



# Fact Sheet

- **24 percent of Texans are deemed underbanked by the FDIC - meaning they don't have access to traditional credit services.**
- **Texans are smart and capable of making their own financial decisions without government intervention.**
- **An overwhelming majority of short-term borrowers are satisfied and value the services provided by Credit Access Businesses (CABs).**
  - The OCCC complaint rate is one per 16,400 transactions in 2023.
  - Lowest complaint rate of all financial services per the CFPB and OCCC.
  - Polling shows a majority of short-term borrowers value the services provided.
- **Texas Credit Access Businesses (CABs) are heavily regulated at the federal and state level and must comply with an extensive array of consumer finance laws.**
  - Texas CABs are regulated by more than 24 Federal and State laws.
  - The OCCC has broad enforcement powers to order restitution to customers, impose fines for violations, and issue cease and desist orders for improper practices.
  - The OCCC employs a consumer complaint hotline that must be posted at all CAB stores. Each complaint filed must have written resolution.
  - The OCCC performs onsite examinations at all licensed CABs.
  - In 2019, Texas Legislature enacted the OCCC Sunset Bill re-authorizing the chapter of the Texas Finance Code that regulates CABs.
- **Regulating CABs out of business hurts, not helps, Texas Consumers as they will be exposed to more expensive bank overdrafts (1,000% APR), utility shut off fees (1,000% APR), unregulated off-shore lenders, and illegal sources of credit.**
- **Opponents of the industry offer no realistic private-sector credit alternatives to meet the heavy demand for short-term credit in Texas. The only realistic alternatives proposed involve taxpayer-backed loans through government institutions or the United States Post Office.**