

Podcasts | October 3, 2024

# CFPB's Focus on Student Loan Servicing: Insights from the Office of Servicemember Affairs Report

## The Consumer Finance Podcast

### SPEAKERS

[Chris Willis](#)

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In this episode of *The Consumer Finance Podcast*, Chris Willis delves into the latest annual report from the CFPB's Office of Servicemember Affairs. While the report is ostensibly about issues affecting military personnel, it primarily highlights ongoing challenges in student loan servicing. Chris discusses key findings, including customer service obstacles, errors in income-driven repayment plans, and the contentious practice of transcript withholding. This episode underscores the CFPB's persistent focus on these issues and the implications for the student loan servicing industry. Tune in for a comprehensive analysis and stay informed about the regulatory landscape.

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