



In 2025, the National Consumer Law Center (NCLC) will fight to preserve critical consumer protections and our consumer protection agencies and will seek opportunities to advance economic and racial justice.



CFPB & FTC:

Protect Our Consumer Watchdogs

The Consumer Financial Protection Bureau and the Federal Trade Commission [enforce](#) the law and combat unfair, deceptive, and abusive practices to keep the economy fair.

Protect the CFPB's funding and independence.

Restore FTC power to make wrongdoers compensate victims.



ACCESS TO JUSTICE:

Restore Our Day in Court

Our justice system should be open to all.

Fight fine-print forced arbitration clauses, class action bans, and barriers to court access that take away [access to justice](#) and prevent us from joining together to fight widespread wrongdoing.

End the double taxation of successful consumer claims, which turns a winning lawsuit into a loss.



BANKRUPTCY:

A Fresh Start for Working Families

[Bankruptcy](#) gives debt-burdened families a chance for a fresh start—all the more essential as household debt has soared to [\\$17.8 trillion](#).

Simplify the bankruptcy process and eliminate burdensome requirements that have denied consumers access to bankruptcy relief and led to a 25% increase in insolvency.

Give student loan borrowers, and those struggling with unaffordable criminal justice fines and fees, the same fresh start opportunity as others.

Increase protections so families can declare bankruptcy without losing homes, Earned Income and Child Tax Credits.



CREDIT REPORTS:

Stop Errors & Abuses

Credit reports, [background checks](#), and [tenant screening reports](#) are [full of errors](#) and reinforce [racial disparities](#).

Enact [comprehensive reform](#), including improving accuracy and dispute investigations, shortening time periods for negative information, and limiting the use of [credit reports](#) for jobs and tenant screening.

Create a public credit registry that is designed to be responsive to consumer needs and equity concerns.



EQUITY & RACIAL JUSTICE:

Defend & Enforce Our Laws

[Discriminatory practices](#) in the financial services industry threaten the prosperity of families.

Defend disparate impact standards and the duty to affirmatively further fair housing, and enforce fair lending and fair housing laws vigorously.

Maintain and **strengthen** [language access requirements](#) for financial services companies.

Preserve the collection of race and ethnicity data and require loan-level data.

Ensure Artificial Intelligence technologies in financial products and services are not biased or discriminatory and comply with fair lending and consumer protection laws.



BANKING & PAYMENTS:

Keep Our Money Safe

Banks and fintech companies must provide [safe access to bank accounts](#) and payments and ensure vulnerable consumers are not shut out of the banking system.

Stop abusive fees related to bank accounts and payment apps, including overdraft fees and so-called “tips.”

Protect people from fraud and errors in the banking and payments systems.

Require deposit insurance for mobile wallets and all accounts that hold consumer funds.



CARS:

Safe & Affordable Vehicles & Financing

Cars are essential for families' physical and economic mobility, yet the [high cost of cars](#) and financing creates economic hardships and risks.

Ban financing that is more lucrative for creditors when the buyer defaults.

Reduce repossessions by allowing people to catch up on what they owe before a car is repossessed.

Defend rules requiring clear pricing and require a cooling-off period for sale of add-on products.

Ensure consumers are not sold cars with unperformed safety recalls or other safety defects.

Promote [car ownership programs](#) that provide safe and affordable financing and cars, including electric vehicles.

Collect sales and finance data to understand and reduce abuse and discrimination.

CRIMINAL JUSTICE: *Disarm the Poverty Trap*

[Unaffordable fines and fees](#) trap families in poverty, jeopardize successful reentry, and impede public safety.

Incentivize state and local governments to reduce fines and fees and end debt-based driver's license suspensions that prevent people from getting to work.

Motivate states to eliminate [criminal justice debt as a barrier to record clearing](#) to enable access to jobs and housing.

End debtors' prisons and require private collectors of state and local government debt to comply with [fair debt collection](#) rules.

