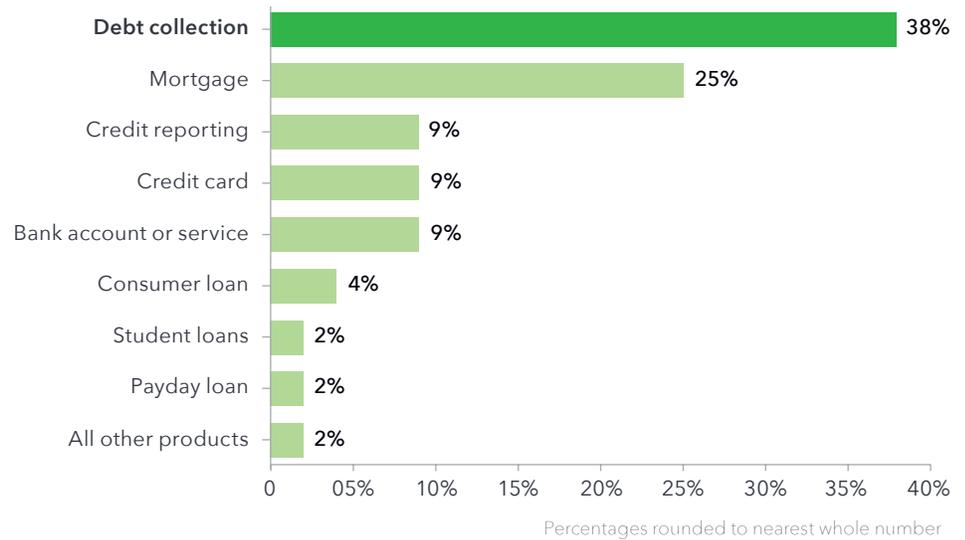


We accept complaints about

- Credit cards
- Mortgages
- Bank accounts and services
- Private student loans and consumer loans
- Credit reporting
- Money transfers
- Debt collection
- Payday loans
- Prepaid cards
- Credit repair
- Debt settlement
- Pawn and title loans
- Virtual currency

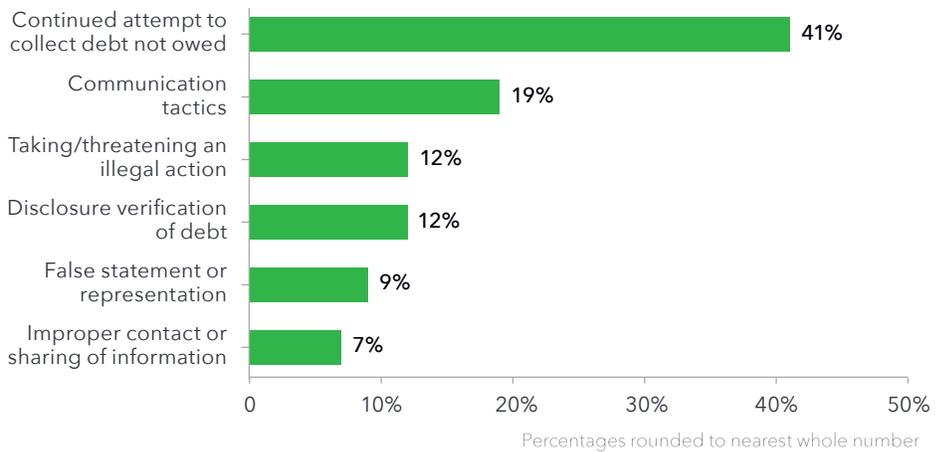
Complaint categories, by percent

Since the CFPB started accepting **debt collection** complaints in July 2013, it has been the highest complaint category for servicemembers, veterans and their families.



Debt collection complaints, by issue

Just over 40% of debt collection issues reported by servicemembers, veterans, and their families involve continued attempts to collect debt that is not owed.



Resources for servicemembers, veterans, and their families

Depending on your situation, there are many different ways to respond appropriately to debt collectors. If you need help, consider using our [sample letters](#).

For additional questions, visit [ask cfpb](#) or watch the [virtual military financial educator forum](#).

Submit a complaint



Online

consumerfinance.gov/complaint



By phone

Toll free: (855) 411-CFPB (2372)

TTY/TDD : (855) 729-CFPB (2372)



By mail

Consumer Financial Protection Bureau

P.O. Box 4503

Iowa City, Iowa 52244



Consumer Financial
Protection Bureau

Learn more at consumerfinance.gov.

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