

United States Senate
WASHINGTON, DC 20510-1011

September 4, 2025

The Honorable Russell Vought
Acting Director
Consumer Financial Protection Bureau
1700 G St. NW
Washington, DC 20552

Dear Acting Director Vought:

I write to express my concern about the Consumer Financial Protection Bureau's (CFPB) recent decision to terminate its November 2024 consent order against Navy Federal Credit Union (NFCU), which required the institution to return over \$80 million in overdraft fees to service members and other consumers and to pay a \$15 million civil penalty¹. The CFPB's July 1, 2025² order abruptly voided these obligations, raising serious questions about the Bureau's commitment to protecting our military communities from abusive financial practices.

NFCU serves Georgia's service members, veterans, and their families with multiple branches across the state. Our service members, military families, and veterans make tremendous sacrifices to defend the United States every day. We have an obligation to ensure they are taken care of at home. The consent order required NFCU to deposit redress funds into a segregated account, submit a plan for review, distribute funds to harmed consumers, and pay a civil monetary penalty³. NFCU agreed to these terms through the CFPB's administrative adjudication process, as documented in its Stipulation and Consent to the Issuance of a Consent Order.

The CFPB was established by Congress to protect consumers from unfair, deceptive, or abusive practices and take action against companies that break the law. The Bureau's November 2024 consent order against NFCU sought to do just that. Therefore, I respectfully request that you respond to the following questions by October 1st, 2025.

1. How many consumers in Georgia were affected by the overdraft fees covered under the November 2024 consent order? Specifically, how many are service members, military spouses, and veterans?

¹ Consumer Financial Protection Bureau, [Consent Order](#), November 2024

² Consumer Financial Protection Bureau, [Order Terminating the Consent Order](#), July 2025

³ Consumer Financial Protection Bureau, [Consent Order](#), November 2024

2. Did Navy Federal Credit Union fulfill any of its financial obligations under the November 2024 consent order? Please provide specific information regarding the deposit of the \$80.6 million, approval of a redress plan, and payment of the \$15 million civil penalty before the CFPB terminated the order on July 1, 2025.
3. Did the Bureau provide any notification to affected Georgia consumers that the consent order was terminated? If so, please describe the methods used to ensure Georgia consumers were notified.
4. What rationale guided the decision to terminate a finalized consent order that aimed to return funds to service members and other vulnerable consumers?

Georgia is home to over 60,000 active-duty service members⁴ and nearly 700,000 veterans⁵. Protection against unfair banking practices is vital to ensure that our service members and veterans are treated with dignity and respect and that our military families are supported at home. I look forward to your response and to the Bureau's efforts to ensure the well-being and financial security of our military community.

Sincerely,



Jon Ossoff
United States Senator

⁴ Tierney, Abigail, [Geographic stationing of active duty United States Armed Forces personnel in 2023](#), by U.S. state, January 2025

⁵ Wigton, Martha, Mack, Amber, Hall, Morgan, Arroyo, Sara, Day, Abby, Heinze, Brian, Perry, Brock, and Groome, Brian, [House Budget and Research Office 2022 SESSION: DEFENSE AND VETERANS AFFAIRS BUDGET AND LEGISLATIVE HIGHLIGHTS](#), May 2022