

# Congress of the United States

Washington, DC 20515

December 5, 2025

The Honorable Russell Vought  
Acting Director  
Consumer Financial Protection Bureau  
1700 G Street, N.W.  
Washington, D.C. 20552

Dear Acting Director Vought:

I write with grave concerns about actions taken by the Consumer Financial Protection Bureau (CFPB) to drop pending enforcement actions involving billions of dollars in harm to American consumers. I urge you to abide by the CFPB's statutory obligation to enforce consumer protection laws and to get American consumers back the money they are rightfully owed. When a corporation breaks the law, it is the federal government's responsibility to hold them accountable, penalize their wrongdoing, and get relief for the people who were harmed. Unfortunately, since the beginning of the Trump Administration, the CFPB has not only shut down all investigations into potential law-breaking, it has also been quietly dismissing or rolling back settled enforcement cases. This abdication of legal responsibility rigs the system in favor of the elite, allowing major corporations to get away with ripping off consumers and harming local communities.

Making matters even worse, on October 15, 2025, you shared the Administration's plans to unlawfully close down the CFPB "probably within the next two or three months."<sup>1</sup> This move will put millions of working families at even greater financial risk. Since its establishment in the wake of the 2008 financial crisis, the CFPB has held big financial institutions accountable, so financial markets work for all of us and not just the elite, returning over \$21 billion to American consumers.<sup>2</sup>

A July 2025 investigation revealed that more than \$360 million in compensation meant for individuals harmed by corporations' illegal conduct has been taken, or is at risk of being taken, from American consumers and returned to the very same companies that broke the law.<sup>3</sup> As of October 15, 2025, the CFPB has permanently dismissed 22 public enforcement actions that were pending when President Trump took office. This Administration has also terminated or modified at least 20 settled actions where lawbreaking corporations had already agreed to compensate victims, pay fines, and cease illegal conduct.<sup>4</sup> These actions deprive consumers of money that corporations had already agreed to pay and rewards corporate misconduct.

I am concerned that the CFPB is rolling back the enforcement actions of already settled cases with no explanation or notice, putting the ordered consumer redress in these settlements at risk. For example:

1. **Chime.** In May 2024, the CFPB ordered Chime Financial to pay at least \$1.3 million to consumers as a result of its failure to give consumers timely refunds when their accounts were closed. This inflicted

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<sup>1</sup> <https://www.reuters.com/business/world-at-work/white-house-budget-director-vought-says-over-10000-federal-workers-could-be-laid-2025-10-15/>

<sup>2</sup> <https://www.americanprogress.org/article/the-consumer-financial-protection-bureau-has-helped-millions-of-americans/>

<sup>3</sup> <https://protectborrowers.org/thanks-to-trump-cfpb-360-million-owed-to-americans-is-at-risk-cfa-sbpc/>

<sup>4</sup> <https://protectborrowers.org/wp-content/uploads/2025/10/CFPB-Pending-Enforcement-Actions-Memo.pdf>

significant financial harm on consumers who did not have access to critical funds to help make ends meet.<sup>5</sup>

2. **National Collegiate Student Loan Trusts and Pennsylvania Higher Education Assistance Agency:** In May 2024, National Collegiate Student Loan Trusts and its servicer, Pennsylvania Higher Education Assistance Agency (PHEAA), agreed to the entry of a judgment to resolve the CFPB's complaint alleging failures to respond to student loan servicing requests from borrowers. This would require the Trusts and PHEAA to pay \$400,000 and \$1.75 million in civil money penalties, respectively, to the CFPB's victims fund and pay nearly \$3 million in redress to affected consumers.<sup>6</sup> On December 2, 2025, the CFPB and the defendants jointly requested that the district court modify this judgment to resolve an appeal by Intervenor Pacific Investment Management Company LLC (PIMCO). The proposed modifications dramatically reduce or eliminate the injunctive relief and redress for affected borrowers.<sup>7</sup>
3. **Sutherland Global:** In June 2024, the CFPB ordered Sutherland Global to pay \$11.5 million in redress for systemic failures in servicing of mortgages for older Americans. This money is to be disbursed through Bureau Administered Redress.<sup>8</sup>
4. **Navient:** In September 2024, the CFPB resolved its long-running lawsuit against student loan servicer Navient, which alleged that Navient violated the law by, among other things, illegally depriving student borrowers of opportunities to enroll in more affordable repayment plans and forcing them to pay much more than they should have. Navient was required to pay \$100 million to harmed consumers, which the CFPB would disburse as Bureau Administered Redress, and a \$20 million penalty to the CFPB victims relief fund. Although Navient paid \$100 million to the CFPB shortly after the order was entered, there is no indication that the CFPB has started to make payments to consumers.<sup>9</sup>
5. **TD Bank.** In September 2024, CFPB ordered TD Bank to pay \$7.76 million to tens of thousands of victims of the bank's illegal actions. For years, the bank repeatedly shared inaccurate, negative information about its customers to consumer reporting companies. The information included systemic errors about credit card delinquencies and bankruptcies.<sup>10</sup>
6. **Goldman Sachs.** In October 2024, the CFPB ordered Goldman Sachs to pay \$19.8 million in redress to consumers as a result of its failures in its Apple Card partnership. Goldman failed to properly handle

