

**Consumer Action honors the head of the U.S. Consumer Financial Protection Bureau at group's 45th anniversary celebration in Washington D.C.**

Consumer Action honored the head of the U.S. *Consumer Financial Protection Bureau* (CFPB), Director Richard Cordray, at the consumer group's 45<sup>th</sup> anniversary celebration last month in Washington D.C.

Consumer Action awarded Director Cordray and the federal consumer bureau its *Consumer Champions* award for its five years of multi-pronged consumer protection that has led to safer financial contracts, more transparent lending, and fewer deceptive practices.

The CFPB has returned nearly \$12 Billion in financial relief to some 27 million consumers, all the while adeptly battling those bent on abolishing the consumer financial watchdog.

"Under Director Cordray's leadership, homebuyers and student loan borrowers, remittance purchasers, and prepaid cardholders, consumers with limited English proficiency and those struggling to make ends meet have been empowered to make more informed financial decisions and have been better protected from financial harms," Consumer Action told the crowd.

More than one million U.S. consumers have reported their unresolved financial complaints to the CFPB. Complaints details are available for review and analysis in the Bureau's public complaint database, with consumer consent and careful attention to protecting individuals' personal information.

The CFPB's complaint system is a critical tool that helps regulators spot patterns of problems through first-hand information. It provides consumers with a way to resolve financial disputes, while increasing corporate accountability.

Consumer Action has been a champion of underrepresented consumers since 1971. A national, nonprofit 501(c)3 organization, Consumer Action focuses on financial education that empowers low to moderate income and limited-English-speaking consumers to financially prosper. It also advocates for consumers in the media and before lawmakers and regulators to advance consumer rights and promote industry-wide change particularly in the fields of credit, banking, housing, privacy, insurance and utilities.

Consumer Action also honored the *National Fair Housing Alliance* (NFHA), the nation's only organization dedicated solely to ending housing discrimination, and Washington Post syndicated columnist Ken Harney for his long term reporting on consumer issues and housing finance.