

United States Senate

WASHINGTON, DC 20510

December 12, 2022

Rohit Chopra
Director
Consumer Financial Protection Bureau
1700 G Street, NW
Washington, DC 20552

Dear Director Chopra,

I write to request that the Consumer Financial Protection Bureau (CFPB) conduct a multilingual public awareness campaign regarding remittances. The CFPB offers an array of materials regarding remittances to help consumers know their rights and how to alert the CFPB of abusive practices. It is vital these materials be widely available in multiple languages.

Everyone living and working in the United States should be able to access the important information the CFPB offers, regardless of the language they speak. I believe that having the CFPB proactively inform communities about resources available in languages other than English is an important step to increasing financial access and protection.

Every year in the United States, millions of consumers, including members of immigrant communities, remit hundreds of billions of dollars to loved ones. These individuals are more likely to be underbanked or have limited financial literacy.

The CFPB recognized the need to increase transparency and consumer protection in the remittance industry and, in 2020, introduced the Remittance Rule,¹² which requires remittance transfer providers to disclose the exact exchange rate, the amount of fees, and the expected amount delivered to the recipient.

More needs to be done to ensure CFPB information regarding remittances reaches those who send them.

Although the CFPB offers an online overview in multiple languages of consumers' rights when sending remittances, those materials are difficult to find on the CFPB website. I believe many do not know they exist. The CFPB should proactively reach out to media organizations that interact heavily with non-English speaking communities to inform consumers about these services.

Additionally, CFPB press releases regarding investigations into money service businesses are only published in English, Spanish, and Mandarin. These resources can help consumers who send remittances stay up to date on scams and spot abusive practices.

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Offering remittance materials only in English or the top three languages leaves the many consumers who speak other languages without important information.

I represent a state with vibrant, diverse communities where a multitude of languages prevail, including Spanish, Korean, Vietnamese, Hindi, Arabic, and Japanese. I urge the CFPB to provide updates and press releases regarding money service provider scams and fraud in the top eight languages spoken in the United States. It is imperative that non-English speaking communities in the United States have the same access to helpful guidance and protection offered by the CFPB.

With that in mind, please respond to the following questions within the next four weeks:

- How does the CFPB communicate with individuals who are targeted by scams when attempting to send a remittance if the individual's primary language is not English?
- What are the CFPB's metrics for measuring the effectiveness of public awareness campaigns, particularly those published in languages other than English?
- How does the CFPB plan to proactively engage with relevant communities to share the information they need to make smart decisions about safely sending remittances? Please specify concrete steps and awareness campaigns currently happening.

I respectfully request that you respond to this letter within two weeks.

Sincerely,

A handwritten signature in blue ink, appearing to read "E. Smith", with a long horizontal stroke extending to the right.