CFPB Complaint - Submitting Instructions

If the exposed data included financial information (bank statements, payment records, retainer agreements), file with the Consumer Financial Protection Bureau.

STEPS:

1. Go to consumerfinance.gov/complaint.
2. Category: "Credit reporting" or "Other financial service" as fits.
3. Company: name the law firm and any bank or credit bureau that failed to act after you reported identity theft.
4. Describe: confidential financial records from a hacked law firm were published online; include dates and what was exposed.
5. Submit. The CFPB forwards to the company, which must respond within 15 days (60 maximum). You can escalate and add documents later.

TRACKING: save your complaint ID. Resolution is free and creates a federal record.