



Consumer Financial
Protection Bureau

1700 G Street, N.W., Washington, DC 20552

Consumer Financial Protection Bureau Resources for Community Organizations

CFPB's Mission

The CFPB is a 21st century agency that helps consumer finance markets work by making rules more effective, by consistently and fairly enforcing those rules, and by empowering consumers to take more control over their economic lives.

Programs

[Community Education Project](#)

The CFPB, in coordination with state and national partners, is helping libraries become the go-to source for unbiased financial education information. The project seeks to encourage libraries to partner with others in their communities to provide free and engaging financial education programming, resources, and information. Guided by librarian input and patron feedback, the CFPB developed a *Community Partnership Guidebook* to help librarians identify, build, and document opportunities for collaboration; a collection of free government financial education materials for libraries; marketing materials to promote financial education in the library; financial education training for librarians; and programming ideas that have proven successful for other libraries and financial education providers. For more information, contact financialeducation@cfpb.gov. (consumerfinance.gov/library-resources)

[Your Money Your Goals](#)

Your Money, Your Goals is a print-on-demand toolkit for social services organizations that equips case managers and frontline staff to be competent and comfortable in providing financial empowerment services to their clients. Staff can use the hands-on resources of the toolkit to help their clients build skills in managing money, credit, and debt and to choose financial products. The toolkit and training materials, including a recorded train-the-trainer webinar, are available at (consumerfinance.gov/your-money-your-goals).

[Advancing K-12 Financial Education: A Guide for Policymakers](#)

This resource guide is meant to help connect policymakers with tools, information, and insights to enhance K-12 financial education efforts. While the guide is targeted at policymakers, the guide was designed to benefit all members of the financial education community. The guide's framework for advancing K-12 financial education has three main sections: laying the groundwork, building the initiative and extending the impact. Each section contains guiding questions for policymakers to consider, case studies, and a resource directory with additional information. While each circumstance is unique and may require different approaches, policymakers can use the guide as a resource to identify the best approach for their community. The resource guide is available at (<http://www.consumerfinance.gov/reports/advancing-k-12-financial-education-a-guide-for-policymakers/>). For more information, please contact k12financialeducation@cfpb.gov.

[Youth Financial Education Curriculum Review Tool](#)

This is a new resource that educators can use when selecting and updating financial education curricula. The Curriculum Review Tool is designed to help you review and compare financial education curricula across four key dimensions: curriculum content, curriculum utility, curriculum quality, and curriculum efficacy. Learn more about this new resource and how it can help you select the most promising and appropriate curricula for your classroom.

Web resources

[Submit a complaint](#)

To submit a complaint about a consumer financial product or service, visit consumerfinance.gov/complaint or call 855-411-CFPB (2372). The CFPB's contact centers can assist consumers in over 180 languages.

The CFPB will forward the complaint to the company and work to get a response from them. Companies have 15 days to respond to you and the CFPB and are expected to close all but the most complicated complaints within 60 days. When the company responds, you can review the response and give the CFPB feedback. If another government agency would be better able to assist, CFPB will forward the complaint to that agency and let you know.

[Ask CFPB](#)

Ask CFPB is an interactive online tool. It gives you clear, unbiased answers to common financial questions. Ask CFPB contains hundreds of easy-to-read entries written by the Bureau's experts.

Ask CFPB provides definitions that translate industry jargon. This helps you better understand financial products and services you will encounter in the marketplace. It offers general information and explanations for financial terms. The site contains advice for you when interacting with financial service providers in English (consumerfinance.gov/askcfpb/) and Spanish (consumerfinance.gov/es/).

[Paying For College](#)

It is more important than ever for students and former students to make smart decisions about financing their college education. Whether you are attending college soon, a current student, or already have student loans, we have put together some tools and resources to help you make the best decisions for you (consumerfinance.gov/paying-for-college/).

[Understanding the Mortgage Rules](#)

The CFPB will help you find free foreclosure help. We have information about how our rules affect your mortgage. We also provide advice on getting a good mortgage. Get answers to your mortgage questions (consumerfinance.gov/mortgage/).

[Owning a Home](#)

The CFPB's interactive tool is designed to help you navigate the home buying process. If you are just starting out, this tool will help you learn what to expect. If you are about to close, the tool provides a checklist to help make closing less stressful. (consumerfinance.gov/owning-a-home/).

[Planning for Retirement](#)

This interactive tool will show your estimated benefits at different claiming ages and will help you navigate your decision of when to claim your Social Security retirement benefits. (consumerfinance.gov/retirement/before-you-claim/) and Spanish

[Tell your story](#)

CFPB wants to hear from you. Let us know ways to provide safe and affordable access to financial services and products. Whether you are buying a home or just starting to bank, we want to hear from you. You can share your experiences by telling your story. What we learn will provide insight into how we work to protect consumers and create a fairer marketplace (<https://help.consumerfinance.gov/app/tellyourstory>).

Publications

[Order CFPB Publications](#)

consumerfinance.gov

The publications mentioned below, and many more, can be ordered and delivered to you. Many of our free publications are available in English, Spanish and other common languages and include brochures, bookmarks, fact sheets, fliers, worksheets, and posters (<http://promotions.usa.gov/cfpbpubs.html>).

[Managing Someone Else's Money](#)

Millions of Americans are managing money or property for a loved one who is unable to pay bills or make financial decisions. This can be very overwhelming. But, it's also a great opportunity to help someone you care about, and protect them from scams and fraud.

The CFPB has released four easy-to-understand booklets to help financial caregivers. The *Managing Someone Else's Money* guides are for agents under powers of attorney, court-appointed guardians, trustees, and government fiduciaries (Social Security representative payees and VA fiduciaries) (consumerfinance.gov/blog/managing-someone-elses-money/).