

# Resources from the Bureau's Office of Servicemember Affairs and Office of Financial Protection for Older Americans

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# Disclaimer

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This presentation is being made by Bureau of Consumer Financial Protection representatives on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the Bureau of Consumer Financial Protection.

Any opinions or views stated by the presenters are the presenters' own and may not represent the Bureau's views.



# About the Bureau

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The Bureau of Consumer Financial Protection (Bureau) regulates the offering and provision of consumer financial products and services under the Federal consumer financial laws, and educates and empowers consumers to make better informed financial decisions.

# Financial Education Exchange (CFPB FinEx)

An online and in-person opportunity to access Bureau tools and resources, and connect with the Bureau and your peers engaged in financial education.

Our goal is to help you improve the financial well-being of the people you serve.

## Regional convenings:

- Dallas, TX
- Fort Worth, TX
- Maryland
- Denver, CO
- Kansas City, MO
- Atlanta, GA
- Sacramento, CA
- Madison, WI
- St. Louis, MO
- Tacoma, WA
- Nashville, TN
- Boston, MA

Monthly e-newsletters

Annual surveys



Number of financial educators signed up for CFPB FinEx: **Over 3,480 Members!**

## Monthly webinars include:

- Fraud prevention for older adults
- Disaster recovery and preparedness
- Resources for servicemembers
- Accessing credit scores
- Managing spending
- Debt collection resources
- Credit card spending
- Libraries as Financial Education Resources
- Financial Coaching
- Financial Education Programs Serving Immigrant Populations
- Federal Financial Education Resources
- Take Control of Your Auto Loan
- Financial Rules to Live By
- Resources for Parents
- Tips for Strengthening Financial Education Curriculum
- Resources for Parents and Caregivers
- Resources for Financial Caregivers
- Measuring Financial Well-Being
- Owning a Home
- Tax Time Savings
- Your Money, Your Goals Toolkit

**To sign up, email  
CFPB\_FinEx@cfpb.gov**



# Office of Financial Protection for Older Americans

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The Office of Financial Protection for Older Americans (OA) develops initiatives, tools, and resources to:

- help protect older consumers from financial harm
- help older consumers make sound financial decisions as they age

Learn more about us at  
**[consumerfinance.gov/olderamericans](https://consumerfinance.gov/olderamericans)**

# Money Smart for Older Adults

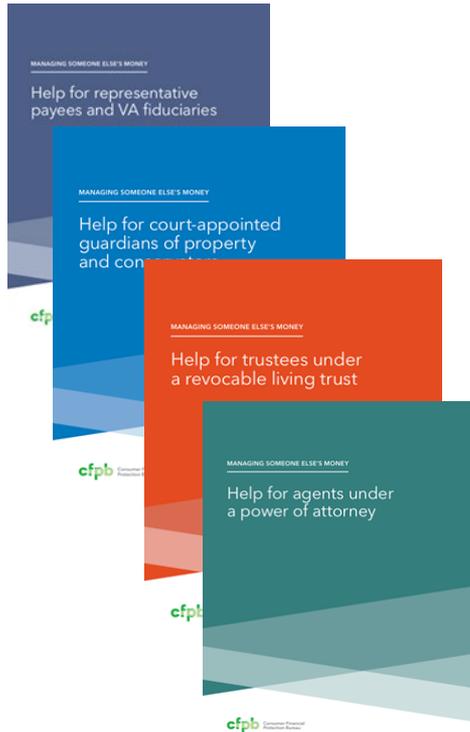
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- An awareness program developed in collaboration with the FDIC.
- Content on common issues facing seniors, including how to identify a potential scam or fraud and other forms of exploitation
- Instructor-led curriculum
- Resource Guide available in bulk at no charge
- Content updated March 2017
- Available in English and Spanish