<sup>5</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-takes-action-against-chime-financial-for-illegally-delaying-consumer-refunds/>

<sup>6</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-takes-action-to-require-national-collegiate-student-loan-trusts-and-pennsylvania-higher-education-assistance-agency-to-pay-more-than-5-million-for-student-loan-servicing-failures/>

<sup>7</sup> <https://www.courtlistener.com/docket/68507926/consumer-financial-protection-bureau-v-pennsylvania-higher-education/>

<sup>8</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-takes-action-against-sutherland-global-and-novad-management-consulting-for-reverse-mortgage-servicing-failures/>

<sup>9</sup> <https://www.reuters.com/world/us/consumer-watchdog-payments-limbo-agency-defanged-by-trump-administration-2025-03-03/>

<sup>10</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-orders-td-bank-to-pay-28-million-for-breakdowns-that-illegally-tarnished-consumer-credit-reports/>

disputes, damaged consumers' credit as a result, and misled consumers about how it would apply refunds.<sup>11</sup>

7. **Global Tel Link.** In November 2024, the CFPB ordered Global Tel Link to pay at least \$2 million in redress for illegally taking millions of dollars from more than a half million accounts and blocking money transfers to consumers who are incarcerated, which the consumers relied on for goods such as food, medicine, and clothing.<sup>12</sup>
8. **Block/Cash App.** In January 2025, the CFPB ordered Block, the operator of Cash App, to pay up to \$120 million to consumers harmed by its illegal conduct and to pay a \$55 million penalty to the CFPB's victims relief fund. The CFPB found that Block employed weak security protocols that put its users at risk. While Block is required by law to investigate and resolve disputes about unauthorized transactions, the company's investigations were woefully incomplete. Block directed users who had suffered financial losses as a result of fraud to ask their bank to attempt to reverse transactions, which Block would subsequently deny. Block also deployed a range of tactics to deter Cash App users from seeking help.<sup>13</sup>
9. **American Honda Finance Company:** In January 2025, the CFPB ordered American Honda Finance Corporation to pay \$10.3 million to consumers harmed by Honda reporting inaccurate information that affected people's credit reports. The CFPB also ordered Honda to pay a \$2.5 million penalty to the CFPB's victims relief fund.<sup>14</sup>

For each of the cases listed above, please provide answers to the following questions by January 23, 2026:<sup>15</sup>

1. Provide the dollar amount of redress that has been issued to consumers and the outstanding amount of redress that has not yet been issued to consumers.
2. Provide the number of consumers who have received redress as a result of each action as of the date of receipt of this letter and the number of consumers to whom the ordered redress has not yet been issued in connection with each action.
3. What actions was the defendant(s) required to take to comply with the order; what, if any, of these requirements are still in place; and what actions is the CFPB taking to ensure compliance with any remaining requirements.
4. What actions is CFPB taking to ensure that the defendant(s) illegal practices have stopped?

<sup>11</sup> <https://www.consumerfinance.gov/enforcement/actions/goldman-sachs-bank-usa/>

<sup>12</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-orders-global-tel-link-to-pay-3-million-for-illegally-freezing-and-draining-payments-accounts-for-people-who-are-incarcerated/>

<sup>13</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-orders-operator-of-cash-app-to-pay-175-million-and-fix-its-failures-on-fraud/>

<sup>14</sup> <https://www.consumerfinance.gov/about-us/newsroom/cfpb-orders-hondas-auto-financing-arm-to-pay-128-million-for-covid-19-and-other-credit-reporting-failures/>

<sup>15</sup> For the National Collegiate Student Loan Trusts and Pennsylvania Higher Education Assistance Agency matter, please answer these questions both assuming the original order remains in place and assuming the proposed modified order is entered by the Court. Please also include a comparison of the number of consumers who would receive redress, the amount of redress that would be provided to consumers, and the injunctive and prospective relief provisions that would be in place under the original versus the proposed modified versions of the stipulated judgments.

