

June 4, 2018

Comment Intake
Consumer Financial Protection Bureau
1700 G Street, NW
Washington, DC 20552

RE: Public Comment on Docket No. CFPB-2018-0006 (83 FR 9499)

Dear Sir or Madam:

Veterans and military service organizations appreciate and benefit from the public reporting and database of consumer complaints received by the US Consumer Financial Protection Bureau.

Because servicemembers, veterans, their families, and survivors are targets for consumer fraud by predatory financial companies, it is essential that their complaints are not hidden from the public and the organizations that represent and serve them.

The Bureau's current practices of publishing monthly complaint reports, special reports on servicemembers, and other similar tools are extremely useful to external stakeholders. Most notably, the public consumer complaint database allows service members, veterans, and their families to explain challenges they have had in just a few words. Seeing these comments is extremely helpful for the public and the organizations that serve veterans, servicemembers, and their families and survivors to understand the true nature of problems faced by them. The database is essential to ensuring quality customer service and accountability and helping prevent others from falling victim to the same types of consumer fraud. By providing an early warning system about fraud and a sense of the trends in consumer concerns, the database also helps prevent waste, fraud, and abuse of taxpayer dollars that flow to consumer financial companies.

We urge you not to curtail or cut back on the Bureau's public reporting and not to curtail the level of access to complaint information currently available to external stakeholders and the public through the public consumer complaint database, including the ability to search complaints for specific types of abuses by specific financial companies. If anything, we would encourage the Bureau to build additional tools to enable users to better analyze complaint information to better protect American consumers.

Sincerely,

Joseph Chenelly
National Executive Director
AMVETS

Neil Van Ess
National Commander
Military Order of the Purple Heart

[continued on next page]

Kristofer Goldsmith
President
High Ground Veterans Advocacy

Phil Gore
Legislative Director
National Association of Veterans' Program
Administrators

Anthony Hardie
National Chair & Director
Veterans for Common Sense

Deirdre Parke Holleman, Esq.
Washington Executive Director
The Retired Enlisted Association

Juliana Mercer, USMC
Managing Director
MVPVets

Robert F. Muth
Managing Attorney
University of San Diego Veterans Legal
Clinic

Luke Opyd
President
Ivy League Veterans Council

Joyce Wessel Raezer
Executive Director
National Military Family Association

Randy Reid
Executive Director
U.S. Coast Guard Chief Petty Officers
Association & Enlisted Association

Kathy Roth-Douquet
CEO
Blue Star Families

John Rowan
National President and CEO
Vietnam Veterans of America

Lydia C. Watts, Esq.
CEO
Service Women's Action Network (SWAN)

Carrie Wofford
President
Veterans Education Success

[Regulations.Gov: Your Comment Tracking Number: 1k2-93j9-70xd]