# Managing Someone Else's Money guides

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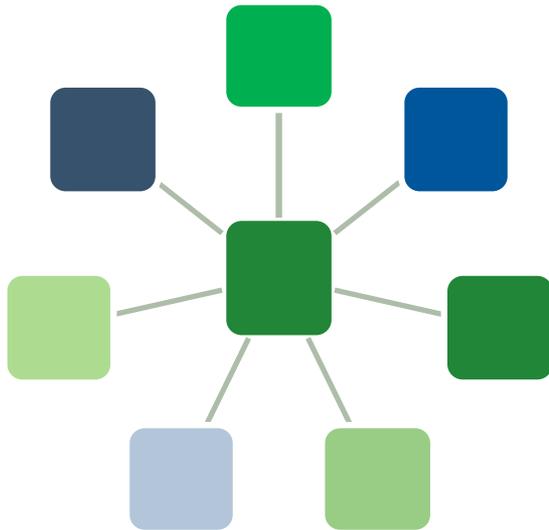


- Help for financial caregivers handling the finances for a family member or friend who is incapacitated
- Guides for four common types of financial caregivers:
  - Agents under a Power of attorney
  - Guardians and conservators
  - Trustees
  - Social Security and Department of Veterans Affairs (VA) representatives
- Includes tips on protecting assets from fraud and scams.
- Available in English and Spanish



# Supporting elder financial exploitation prevention and response networks

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The Bureau’s Office of Financial Protection for Older Americans studied the benefits of community networks nationwide that bring together key partners like law enforcement, financial institutions, and adult protective services to protect seniors from financial exploitation.

- The Bureau released a report based on this study, *Fighting Elder Financial Exploitation through Community Networks*.
- The Bureau embarked on an outreach initiative called the Community Protection Networks Project (CPNP) to “seed” the formation of new networks where none exist and help those that are functioning to grow in size or scope and/or enhance their impact.



# Research

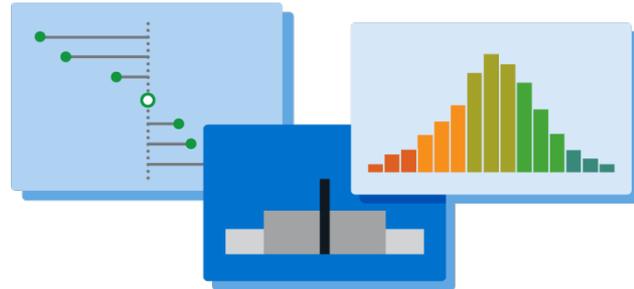
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OA conducts research to identify best practices and effective methods to educate older adults about financial matters specific to their needs.

- Retirement
- Financial well-being of older adults
- Financial resiliency of surviving spouses and partners

# Conducting research to understand the factors that affect older consumers' financial-wellbeing

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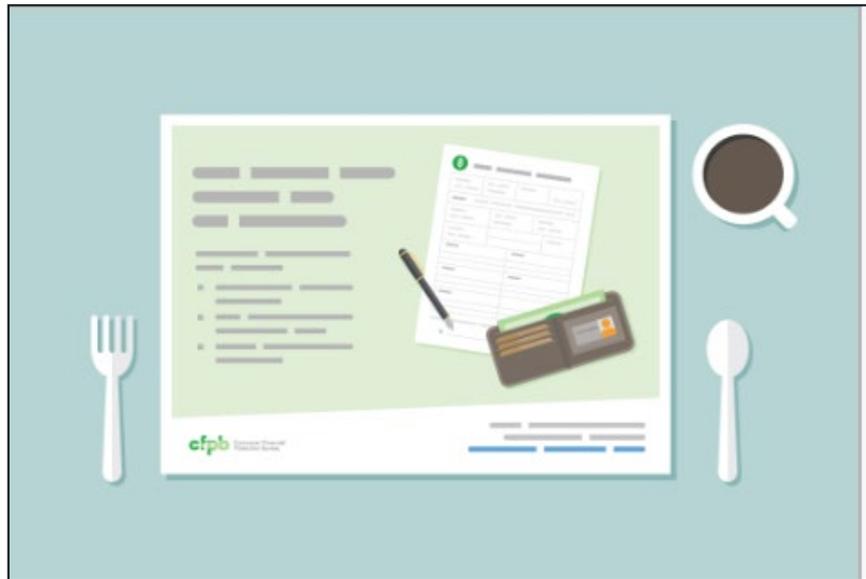
- **Financial Well-being Scale** – a rigorously tested scale that generates a score between 0-100 to measure a person's level of financial well-being.
- **National Financial Well-being Survey** – data on financial well-being of older Americans by demographics and financial experiences.

