

## **CFPB By The Numbers**

- **Over \$3 Billion:** Amount of refunds and relief provided to consumers as a result of CFPB enforcement actions to consumers who had been subjected to deceptive practices
- **9.7 Million:** Number of consumers who will receive refunds because of CFPB enforcement actions
- **200 Million:** Number of consumers who have files at the major consumer reporting agencies, which are now subject to federal supervision for the first time
- **30 Million:** Number of consumers currently subject to debt collection agencies, which are now subject to federal supervision for the first time
- **12 Million:** Number of consumers who use loans from payday lenders, which are now subject to federal supervision for the first time
- **2 Million:** Number of households for which nonbanks originated mortgage loans in 2011 and which are now subject to federal supervision for the first time
- **269,900:** Number of complaints CFPB received since the CFPB opened its doors in July 2011.
- **1053:** Number of consumer questions answered in [Ask CFPB](#)
- **1,950:** Number of colleges voluntarily adopting the [Financial Aid Shopping Sheet](#) developed by the CFPB and the U.S. Department of Education.
- **147:** Number of banks under the CFPB's supervisory authority as of December 2013
- **70:** Number of military installations visited by the Office of Servicemember Affairs since 2011
- **45:** Number of times CFPB officials have testified before Congress
- **23:** Number of public town halls and field hearings CFPB has held since opening its doors in July 2011:
  - Philadelphia, Pennsylvania
  - Minneapolis, Minnesota
  - Cleveland, Ohio
  - Birmingham, Alabama
  - New York City, New York
  - Sioux Falls, South Dakota

- Durham, North Carolina
- Detroit, Michigan
- St. Louis, Missouri
- Seattle, Washington
- Mountain View, California
- Baltimore, Maryland
- Atlanta, Georgia
- Des Moines, Iowa
- Miami, Florida
- Los Angeles, California
- Portland, Maine
- Itta Bena, Mississippi
- Washington, D.C.
- Chicago, Illinois
- Boston, Massachusetts
- Dallas, Texas
- Phoenix, Arizona

#### **Mortgage Rules Become Effective January 10, 2014**

- **Rule Protecting Consumers From Irresponsible Mortgage Lending:** [The Bureau issued a rule](#) to protect consumers from irresponsible mortgage lending by requiring lenders to ensure prospective buyers have the ability to repay their mortgage. The rule also protects borrowers from risky lending practices such as “no doc” and “interest only” features that contributed to many homeowners ending up in delinquency and foreclosure after the 2008 housing collapse.
- **Rules Establishing Strong Protections For Homeowners Facing Foreclosure:** [The Bureau issued rules](#) to establish new, strong protections for struggling homeowners facing foreclosure. The rules also protect mortgage borrowers from costly surprises and runarounds by their servicers. The CFPB’s mortgage servicing rules ensure that borrowers in trouble get a fair process to avoid foreclosure. The CFPB’s rules help every borrower, whether struggling or not, by bringing greater transparency to the market with clear and timely information about mortgages. The rules also require common-sense policies and procedures for handling consumer accounts and preventing runarounds.
- **Rules Preventing Lenders From Steering Consumers Into Risky Mortgages:** [The Bureau issued rules](#) to prevent mortgage lenders from steering borrowers into risky and high-cost loans. The rules ban certain incentives that loan originators had to sell unsafe loans to consumers in the run-up to the financial crisis.
- **Rule Strengthening Protections For High-Cost Mortgages:** [The Bureau issued a rule](#) that strengthens consumer protections for high-cost mortgages and to provide consumers with information about homeownership counseling. For high-cost mortgages, the rule bans potentially risky features and limits certain fees and practices.
- **Rule Improving Consumer Access to Appraisal Reports:** [The Bureau issued a rule](#) that requires mortgage lenders to provide applicants with free copies of all appraisals and other home-value estimates. The rule ensures that consumers can receive information prior to closing about how the

property's value was determined. The rule requires that creditors inform consumers within three days of receiving an application for a loan of their right to receive copy of all appraisals.

- **Rule On Appraisals For Higher-Priced Mortgages:** [Six federal financial regulatory agencies issued a rule](#) that establishes new appraisal requirements for “higher-priced mortgage loans.” For higher-priced mortgage loans, the rule requires creditors to use a licensed or certified appraiser who prepares a written appraisal report based on a physical inspection of the interior of the property.
- **Rule Expanding Timeframe Required For Escrow Accounts:** [The Bureau issued a rule](#) that generally extends the amount of time required for escrow accounts to five years. To preserve access to credit, the rule exempts loans made by certain creditors that operate predominantly in rural or underserved areas, as long as certain other criteria are met.

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