

About the CFPB

The CFPB is focused on making the consumer financial markets work for families by empowering consumers to take more control over their financial lives. We are working to foster a marketplace:

- Where customers can see prices and risks upfront and where they can easily make product comparisons.
- In which no one can build a business model around unfair, deceptive, or abusive practices.
- That works for American consumers, responsible providers, and the economy as a whole.

Get help now



Website
consumerfinance.gov



General inquiries
Consumer Financial Protection Bureau
1700 G Street NW
Washington DC 20552



Contact Servicemember Affairs
military@cfpb.gov



Submit a complaint by phone
855-411-CFPB (2372);
TTY/TDD 855-729-CFPB (2372)



Submit a complaint online
consumerfinance.gov/complaint/



Submit a complaint by mail
Consumer Financial Protection Bureau
P.O. Box 4503
Iowa City, Iowa 52244



Find answers to frequently asked consumer questions
www.consumerfinance.gov/askcfpb/

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Office of Servicemember Affairs



Consumer Financial
Protection Bureau

The Office of Servicemember Affairs

The Office of Servicemember Affairs is here to ensure that military personnel and their families have a voice at the Consumer Financial Protection Bureau.

Our mission

We monitor military consumer complaints and the resolution of those complaints.

We work with federal, state, and local partners to address the financial concerns of servicemembers, veterans and their families.

We provide servicemembers, military families and veterans with the information and tools to make the right financial decisions for them and to avoid unfair financial business practices.

What makes servicemembers attractive financial targets?

- Many lenders know the UCMJ requires service members to pay their debts
- Servicemembers are easy to find, so lenders are confident they can collect debts owed
- Military pay represents a steady income that can be garnished
- Military families often start young, leading to big money-management decisions by first-time decision makers

Servicemembers face unique risks

- Deployments, change of duty stations, and emergencies lead to unplanned and unique financial difficulties
- The consequences of poor financial decisions can devastate a servicemember's career and even affect the mission readiness of a military unit



Holly Petraeus
Director of the CFPB's Office of Servicemember Affairs

Planning for the future

Service in the armed forces opens doors and provides new tools that servicemembers can use to plan for the future. We have resources to help guide the financial journey of servicemembers, veterans and military families. We are a trusted source for information on military consumer finance topics.

A cop on the beat

Along with the many reputable companies that cater to the military community there are also businesses and scammers that target servicemembers with bad deals and outright rip-offs. We provide servicemembers, military families and veterans with the information and tools they need to avoid unfair business practices and work to see that servicemembers' unique financial challenges are addressed.