Find survey results and your financial well-being score at:

[consumerfinance.gov/data-research/financial-well-being-survey-data/](https://consumerfinance.gov/data-research/financial-well-being-survey-data/)

# Consumer Protection Placemats

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- 2 million ordered
- 10 in English, 5 in Spanish
- Ordered by:
  - ✓ Meal sites
  - ✓ Banks & credit unions
  - ✓ Native communities
  - ✓ Area agencies on aging
  - ✓ Libraries
  - ✓ Other non-profits.

[Consumerfinance.gov/placemats](http://Consumerfinance.gov/placemats)

# Aid and Attendance benefit scam placemat

## Beware of scams related to your military benefits

Scammers are targeting the aid and attendance benefit, which is an increased monthly pension for veterans or their surviving spouses who are eligible for a VA pension and need help with activities of daily living, are bedridden, are patients in a nursing home, or have certain vision limitations.

### Look out for:

- Offers to file an application to get you benefits or increase your pension for a fee
- Claims to get you benefits faster for a fee
- Advice to move your money so you'll qualify for benefits



### How to apply safely:

It's free to apply. Call (800) 827-1000 for information.

Report scams targeting your aid and attendance benefit to the FTC at [ftc.gov/complaint](https://www.ftc.gov/complaint).



# Tips and advice for older consumers

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## Consumer advisories:

- Asset recovery scams
- Co-signing student loans
- Taking a pension advance
- Dealing with medical debt
- Planning for diminished capacity
- Recognizing misleading claims in reverse mortgage advertising
- Responding to debt collectors' threats of garnishing Social Security benefits



# Guides to help older consumers make informed financial decisions

- The guides cover topics such as:
  - Reverse mortgages
  - Financial advisers
  - Pension lump-sum offers
- The guides list important questions to ask and where to go for help.

**Considering a reverse mortgage?**

Proceed with caution

- 1 Don't start until you know your final decision
- 2 Know your final decision
- 3 Have a reverse mortgage

**What is a reverse mortgage?**

A reverse mortgage loan for homeowners allows you to use the equity in your home as a traditional mortgage, with the loan balance growing when the interest is added to the loan.

Most reverse mortgage loans are federally insured.

**Know your financial adviser**

**Proceed with caution**

- Before you trust a financial adviser, check the person's background.
- Not all titles or credentials for retirement or senior financial planning are the same.
- Watch out for sales pitches disguised as "educational" seminars.

**Is your adviser in your needs?**

Many financial advisers expect to give you the best interests at heart. However, special-ty advisers may not have the training to serve you well. Insurance agents, brokers, and other financial professionals have titles like "retirement specialist." There are a few titles that imply expertise. However, special-ty advisers may not have the training to serve you well. It's up to you to research, ask questions, and check on the person offering you advice.

**Pension lump-sum payouts and your retirement security**

**A guide for consumers considering their retirement payout options from a private-sector plan**

Your traditional pension plan is designed to provide you with a steady stream of income once you retire. That's why your pension benefits are normally paid in the form of lifetime monthly payments.

Increasingly, employers are making available to their employees a one-time payment for all or a portion of their pension. This is known as a lump-sum payout option.

