



United States Senate

April 15, 2021

Mr. David Uejio
Acting Director
Consumer Financial Protection Bureau
1275 First St., NE
Washington, D.C. 20002

Dear Acting Director Uejio:

Last week, *Politico* reported that the Consumer Financial Protection Bureau (CFPB) is investigating Bank of America's handling of fraudulent activity in California's unemployment benefits system. To the extent that the CFPB finds any evidence of negligence or wrongdoing on the part of Bank of America, I ask that you do everything within your power to ensure that any Californians harmed by those actions are helped, and to make such recommendations to Congress as may be warranted.

The sudden and massive unemployment caused by the onset of the COVID-19 pandemic created major problems for state unemployment benefits systems, including California's. This included large-scale fraud by organized criminal organizations and others in the claiming of unemployment benefits. Unfortunately, this fraud also led Bank of America, with which California contracted to issue debit cards to distribute unemployment benefits, to freeze accounts of both legitimate and illegitimate benefits recipients, leading to confusion and delaying recipients from being able to pay bills.

I want to ensure that Californians do not experience similar problems in the future. If you find that Bank of America acted inappropriately, please ensure that the CFPB takes appropriate steps to help any Californians affected by those actions, and let me know what Congress can do to prevent any future problems. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink that reads "Dianne Feinstein".

Dianne Feinstein
United States Senator