

Larger Percent of Complaints About Debt Collection



39% of complaints filed with the CFPB by veterans and servicemembers concern debt collection compared to just 26% of civilian complaints.

Health Benefit Confusion Leads to Unexpected Medical Debt



1 in 8 complaints about debt collection filed by servicemembers or veterans concerns medical debt. Many believed their medical care was covered.

Financial Problems Can Be a Career Killer



Each year, 4,700 to 8,000 servicemembers are separated from the military for financial issues, including unpaid debts.

Abusive Collectors Threaten Military Careers



Abusive tactics include:

- contacting chain of command and
- threatening military justice, reductions in rank, or revocation of security clearance.