If you choose a lump-sum payout instead of monthly payments, the responsibility for managing the money shifts from your employer to you. In addition, you increase the risk of outliving your money, and losing your money due to bad investment advice, fraud, or poor stock market performance.

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Learn more at [consumerfinance.gov](https://consumerfinance.gov)

# Planning for Retirement

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- Easy to use, interactive tool
- Three simple steps to help consumers navigate their Social Security claiming decision
- Optimized for mobile use
- Created with the support of the Social Security Administration
- Available in English and Spanish

[consumerfinance.gov/retirement/before-you-claim](https://consumerfinance.gov/retirement/before-you-claim)



# Resources from the Bureau of Consumer Financial Protection

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- Visit us: [consumerfinance.gov/older-americans](https://consumerfinance.gov/older-americans)
  - Join our mailing list for news and updates on resources
  - Order materials in bulk
  - Contact us: [olderamericans@cfpb.gov](mailto:olderamericans@cfpb.gov)



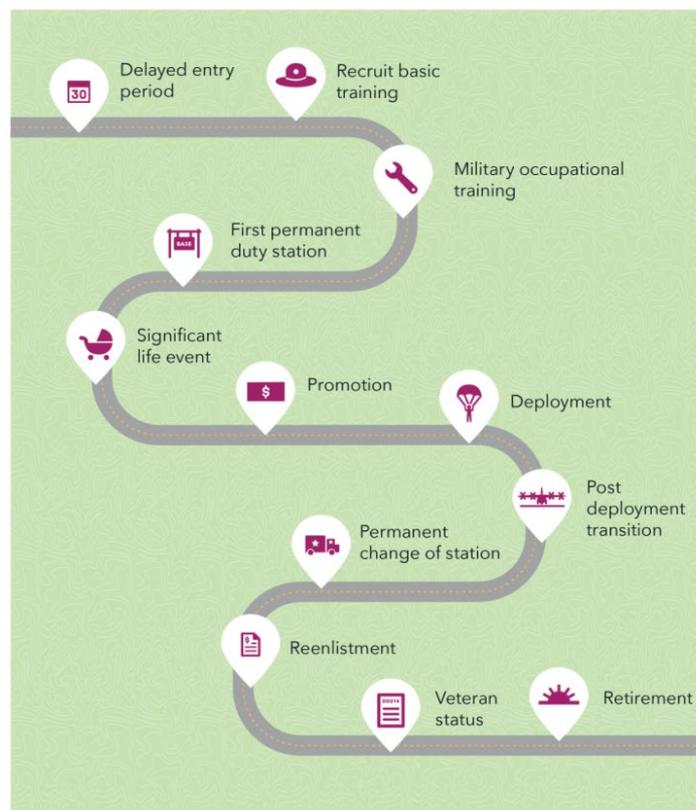
# Office of Servicemember Affairs

Patrick Campbell | Acting Assistant Director, OSA

# Military Consumer Lifecycle

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Lifecycle of the military consumer



[www.consumerfinance.gov/military-financial-lifecycle](http://www.consumerfinance.gov/military-financial-lifecycle)



# OSA mission #1: Financial Education

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★ Featured

\$200 million and counting

We've helped return hundreds of millions into the pockets of servicemembers affected by harmful practices.

[Learn more about our work](#)



# Educational brochures

## What is the Military Lending Act and what are my rights?

The Military Lending Act (MLA) is a Federal law that provides special protections for active duty servicemembers like capping interest rates on many loan products.

### What are my rights under the MLA?

**Answer:** The MLA applies to active duty servicemembers (including those on active Guard or active Reserve duty), spouses, and certain dependents. It limits the interest rates that may be charged on many types of consumer loans to no more than 36% and provides other important protections.

Your rights under the MLA include:

- **A 36% interest cap.** You can't be charged more than a 36% Military Annual Percentage Rate (MAPR), which includes costs like the following in calculating your interest rate (with some exceptions):
  - Finance charges
  - Credit insurance premiums
  - Add-on credit-related products sold in connection with the credit
  - Fees like application fees, participation fees, or fees for debt cancellation contracts, with some exceptions.



