

# DFPI At a Glance

DEPARTMENT OF FINANCIAL  
PROTECTION & INNOVATION

The Department of Financial Protection and Innovation (DFPI) is California's financial regulator, responsible for ensuring the integrity and stability of the state's financial marketplace. DFPI oversees a broad range of financial services and products—more than 500,000 licensees and registrants—including banks, credit unions, fintech companies, digital assets, and emerging technologies.

Through its expanded authority under the California Consumer Financial Protection Law (CCFPL) and other state statutes, DFPI monitors industry practices, addresses unlawful, unfair, deceptive, and abusive acts or practices (UDAAP), and adapts oversight to keep pace with innovation.

DFPI works closely with local, state, and federal agencies to investigate claims of financial abuse and fraud and ensure financial service providers follow the law.

## Mission

*Serve Californians by effectively overseeing financial service providers; enforcing laws and regulations; promoting innovation and fair and honest business practices; enhancing consumer awareness; and protecting consumers by preventing potential marketplace risks, fraud, and abuse.*

## What We Do

**We license, examine, and regulate a wide range of financial institutions and professionals, including:**

- Banks and credit unions
- Nonbank lenders, including payday and mortgage lenders
- Money transmitters and payment instrument issuers
- Securities firms and investment advisers
- Student loan servicers, debt collectors, and other financial products

**When financial companies violate the law or treat people unfairly, we investigate and take action. Enforcement actions may include:**

- Legal action and fines against companies
- Revoking licenses and getting money back for consumers
- Issuing Consumer Alerts to warn the public about scams and fraud

**We are here to help consumers protect their money and make informed financial decisions. Explore resources at [dfpi.ca.gov](https://dfpi.ca.gov) to:**

- **Verify licenses and report fraud:** Check if a company or individual is licensed and submit a complaint if you suspect wrongdoing.
- **Spot crypto scams:** Use our Crypto Scam Tracker to identify reported scams before you invest.
- **Stay informed:** Read Consumer Alerts and subscribe to our Consumer Connection newsletter for tips and updates on emerging threats.
- **Learn how to prevent fraud:** Attend free workshops in your community, available in multiple languages.



# 2025: By the Numbers



**\$13M+**

Collected in penalties



**\$28M+**

Returned to the public



**500,000+**

Regulated entities



**931**

Enforcement actions



**127**

Financial technology and innovation educational sessions



**300k+**

Visits to the [DFPI Crypto Scam Tracker](#) webpage



**\$9.25M**

Grant funds distributed to nonprofits supporting Californian student loan borrowers and funding free financial education



**38,000+**

Consumers reached via 352 education and outreach events

**16,000+**

Consumer complaints handled

## Top 3 Types of Complaints

- 1** Frauds and scams
- 2** Account issues
- 3** Unethical behavior/tactics



## Need Help? Submit a Complaint

If you have experienced fraud or have been treated unfairly by a financial company, we are here to help. Submit a complaint about any of the financial services we oversee.

Online: [dfpi.ca.gov/submit-a-complaint](https://dfpi.ca.gov/submit-a-complaint) | Phone: (866) 275-2677 (toll-free)