

CFPB

Pledge

CFPB Humility in Supervision Pledge

Although supervisory information itself is confidential, how the CFPB approaches supervisions is not. The statement below will be provided to all examiners to be read to a supervised entity at the beginning of the examination.

- 1 The upcoming Supervision examination cycle is going to be fundamentally different from the prior ones under the former Director Chopra. For 2026 examinations, in line with the Memorandum on Supervision and Enforcement Priorities (April, 2025) the Bureau will focus its supervision resources on pressing threats to consumers, particularly service members and their families, and veterans, and in the areas that are clearly within the Bureau's statutory authority. The Bureau will also avoid, where possible, duplication of supervision, where States or other regulators are already doing that job.
- 2 For this round of examinations, there will be greater transparency regarding the process and clarity regarding expectations. Bureau-supervised entities will receive advance notice of scheduled examinations providing them with the opportunity to plan. Requests related to exams will focus on Bureau priorities and hew to the defined scope of the exam and not venture into areas outside the scope. The scope of the exams will be on identified priority markets and the resulting findings will focus on pattern and practice violations of law where there is tangible and identifiable consumer harm. Likewise, Matters Requiring Attention will focus on pattern and practice violations of law where there is substantive and identifiable consumer harm or clear violations of the disclosure requirements.
- 3 No longer will the Bureau ask for expansive data sets or other information which may seem unrelated to the exam or include information inconsistent with Bureau priorities. Any follow-up requests by examiners will first be discussed with an entity and will be tailored to the scope of the exam and the information already received from the entity. Examination times, which used to be 8 weeks, will be reduced commensurate with the defined scope of exams. Examiners will be encouraged and incentivized to complete the work promptly and under budget. Supervised entities can expect timely responses from the Bureau and appropriate follow-up on outstanding and open matters such as exams and MRAs.
- 4 In sum, the Bureau's goal is to work collaboratively with the entities to review entities' processes for compliance and/or remedy existing problems. The Bureau is doing so by encouraging self-reporting and resolving issues in Supervision, where feasible, instead of via Enforcement.
- 5 If your experience with this round of examination is inconsistent with these principles, we encourage you to reach out to Calvin R. Hagins, Principal Deputy Assistant Director for the Office of Supervision Examinations, calvin.hagins@cfpb.gov and/or Chief Legal Officer, Mark Paoletta, mark.paoletta@cfpb.gov.