## The Servicemembers Civil Relief Act (SCRA)

The Servicemembers Civil Relief Act (SCRA) provides legal and financial protections to those who have answered the Nation's call to serve.

### Introduction

The SCRA is a law created to provide extra protections for servicemembers in the event that legal or financial transactions adversely affect their rights during military or uniformed service. These protections enable servicemembers to devote their entire energy to the defense needs of the Nation. The SCRA applies to the following servicemembers:

- Active duty members of the Army, Marine Corps, Navy, Air Force, and Coast Guard;
- Members of the Reserve component when serving on active duty;
- Members of the National Guard component mobilized under federal orders for more than 30 consecutive days; or
- Active duty commissioned officers of the Public Health Service or the National Oceanic and Atmospheric Administration.

SCRA rights may be exercised by anyone holding a valid power of attorney for the servicemember. Some SCRA protections also apply to dependents. According to the U.S. Department of Justice, these are five protections that servicemembers often ask about.

### Protection #1

Servicemembers can reduce the interest rate on any pre-service loans to a maximum of 6 percent

If you took out an automobile, home, or student loan or incurred credit card debt prior to becoming a servicemember (also known as a "pre-service obligation"), or if you took out such a loan jointly with your spouse, then you are entitled to have your interest rate reduced to a maximum of 6 percent per year. To receive this benefit you must notify your lender in writing and include a copy of your orders to active duty service or a letter from your commanding officer that shows the date you began active duty service.

The rate reduction for pre-service obligations applies during the period of active duty service for most loans and, for mortgages, for an additional year after the end of active duty service. When you make a proper request for an interest rate reduction under the SCRA, your lender must reduce your interest rate on pre-service obligations to 6 percent for the entire time you are serving on active duty. Your lender can't add the amount of interest above 6 percent back into the loan later on after you leave active duty. You can request an interest rate reduction from your lender at any time while you are serving on active duty and up to 180 days after release from active duty.



Learn more at [consumerfinance.gov](http://consumerfinance.gov)

1 of 4

[consumerfinance.gov](http://consumerfinance.gov)

## Mortgage advertisement

Look for red flags in advert from mortgage lenders.



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[consumerfinance.gov](http://consumerfinance.gov)

## GI Bill and higher education marketing

Watch out for questionable recruiting tactics when using your GI Bill.



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<http://promotions.usa.gov/cfpbpubs.html>

# Financial education for new servicemembers

W3 AWARDS BEST IN SHOW

tester30@gmail.com (sign out)

## Misadventures in MONEY MANAGEMENT

PRESENTED BY THE CONSUMER FINANCIAL PROTECTION BUREAU

**Congratulations!**  
You're now one lean, mean, money managing machine!  
If you haven't already, you may print your certificate by using the button below. You may also revisit any or all missions.

