

How We Can Assist

- Brainstorm and evaluate options and resources
- Clarify expectations of CFPB processes
- Conduct studies on broader issues
- Describe available options
- Engage in shuttle diplomacy
- Explore options for managing and resolving issues
- Facilitate discussions
- Function as an early warning mechanism
- Give an impartial perspective
- Listen to all sides
- Make recommendations
- Offer feedback
- Provide conflict and problem resolution coaching
- Provide suggested resources in/outside the CFPB
- Serve as an independent advisor
- Share independent analyses
- Any other creative idea...*



Advocating for fair process

consumerfinance.gov/ombudsman

How We Connect with Our Stakeholders

- Conduct webinars
- Speak at conferences
- Offer Ombudsman's Office webpage link for a group's website
- Make informal visits to financial entities' operations
- Hold introductory meetings with groups
- Participate in teleconferences with a group's membership
- Meet with boards of directors
- Share our brochures, annual reports, and other materials
- Provide an overview paragraph for a group's newsletter describing our role
- Record an audio segment for a group to share with its membership
- Offer recurring meetings to connect with groups
- Your creative idea here...*

*To schedule an outreach opportunity, contact us at:
855 830 7880 (toll-free)
CFPBOmbudsman@cfpb.gov*

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