HUDSON COOK

Managing CFPB Complaints in a Changing Regulatory Environment

November 12, 2026 | Rebecca E. Kuehn

Thursday, November 12th

Managing CFPB Complaints in a Changing Regulatory Environment

Tenant ScreeningMortgage

10:15 AM - 11:10 AM

La Salle (Main) Ballroom A

GENERAL SESSION

Description

The CFPB complaint portal continues to shape how consumers interact with financial services providers and consumer reporting agencies. Whether your company provides tenant screening reports, mortgage credit reports, or other consumer reports, an effective complaint management program is increasingly important for regulatory compliance, operational excellence, and customer trust.

This panel will examine recent developments affecting the complaint portal, discuss how complaints are received, processed, and analyzed, and explore what these changes mean for consumer reporting companies. Panelists will offer practical guidance on improving response processes, identifying systemic issues, coordinating legal and compliance functions, and using complaint data to strengthen products and reduce risk.

Speaking on this panel will be Troy Kubes, Managing Director, FTI Consulting; Christi Lawson of Foley Lardner; and Rebecca E. Kuehn, Partner, Hudson Cook, LLP

Attendees will leave with actionable strategies for responding to complaints efficiently while preparing for continued changes in the regulatory landscape.

Speakers

- Christi Lawson, Foley & Lardner LLP, Partner
- Rebecca Kuehn, Hudson Cook, LLP, Partner

- Troy Kubes, FTI Consulting, Managing Director

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7037 Ridge Road, Suite 300, Hanover, Maryland 21076
410.684.3200

hudsoncook.com

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