

Department of Financial Protection & Innovation

- Formerly the Dept. of Business Oversight (DBO) effective Jan. 1, 2021 due to California Consumer Financial Protection Law established name changed to DFPI.
- California's licensing and regulatory agency with oversight of state-financial institutions, products, and professionals.
- Enforce laws and regulation to industries we regulate.
Collaborate and partner with other state, federal, and local agencies, ramping up consumers protections
- Increase consumer awareness to help protect consumers from predatory businesses, unfair, deceptive and abusive practices.



How is DFPI getting information out to consumers?

- DFPI Promotes Financial Literacy:
 - ❖ DFPI provides FREE presentations on various topics through virtual presentations and webinars
 - ❖ Educational publications available for distribution
- Promotes Consumer Awareness:
 - ❖ Consumer alerts, news, reports, and advisories on our website www.dfpi.ca.gov
 - ❖ Stay connected – Sign up to receive emails, alerts and DFPI updates: <https://dfpi.ca.gov/subscribe>
 - ❖ Follow DFPI on Social Media: Twitter, Facebook, LinkedIn

Home Improvement - PACE Financing Program

What is PACE?

Property Assessed Clean Energy (PACE)

Programs provide homeowners help to finance energy-efficient and water-saving improvements to their property.

Do your Homework !

Before signing the contract - be sure you check the license of both the contractor (CSLB) and the lender (DFPI).

www.DFPI.ca.gov/PACE



Mortgage Relief Options and Resources

**MORTGAGE RELIEF
BEGINS WITH YOUR
SERVICER.**



**HOMEOWNERS
HAVE RIGHTS.**



You have options!

- You can contact your lender directly to request a loan modification or other mortgage relief.
- You can reach out to a HUD housing counselor at 1-800-569-4287
- You can work with free, non profit housing counselors.*

* Please visit the California Department of Real Estate or the Department of Financial Protection and Innovation for information on illegal advance fees and avoiding mortgage assistance scams.



The California
Housing Finance
Agency (CalHFA)
will receive
and administer
roughly **\$1 billion**
in mortgage
relief funds.

To learn more about the American Rescue Plan Act's Homeowner Assistance Fund or to get notified when funds become available, visit:



