

## 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 up front 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

- Submit a complaint
- Find a HUD-approved housing counselor
- Tell your story about other financial products

-  [consumerfinance.gov](http://consumerfinance.gov)
-  complaint line  
(855) 411-CFPB (2372)
-  TTY/TDD  
(855) 729-CFPB (2372)
-  [info@consumerfinance.gov](mailto:info@consumerfinance.gov)
-  (202) 435-7000
-  Consumer Financial Protection Bureau  
1700 G Street, NW  
Washington DC 20552

## Join our social networks

-  [facebook.com/cfpb](https://facebook.com/cfpb)
-  [twitter.com/cfpb](https://twitter.com/cfpb)



Consumer Financial  
Protection Bureau

Devoted to making financial  
markets work for America's  
consumers

[consumerfinance.gov](http://consumerfinance.gov)

Office of Servicemember Affairs

## 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.

We partner with CFPB's Supervision, Enforcement, and Regulations teams to ensure that servicemembers' unique challenges are addressed.

We promote military consumer financial literacy to empower servicemembers and their families to avoid unfair practices and make smart financial choices.

*We help servicemembers become financially fit with resources to get you and your family in shape!*

Servicemembers are an attractive target for financial services providers, including some dishonest businesses:

- Many lenders know the UCMJ requires you to pay your debts;
- Servicemembers are easy to find, so lenders are confident they can collect debts you owe;
- Military pay represents a steady income that can be garnished; and
- 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.
- Marketers tie their pitches to the military, a strategy called "affinity marketing."



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 you can use to plan for the future. We've got resources to help guide your journey. We can educate you about unique protections such as VA benefits, the Servicemembers Civil Relief Act, and more.

## A cop on the beat

- We will monitor military complaints and resolutions of those complaints.
- We will hold accountable those who break consumer finance laws.
- We will work with Federal, State, and local partners to address the financial concerns of servicemembers and their families.