

The CFPB's Office of Servicemember Affairs ensures that military personnel and their families have a voice

About our mission:

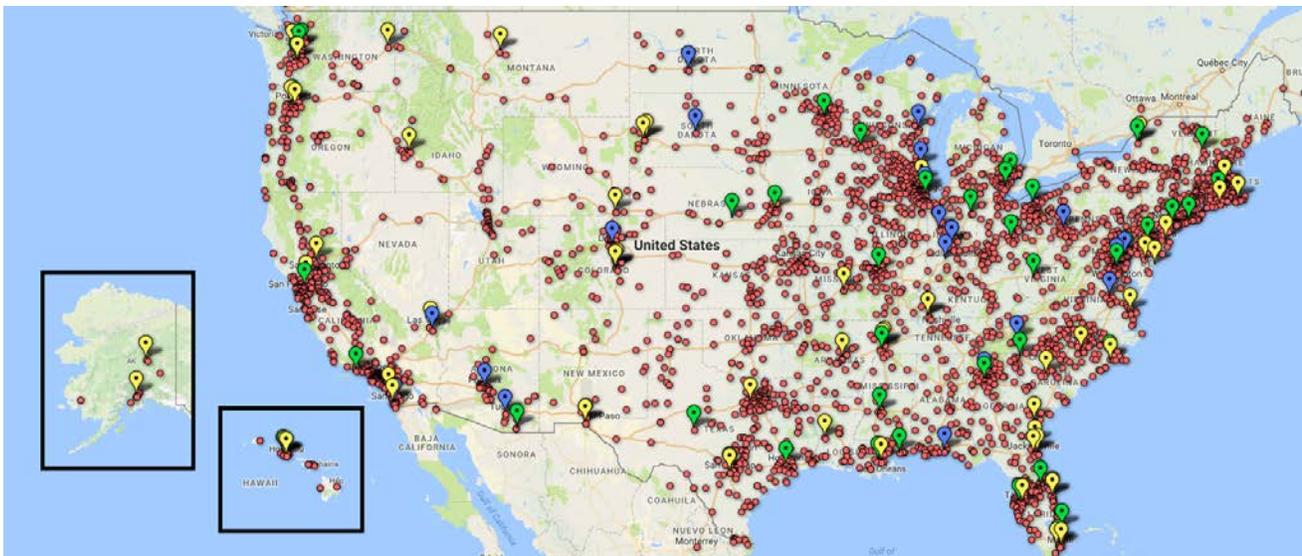
1. We monitor military consumer complaints and the responses to those complaints;
2. We develop and implement initiatives to educate and empower servicemembers and their families to make better-informed decisions regarding consumer financial products and services; and
3. We coordinate with Federal and State agencies regarding consumer protection measures for servicemembers, veterans and their families, with a view toward improving consumer-protection measures for military personnel and their families.

The Office of Servicemember Affairs (OSA) by the numbers:

- **\$130 million:** approximate amount of relief through CFPB enforcement actions to servicemembers, veterans and their families
- **\$60.7 million:** relief back to over 78,000 servicemembers harmed by SCRA violations identified through OSA's monitoring of complaints and subsequently pursued by the Department of Justice
- **\$35 million:** the amount servicemembers are projected to save per year in payday loan payments as a result of the new DoD Military Lending Act rules, which were drafted with support from technical assistance by the CFPB
- **\$4.0 million:** approximate amount of monetary relief provided to military consumers who submitted a complaint to the CFPB, as reported by companies
- **91,482:** complaints received from servicemembers, veterans and their families from July 2011 through September 2017
- **85,600:** total number of visitors to www.consumerfinance.gov/servicemembers
- **81,000:** number of copies of financial education products provided to military leaders, service providers, servicemembers, veterans and their families by OSA

- **1.3 million:** active duty servicemembers affected by DoD’s policy change to end the use of military allotments for purchase, rent, or lease of personal property, developed by DoD with consultation with OSA
- **16,452:** number of future servicemembers who have participated in OSA’s financial literacy training before attending basic training
- **1,000:** number of Ask CFPB questions with answers to commonly-asked consumer questions, with dozens of servicemember-specific questions
- **176:** visits to military installations/units since 2011
- **50 states:** complaints received from all 50 states and from all branches of the military

The OSA staff brings more than 200 years of combined experience to military consumers. OSA’s work reaches military consumers in every state, nationwide, including:



Legend

- Future servicemember
- 📍 Direct to veterans
- 📍 Direct to servicemembers
- 📍 Financial coaching sites