

U.S. Senate Banking Committee hearing with CFPB Director Rohit Chopra
[The Consumer Financial Protection Bureau's Semi-Annual Report to Congress](#)
 Chairman Brown's [written statement](#) • Ranking Member Toomey's [written statement](#)
 Director Chopra's [written statement](#) • [video](#)

Questions: Sens. Sherrod Brown (D-OH), chair; Robert Menendez (D-NJ); Elizabeth Warren (D-MA); Catherine Cortez Masto (D-NV); Joel Ossoff (D-GA);

Issue	Member	Comments
Human trafficking	Chopra to Menendez	"I have...concerns about impacts on victims of domestic violence and how credit reporting can be used as a weapon."
Accuracy	Cortez Masto to Chopra	<p>Credit reporting is one of the "top complaints from consumers in general, and is - even when I was Attorney General, has been in - inaccurate credit reports. And - and thanks to the Bureau's efforts, we are seeing some improvements with getting real and timely responses to the complaints.</p> <p>Errors are "a cost of doing business."</p> <p>"I can't tell you how many homeowners are even heard from that they were trying to work with a credit reporting company and they were being punitive against them."</p>
	Chopra to Cortez Masto	<p>"I think that the three credit reporting conglomerates, obviously don't face the same competitive constraints that a normal business does. Consumers are not their customer often. So, they are - consumers are the product and I think that's a fundamental market failure that requires us to make sure that they are taking accuracy and disputes seriously.</p> <p>It is clear that for some of them, they are willing to pay the occasional fine or class action lawsuit, but ultimately there is a serious issue when it comes to their incentives. I want to share that I also worry about the new generation of data brokers and background screeners that are even collecting data on small businesses, collecting data on others. We need to make sure that those secret dossiers that - that individuals have rights to make sure they are accurate and they can dispute wrong issues.</p>

Medical debt	Brown to Chopra	<p>“Earlier this year Experian and Equifax and TransUnion announced they'd no longer include some forms of medical debt on consumer credit reports. But according to a recent report that your office released it sounds like the changes announced by industry won't be as meaningful -- make meaningful a difference as we had expected...And your report said, quote, 'In terms of dollar amount, a large majority of reported medical collections likely will still remain.' My question is that report -- your report clearly indicates the changes on how medical debt is reported are not enough. How do we make sure that medical debt on credit reports is not crippling far too many Ohio, Pennsylvania, and American families?.”</p>
	Chopra to Brown	<p>“Well medical debt is one of the top items now in terms of collections on consumer credit reports and is a major challenge when it comes to accuracy. You know, oftentimes providers, patients, and insurance companies are going round and round and in many cases consumers are being asked to pay something they already paid or never owed in the first place. So we have to make sure that credit reports are not a tool to coerce someone into paying something that they don't owe.</p> <p>“Accuracy issues and credit reporting are very, very, acute in medical debt. We're going to continue to look at ways to make sure that medical debt does not -- especially when it's inaccurately reported, does not really harm a person's ability to participate in the economy.”</p>
	Warren to Chopra	<p>Medical debt removes 70% of debt. [audio problems with transcript].</p>
	Copro to Warren	<p>“millions I think inaccurate credit reporting especially on medical debt can be a blockade (inaudible)...” [audio problems with transcript].</p>
	Ossoff to Chopra	<p>“Veterans “are at risk of becoming trapped by medical debt having adverse credit reports because of the failures of these healthcare providers to properly bill the VA.”</p>

	Chopra to Ossoff	<p>“This issue of outpatient referrals from the VA - we're really pleased to work with the VA on how they are dealing with credit reporting. They have updated some of their rules about when medical debt will be reported. It will drastically reduce the number that are reported, because ultimately, I think, we continue want to penalize veterans for getting medical care for which the law entitles them to receive as benefits of their service.”</p> <p>“I think there's other places in credit reporting and debt collection that we continue to find concrete solutions to address these issues.”</p>
	Chopra to Ossoff	Surprise billing: “...I think the last thing we would want is to see that you know, pregnancy and new mothers having to deal with mistaken credit reporting, surprise billing.”
Servicemembers and credit reporting	Cortez Masto to Chopra	“I know in 2021, our service members and their families submitted more than 42,000 complaints to the Consumer Bureau. The most common type of complaint – more than 60 percent were about credit reporting and debt collection.”
	Chopra to Cortez Masto	<p>Servicemembers are different than civilians when it comes to credit reporting because servicemembers need security clearance.</p> <p>Servicemembers are more likely to be victims of ID theft.</p>
	Ossoff to Chopra	<p>Concerned about “the impact that adverse credit reports can have on Americans, let’s talk about how this can impact veterans and what you can do...”</p> <p>Veterans “are at risk of becoming trapped by medical debt having adverse credit reports because of the failures of these healthcare providers to properly bill the VA.”</p>

	Chopra to Ossoff	<p>“This issue of outpatient referrals from the VA - we're really pleased to work with the VA on how they are dealing with credit reporting. They have updated some of their rules about when medical debt will be reported. It will drastically reduce the number that are reported, because ultimately, I think, we continue want to penalize veterans for getting medical care for which the law entitles them to receive as benefits of their service.”</p> <p>“I think there's other places in credit reporting and debt collection that we continue to find concrete solutions to address these issues.”</p>
	Ossoff to Chopra	<p>Concerning “service members who for example, are undergoing security clearance investigations, your Office of Service Member Affairs report found that in 2021 credit reporting companies were ‘not responsive to service members' request for investigations, jeopardizing their security clearances, job security and promotion eligibility.”</p> <p>“They're not getting timely responses from these credit reporting companies when for our military service members, their jobs and clearance is on the line, what more can your agency do to ensure that credit reporting companies respond in an efficient and effective manner to these service members' requests and when service members bring complaints to you?”</p>
	Chopra to Ossoff	<p>“we've certainly seen a bit of an uptick in their responsiveness, but ultimately, we're going to have to assess them for a legal compliance too. They have requirements to assure maximum possible accuracy, using reasonable procedures, and I think that's a place where we're very, very focused on whether they're meeting their legal obligations on dispute inaccuracies.”</p>

Privacy	Chopra opening	<p>“Congress should strengthen financial privacy protections.”</p> <p>“I hope you'll consider updating the Gramm-Leach-Bliley Act to provide limitations on the collection, use, and sharing of extremely sensitive personal financial data.”</p>
“Big data”, Dossiers, Data brokers	Chopra to Cortez Masto	<p>“I want to share that I also worry about the new generation of data brokers and background screeners that are even collecting data on small businesses, collecting data on others. We need to make sure that those secret dossiers that - that individuals have rights to make sure they are accurate and they can dispute wrong issues.”</p>
Background checks, tenant screening, employment screening	Chopra to Cortez Masto	<p>“I want to share that I also worry about the new generation of data brokers and background screeners that are even collecting data on small businesses, collecting data on others. We need to make sure that those secret dossiers that - that individuals have rights to make sure they are accurate and they can dispute wrong issues.”</p>