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June 4, 2018

Monica Jackson
Office of the Executive Secretary
Bureau of Consumer Financial Protection
1700 G Street, NW
Washington, DC 20552


Dear Ms. Jackson:

On behalf of America’s credit unions, I am writing in response to the Bureau of Consumer Financial Protection’s (Bureau) Request for Information (RFI) Regarding Bureau Public Reporting Practices of Consumer Complaint Information. The Credit Union National Association (CUNA) represents America’s credit unions and their 110 million members.

As CUNA’s submission to this RFI, please find the attached CUNA white paper, *CUNA’s Common-Sense Reforms to Bureau of Consumer Financial Protection Rules and Procedures*. This CUNA white paper provides comments and feedback on Bureau processes for consumer complaints as well as on several subsequent RFIs published by the Bureau this year. We hope the Bureau implements CUNA’s recommendations as it moves forward with its structural, functional, and operational changes.

If you have questions or would like to discuss CUNA’s white paper further, please contact me at 202-508-6736. On behalf of America’s credit unions and their 110 million members, thank you for your consideration.

Respectfully submitted,

Elizabeth A. Eurgubian
Deputy Chief Advocacy Officer & Senior Counsel