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Auto Finance – The CFPB Complaints Report

The Consumer Finance Podcast

SPEAKERS

[Brooke K. Conkle](#) | [Christopher J. Capurso](#)

Troutman Pepper attorneys Brooke Conkle and Chris Capurso helm this episode to discuss the Consumer Financial Protection Bureau's (CFPB) recent annual report on consumer complaints for 2023. Although the report primarily focuses on consumer reporting, it includes an auto-finance section for those involved in auto loans and leases. Out of 1.6 million total complaints only 17,000 to 18,000 were directed toward auto finance-related issues; however, Brooke and Chris highlight some key takeaways. The bottom line: The CFPB pursues auto finance actions, and the most effective way to gain insight into the Bureau's thinking is to examine the issues highlighted in the complaint report and ensure your processes are properly prepared.

Our Auto Finance Special Series on *The Consumer Finance Podcast* will be exploring various facets of the auto finance industry, from regulatory changes and compliance challenges to market trends and future outlooks. This series is essential for anyone looking to stay ahead in the rapidly evolving world of auto finance. Subscribe to our podcast on your favorite platform to ensure you don't miss an episode!

In case you missed it, listen to the previous episodes in this series:

- [Navigating the CFPB's Auto Finance Data Collection Initiative](#)

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