5. For each of the actions listed above where defendants were required to pay a penalty to the CFPB's victims relief fund, how much has the CFPB received from defendants in the form of payments to the CFPB's victims relief fund?
  - a. For any outstanding funds, what actions does CFPB plan to take to ensure defendants pay the full penalty to the CFPB victims relief fund?
6. How is the CFPB planning to use the CFPB's victims relief fund to support affected consumers?
7. Provide records of instances, if any, where representatives of the CFPB have communicated with any representatives of the defendant(s) about the order since February 1, 2025? Please provide the purpose of communication and what was shared.

I am also concerned that in the cases where the CFPB has already terminated a consent order, the redress was not fully paid at the time of termination, and/or has not been paid by the CFPB even if it received the funds to administer the redress payments to consumers itself. For example:

1. **Toyota Motor Credit Corporation.** In November 2023, the CFPB ordered Toyota Motor Credit Corporation to pay \$60 million in consumer redress and penalties for operating an unlawful scheme to prevent borrowers from cancelling product bundles that increased their monthly car loan payments. The CFPB ordered Toyota Motor Credit to stop its unlawful practices, pay \$48 million to harmed consumers, and pay a \$12 million penalty to the CFPB's victims relief fund. In May 2025, the CFPB terminated this order, waived all noncompliance and terminated all redress obligations not completed.<sup>16</sup>
2. **VyStar Credit Union.** In October 2024, the CFPB issued an order against VyStar Credit Union for violating the CFPA. The order required VyStar to comply with the law, establish a governance committee to ensure proper management of the projects related to consumer-facing banking systems and ensure that all customers owed redress were paid. The order also required VyStar to pay a \$1.5 million civil money penalty. In July 2025, the CFPB terminated this order and claimed that VyStar fulfilled certain obligations in the order, including paying the \$1.5 million civil money penalty.<sup>17</sup>
3. **Navy Federal Credit Union.** In November 2024, the CFPB took action against Navy Federal Credit Union for engaging in practices that charged illegal overdraft fees. The CFPB ordered Navy Federal to issue more than \$80 million in refunds to consumers, halt the illegal overdraft fee charges and pay a \$15 million civil penalty. In July 2025, the CFPB terminated this order, waived all noncompliance and terminated all obligations to refund consumers.<sup>18</sup>

For each terminated consent order listed above, please provide answers to the following questions by January 23, 2026:

1. Provide the dollar amount of redress that had been issued to consumers as of the date of the termination order and identify the outstanding amount of redress that has not yet been issued to consumers.
2. Provide the number of consumers who received redress as a result of each action prior to the date of the termination order.

<sup>16</sup> <https://www.consumerfinance.gov/enforcement/actions/toyota-motor-credit-corporation-2023/>

<sup>17</sup> <https://www.consumerfinance.gov/enforcement/actions/vystar-credit-union/>

<sup>18</sup> <https://www.americascreditunions.org/news-media/news/cfpb-dismisses-case-against-navy-federal-credit-union>

3. Provide the number of consumers to whom the ordered redress has not yet been issued in connection with each action.
4. For each of the actions listed above and where defendants were required to pay a penalty to the CFPB's victims relief fund, how much has the CFPB received from defendants in the form of payments to the CFPB's victims relief fund prior to termination order?
5. Provide records of instances, if any, where representatives of the CFPB have communicated with any representatives of the defendant(s) about the order since February 1, 2025. Please provide the purpose of communication and what was shared.

Please provide responses to this inquiry by January 23, 2026. As I await your response, I strongly caution against continuing to use your temporary and unappointed role as interim head of the CFPB to pursue an ideological agenda that rewards corporate lawbreakers. I also strongly urge you to act in accordance with the CFPB's mandate and statutory obligation to enforce the law protecting consumers from abuse and to get them back the money they are rightfully owed.

Sincerely,



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Pramila Jayapal  
Member of Congress