RESOURCES REPLAY INTRO

GET YOUR CERTIFICATE

**CRUZ** COMPLETE

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**JAMES** COMPLETE

**MIYA** COMPLETE

**DIRK** COMPLETE

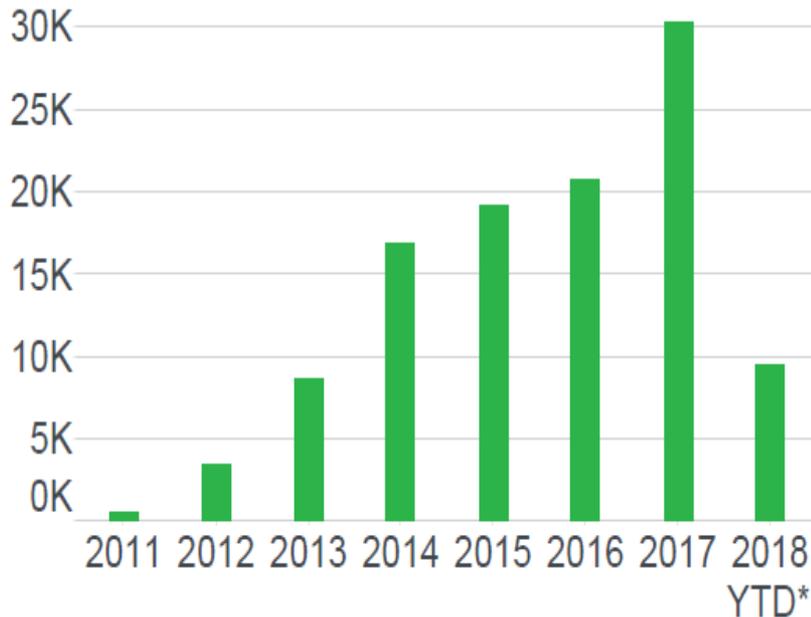
**SONYA** COMPLETE

*Misadventures in Money Management* was developed in partnership with the Consumer Financial Protection Bureau's (CFPB) Office of Servicemember Affairs (OSA) and WILL Interactive. It aims to help Delayed Entry Personnel (DEPs) improve their financial literacy and financial choices through an interactive graphic novel experience.

[www.consumerfinance.gov/servicemembers/mimm](http://www.consumerfinance.gov/servicemembers/mimm)