Stop [private profiteering](#) that imposes extortionate costs on [justice-involved individuals](#) and can jeopardize successful reentry.

DEBT & DEBT COLLECTION: *Protect Consumers from Abusive Collection Practices*

Debt collectors are a top source of [consumer complaints](#), with alleged [debts in collection](#) impacting tens of millions.

Protect [wages, bank accounts](#), the Earned Income and Child Tax Credits, and Social Security benefits from garnishment or offset.

Increase patient access to [financial assistance](#), enforce existing financial assistance requirements for medical providers, require [reporting of collection practices](#), and prohibit abusive collection practices.

Prohibit deferred interest and deceptive or illegal practices by medical payment products like [medical credit cards](#).

Stop [nursing home debt collection](#) against third parties.

Strengthen and **defend** Fair Debt Collection Practices Act and [Regulation F](#).

HIGH-COST CREDIT: *Limit Interest Rates and Stop Fintech Evasions*

Interest rate limits are the [most effective protection](#) against [predatory lending](#) and should cover all forms of credit.

Extend the [36% interest rate cap](#) that protects active duty servicemembers to all consumers, with much [lower rate caps](#) for large loans.

Stop evasions of federal and state lending laws through [rent-a-bank lending](#), fake tribal lending, and [fintech credit products](#) like [earned wage advance loans](#), which make workers pay to be paid.

RENTERS: *Help Struggling Families Secure & Maintain Housing*

[Junk fees](#), [rental debt](#), and [tenant screening](#) add to the burden of families trying to rent decent, affordable housing.

Ban [unfair junk fees](#) that add to skyrocketing rents.

Stop tenant screening reports from blocking families, especially renters of color, from securing decent housing.

ENERGY, TELECOM & ROBOCALLS: *Keep Vulnerable Consumers Connected*

More than [1 in 4 households report challenges paying energy bills](#). Households suffer from the [digital divide](#) and robocalls.

Defend and **enhance** programs that protect consumers from unaffordable [energy](#) bills and utility disconnections during [extreme weather](#) and all year. Support expansion of programs such as the Low Income Home Energy Assistance Program, the Weatherization Assistance Program, and Inflation Reduction Act rebates and incentives for low-income consumers.

Ensure that families can afford their utilities including broadband and voice service and can [access](#) affordable weatherization, energy efficiency, and [renewable energy](#) without exposure to [risky financing](#).

Strengthen programs to connect households to the internet and shrink the digital divide.

Protect people from telemarketing, scam, and unwanted [robocalls](#) and texts, and ensure the [TCPA](#) remains an effective remedy.

HOUSING: *Ensure Access to Sustainable Homeownership*

High [mortgage](#) costs make it hard to equitably expand homeownership, requiring affordable hardship assistance and loan financing options.

Enable struggling homeowners to access affordable home-saving options, especially for [FHA](#) and [VA](#) loans and for [heirs property owners](#). Strengthen [loan sale protections](#). [Expand access](#) to mortgage performance data.

Finalize [streamlined procedures](#) for homeowners to access foreclosure avoidance programs.

Promote [small dollar mortgage loans](#) and ensure abusive products such as [PACE loans](#), [land contracts](#), and [home equity investment products](#) are subject to federal mortgage rules.

STUDENT LOANS: *Lift the \$1.7 Trillion Weight from Consumers' Shoulders*

The financial security of tens of millions of American families is threatened by unaffordable [student loan](#) debt.

Ensure access to affordable repayment and fully implement the FUTURE Act.

Discharge [old and uncollectible federal student loan debts](#) and extend expiring protections against taxation of canceled student loan debt.

End federal debt collection practices that push seniors and working class families into poverty.

Modernize studentaid.gov and federal student aid infrastructure and data systems.

Increase oversight and accountability of federal servicers and contractors that manage student loans and stop contracting with poor performers.