



Oregon Consumer Justice  
3055 NW Yeon Avenue, #1336  
Portland, OR 97210  
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March 2, 2026

Consumer Financial Protection Bureau

Re: Consumer Response Intake Form and Process

Docket No. CFPB-2026-0005 OMB Control Number: 3170-0011

Submitted through [www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain)

Dear Acting Director Vought,

Oregon Consumer Justice (OCJ) is a nonprofit organization that works to expand and protect consumer rights through policy, community engagement, and the law. We believe that consumers deserve to trust that the companies they engage with will treat them with dignity and respect. Companies should be truthful and ethical in their dealings, provide all necessary information in clear language and accessible formats, and take steps to make things right if something doesn't go as promised.

Not all companies adhere to this standard, and when they don't, consumers must have a viable way to inform the proper authorities of bad business practices. The recent changes to the Consumer Response Intake Form reflect a Consumer Financial Protection Bureau that is less concerned with understanding the true conditions in the marketplace and more concerned with helping big companies evade accountability.

When companies break the law and cause harm, many of us do not know where to turn. For years, the Consumer Response Intake Form has provided an invaluable sounding board for millions of American consumers. OCJ supports a robust consumer response mechanism and strongly opposes any mechanical or substantive changes to the form that would diminish or eliminate consumers' ability to make their voices heard.

Regards,

Chris Coughlin  
Federal Policy Director