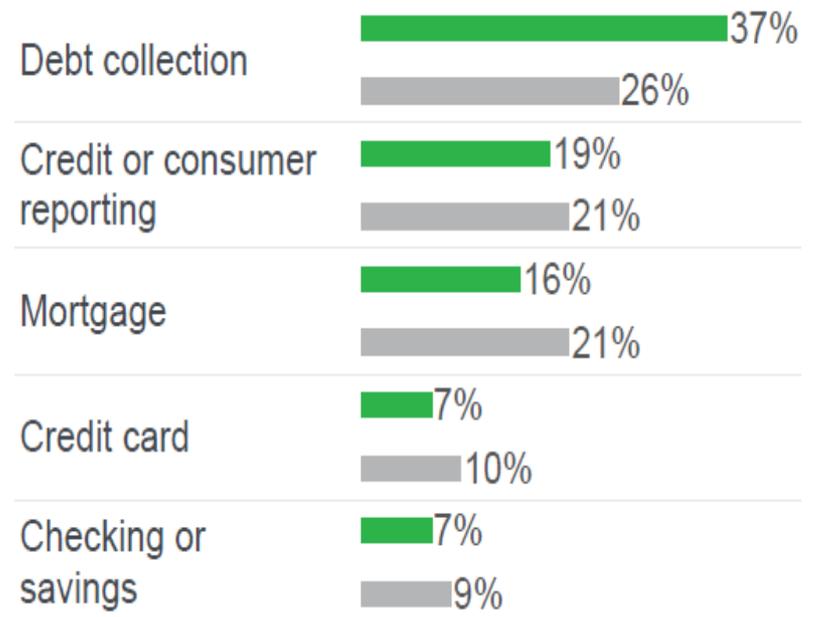
# OSA mission #2: Monitor complaints

YEARLY COMPLAINT VOLUME  
2011 - 2018 YTD\*



TOP 5 PRODUCTS BY VOLUME

■ SM    ■ Non-SM

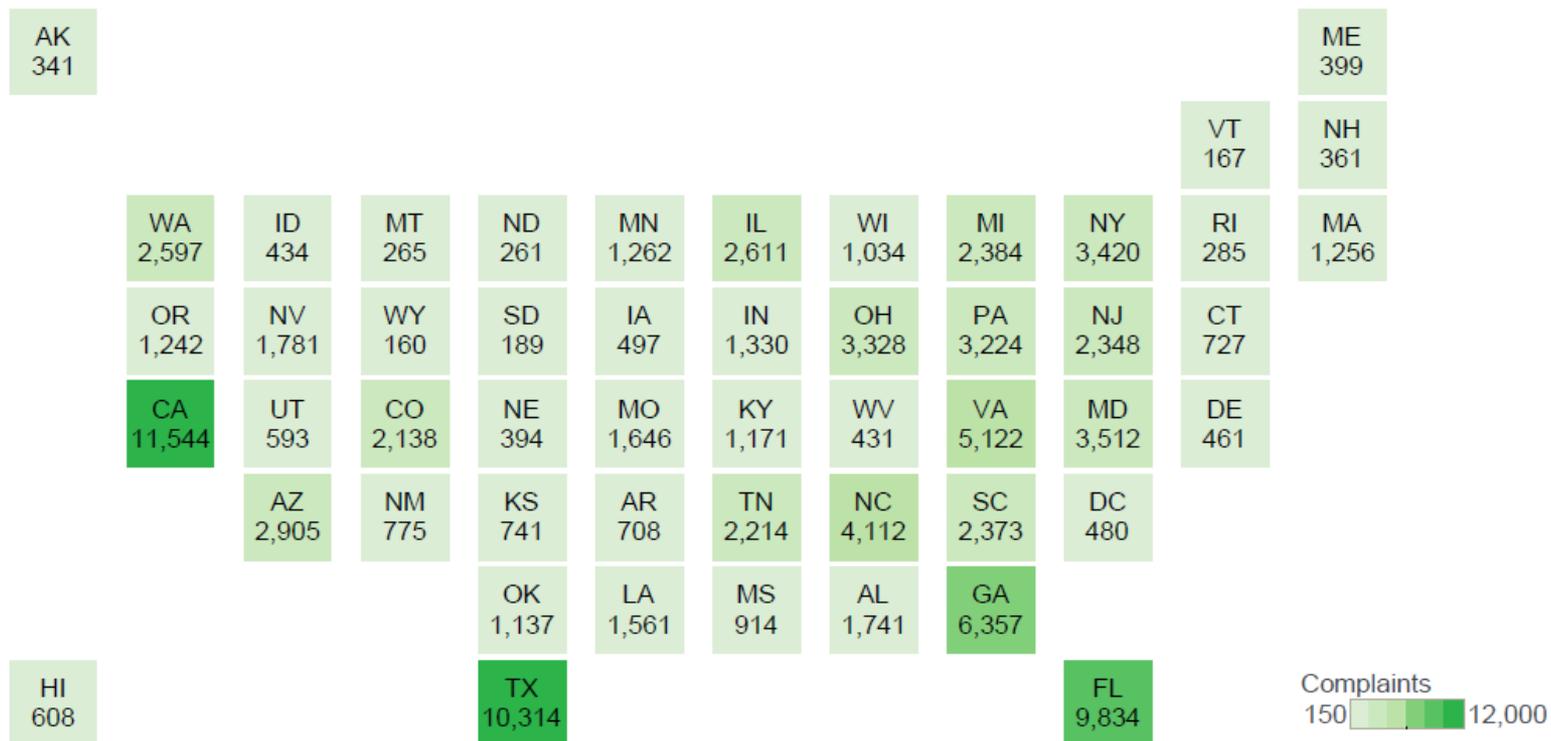


\*As of April 2018



# Map of servicemember complaints\*

## COMPLAINT VOLUME BY STATE



\*As of April 2018



# OSA mission #3: Improve consumer protection

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# Connect with the Bureau's Office of Servicemember Affairs

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**govDELIVERY**<sup>TM</sup>  
get the word out.

E-mail distribution



**Reaching over 1 million military consumers annually**

Questions?

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# Patrick Campbell

Office of Servicemember Affairs

[military@cfpb.gov](mailto:military@cfpb.gov)

[www.consumerfinance.gov/servicemembers](http://www.consumerfinance.gov/servicemembers)

