



Navigating CFPB's Consumer Complaint and Company Portal Process (Part II)

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This article is a follow up to [Navigating CFPB's Consumer Complaint and Company Portal Process \(Part I\)](#) that appeared in the Consumer Financial Services Law Report's July 29 issue, and provides a step-by-step description of how to respond to these complaints using the Portal Process. It also provides additional insight into the potential impact that the entire process could have on companies in the consumer financial services industry.