



Consumer Financial
Protection Bureau

1700 G Street NW, Washington, DC 20552

Name
Address Line 1
Address Line 2
City, State Zip

Dear [Title/Name]:

We are writing to inform you about a new offering to assist consumers with their student loans. A few months ago, the Consumer Financial Protection Bureau (CFPB) launched its student loan complaint system to help borrowers resolve issues with their private student loans.

Consumers can use this system to submit a complaint or share their experience by calling our toll-free number at 1-855-411-CFPB (2372) or visiting us online at www.ConsumerFinance.gov.

The Dodd-Frank Wall Street Reform and Consumer Protection Act, which established this complaint function, also asks the CFPB to compile and analyze data on private student loan complaints and to provide policy recommendations to Congress and other federal agencies. To further this effort, the CFPB has published the attached notice in the Federal Register seeking input on data regarding borrower complaints.

Your agency may currently receive inquiries and complaints from private student loan borrowers which are responsive to the enclosed request for information. We urge you to share any analysis on these complaints. The enclosed notice provides details about how you can provide reports or other data.

Please do not hesitate to contact us at students@cfpb.gov for more information.

We look forward to continuing working with you to ensure that student loan borrowers understand their rights and options and that no company can create a business model based on unfair or deceptive practices. Thank you again for your continued collaboration.

Sincerely,

A handwritten signature in black ink that reads 'Rohit Chopra'.

Rohit Chopra
Private Education Loan Ombudsman