



PROTECTING CALIFORNIA CONSUMERS

Every year thousands of consumers report harmful business practices that end up costing millions of dollars in lost savings and decrease trust in financial institutions. In California, the Department of Financial Protection and Innovation (DFPI) is here to protect you from financial fraud and scams. By working closely with other state, federal and local entities, we promote consumer safety and take legal action to shut down bad actors.

“ In 2020,
enforcement cases
produced more
than \$18 million in
restitution orders,
helping California
consumers recover
financial losses
after falling prey
to scams.

”



OUR WORK IN ACTION

For decades, we have worked to oversee and regulate financial services and products that include:

- Banks and Credit Unions
- Investment Advisors and Broker-Dealers
- Payday Loan Companies
- Consumer and Commercial Loan Companies
- Student Loan Servicers
- Mortgage Lenders
- Escrow Agents
- Money Transmitters
- Property Assessed Clean Energy (PACE) Administrators
- Offer or sale of securities or franchises

2020 ACCOMPLISHMENTS



Responded to nearly
37,000 consumer calls



Directed companies to
deliver \$18.1 million in
restitution to California
consumers



Led more than 26 financial
presentations to educate and
empower California consumers

SAME MISSION, EXPANDED SCOPE

Thanks to the California Consumer Financial Protection Law, we now have the power to protect the most vulnerable in our communities, including from pandemic-inspired scams. Starting Jan. 1, 2021, we'll now be able to oversee new industries, including:

- Debt Collectors
- Credit Repair Agencies
- Consumer Credit Agencies
- Rent-to-Own Contractors
- Private Colleges Funding
- Debt Relief Providers



If you've been a victim of financial fraud or scams, we are here to help.

Call us toll-free at (866) 275-2677 or file a complaint online at www.dfpi.ca.gov/file-a-complaint.



We review every complaint that comes our way and offer translation services for dozens of languages.

To learn more about our work, visit our website and follow us online.



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