DEPARTMENT OF
FINANCIAL PROTECTION
& INNOVATION

PROTECTING CONSUMERS
FOSTERING TRUST & INNOVATION

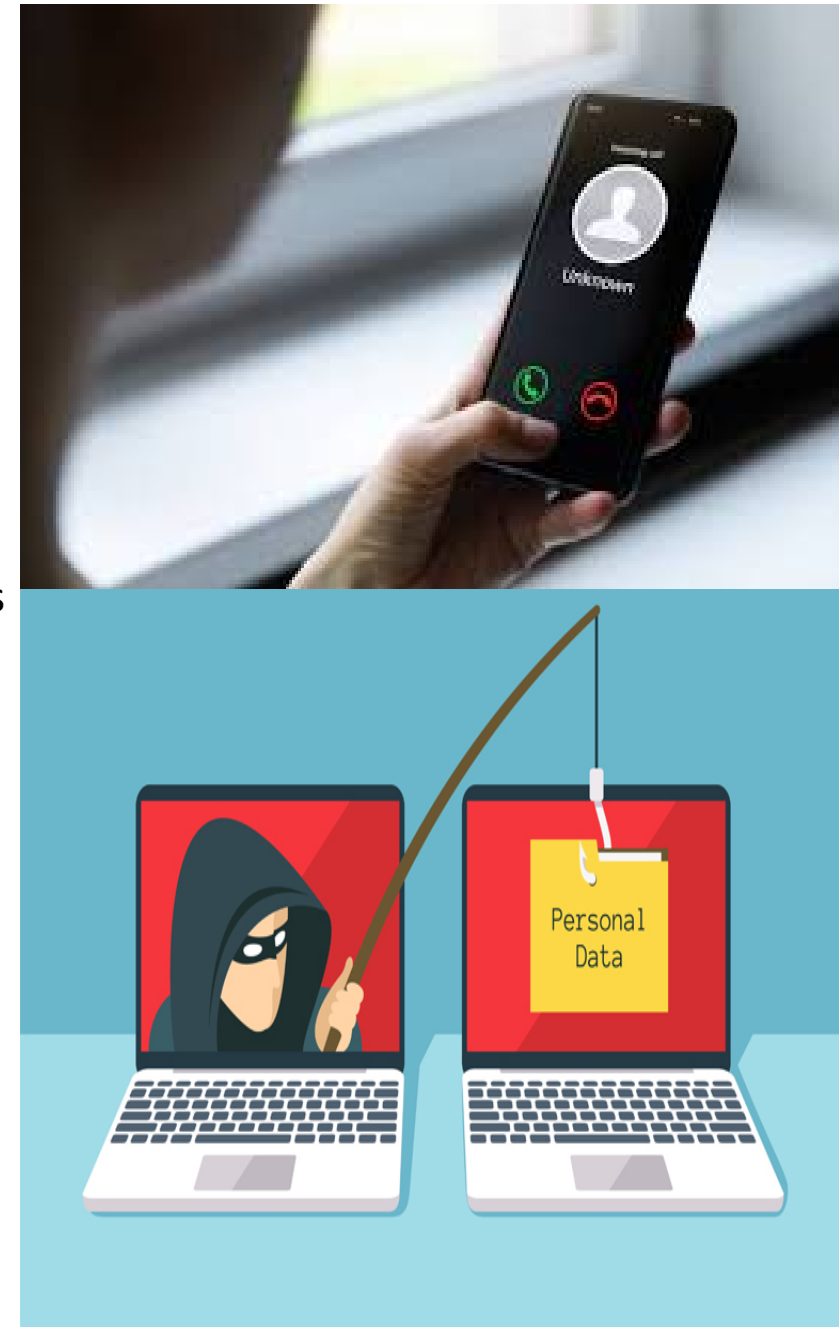
www.DFPI.ca.gov

Common and Pandemic-Inspired Financial Frauds & Scams

- Affinity Fraud
- Charity / Disasters
- Commodities Fraud
- Credit / Debit Card Scams
- Debt Collectors *
- Home Improvement (PACE/HERO)
- Illegal Internet Payday Lending
- Investment Fraud
- Money Transmitter Fraud
- Mortgage Modification & Foreclosure
- Romance/Sweetheart Swindle*
(cryptocurrency/robin hood)

What's Trending:

- Grandparent/relative
- Social Security
- COVID: Kits/Vaccines
- Financial Relief Opportunities
- Utility Company
- Tech Support
- Bogus/Copypat Sites:
 - Government Imposters
 - IRS Site -



CYBER SAFETY



PIN , Credit Card , Debit Card Numbers



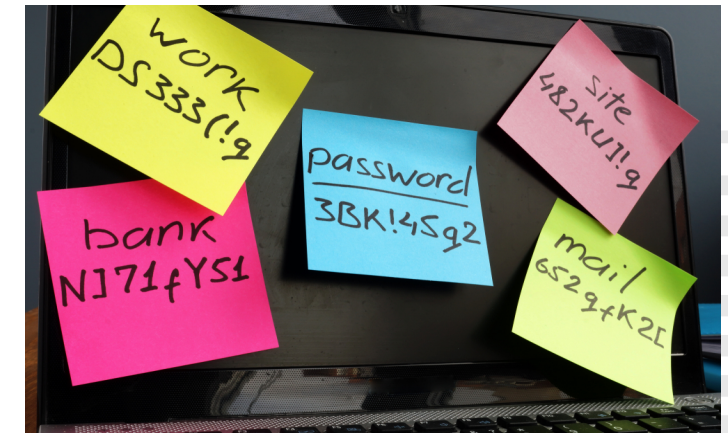
Secure Network



2-Step Verification



Limit Personal Information

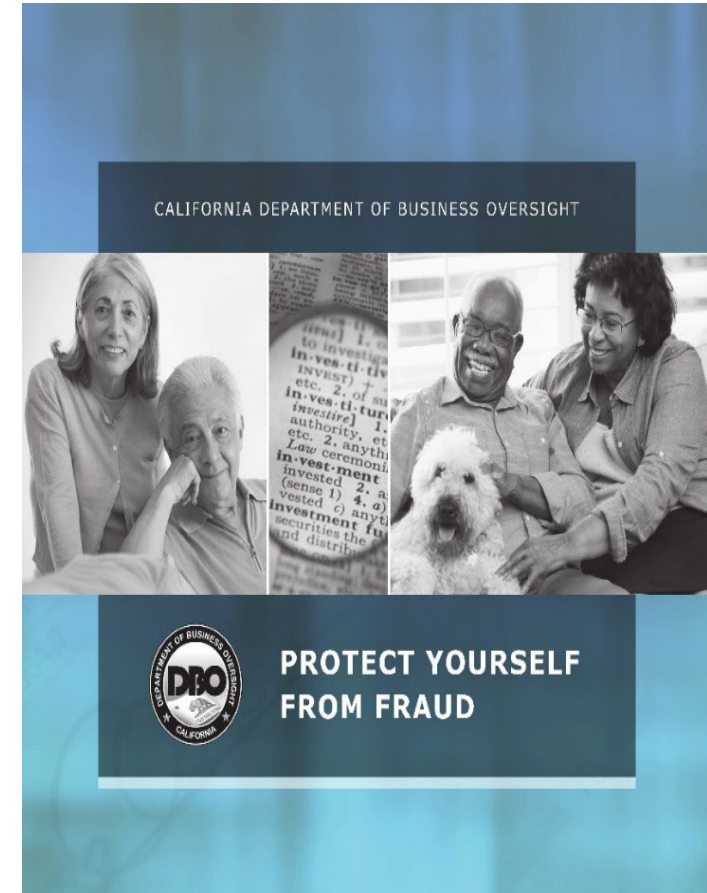


Passwords

Safeguarding Your Personal and Financial Information

- Telephone
- Online Services
- Internet, Email or Text Messages
- Investment Opportunities
- Mail (shred unwanted mail)
- Credit vs. Debit Transactions
- Monitoring & Freezing Your Credit
- Check Writers

If you are a victim of identity theft:
file a complaint with the Federal Trade
Commission (FTC) at: reportfraud.ftc.gov



How can the DFPI help you?

- Learn about us: <https://dfpi.ca.gov>
- Contact the DFPI Consumer Services Office: 866-275-2677
- Email us: askdfpi@dfpi.ca.gov
- Interested in a publication or presentation: outreach@dfpi.ca.gov

The Bottom Line...

1

Trust your Instincts.
If it seems too good
to be true, it
probably is.

2

Never give out
personal information
unless you initiated
the contact.

3

**ALWAYS GO TO THE
SOURCE YOURSELF!**



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