



1700 G Street NW, Washington, DC 20552

In the Matter of Security National Automotive Acceptance Company, LLC. – File No. 2017-CFPB-0013

Background:

The Consumer Financial Protection Bureau (CFPB) found that Security National Automotive Acceptance Company, LLC (SNAAC) had violated a 2015 Bureau consent order by failing to provide all redress required by that prior order. The 2015 consent order found that SNAAC had engaged in unlawful acts and practices relating to its collection of consumer debt. The new consent order requires SNAAC to provide redress as follows: \$718,900 in refunds and \$372,157 in account credits. Also, SNAAC is required to correct account balances of additional consumers through the proper application of account credits required by the 2015 consent order.

More information about this case, including the final court orders, can be found in our [press release](#).

Victim Compensation:

In March of 2018, the CFPB began mailing checks to eligible consumers. CFPB also mailed informational letters to consumers who were entitled to an account credit.

The CFPB has contracted with Analytics Consulting to administer payments for this case and to answer questions from consumers. For questions related to this case, please:

Call: 1-855-332-3411 (Toll-Free)

Email: SNAAC@redressadmin.org

Write: CFPB v. SNAAC
Third Party Administrator
P.O. Box 2004
Chanhassen, MN 55317-2004