CreditRepair.com and Lexington Law refund checks: What you need to know

DEC 05, 2024



Watch the video at https://www.youtube.com/watch?v=htf4khYR768

In December, the CFPB will begin distributing refund checks to more than 4 million consumers harmed by a ring of corporate entities operating some of the largest credit repair brands in the country, including Lexington Law and CreditRepair.com. The companies violated federal telemarketing laws (cfpb.gov/about-us/newsroom/cfpb-announces-return-of-1-8-billion-in-illegal-junk-fees-to-4-3-million-americans-harmed-in-massive-credit-repair-scheme/) by illegally collecting upfront fees for telemarketed credit repair services. The CFPB also alleged that the companies violated Federal consumer protection law by engaging in bait-and-switch advertising.

As a result of the CFPB's enforcement action, the companies were ordered to pay $2.7 billion in consumer redress and civil penalties and were banned from telemarketing credit repair services for 10 years.

CreditRepair.com and Lexington Law redress and civil penalty payments

Between December 5, 2024, and January 6, 2025, JND Legal Administration will distribute $1.8 billion in civil penalty funds and consumer redress to harmed customers. You do not need to take action to receive a check. The CFPB has identified eligible individuals based on records provided by the companies.

If you have questions about your eligibility, please review the following frequently asked questions. If you need additional support, we encourage you to wait until after January 6 due to the large volume of checks being processed and distributed.

CreditRepair.com and Lexington Law FAQs

What is a redress payment, and who is sending it?

A redress payment compensates a consumer who has been wronged.

The Consumer Financial Protection Bureau is a U.S. government agency dedicated to making sure you're treated fairly by banks, lenders, and other financial institutions. When we enforce the law, we or a court may order the company or person to take action to correct the harm caused to consumers. This can include requiring the company or person to compensate its victims through redress payments.

These payments may be distributed directly by the company, through the CFPB's Civil Penalty Fund, or by a payments administrator. In the case of CreditRepair.com and Lexington Law, JND will be the third-party administrator that will process and issue checks to harmed consumers.

How do I know if I'm part of the redress?

Eligible consumers were identified as customers of CreditRepair.com and Lexington Law who were illegally charged upfront fees or were subjected to allegedly deceptive advertising.

If you're eligible for a payment, you'll receive a letter and payment addressed to you. You don't need to do anything.

How are the payments calculated, and how much will I receive?

The payments are calculated based on a pro-rata share of the fees you paid to CreditRepair.com and Lexington Law. The amount you receive, however, may not cover all of the fees you paid.

If funds remain after the distribution is complete, additional checks may be sent to consumers who cashed their initial check. You don't need to take any additional action.

How can I tell if my check is a scam?

The CFPB never asks you to provide money and never charges you a fee to cash or receive a check. If someone asks you to send them money before or after cashing a check, it could be a scam.

If you need to verify if your check is real, contact JND at (855) 680-8991 during business hours, 8 a.m. to 9 p.m. ET, Monday through Friday. You can also call the CFPB toll-free, 8 a.m. to 8 p.m. ET, Monday to Friday, at (855) 411-CFPB (2372) or TTY/TDD (855) 729-CFPB (2372).

Please be patient and keep in mind that customer service wait times may be long due to the large number of check recipients.

If I don't receive a check, can I file a claim?

No. There won't be opportunities to file claims for this redress case.

Will my payment be taxed?

The check is considered a refund of payments you made to the defendants, so it's unlikely to be taxable. If you have tax-related questions, however, please contact a tax advisor.

Where can I cash my check?

You can cash your check at any bank that you have a checking account with by signing the back of the check and depositing it through your online banking application, at your local bank branch by talking to a teller, or by using an ATM. Please keep in mind, sometimes deposits are not immediately available from your bank after depositing. Please check with your bank regarding check hold times.

I do not have a bank account. Where can I cash my check?

If you do not have a bank account, you can cash your CreditRepair.com and Lexington Law check at any domestic Wells Fargo banking branch for no fee. You need to talk to a Wells Fargo teller and show a valid ID that matches the name on your check. Alternatively, you can also take your check to any check-cashing service or to a supermarket or retail establishment that cashes checks. Keep in mind that these companies charge fees for check cashing.

Learn more about how to open a banking account (https://www.consumerfinance.gov/consumer-tools/bank-accounts/)

Can I have my check reissued, including if it's been lost, damaged, expired, or my name or address has changed?

You can submit a reissue request through the Administrator's website at www.cfpb-lexlaw.org (https://www.cfpb-lexlaw.org/) or by email: info@cfpb-lexlaw.org. In both cases, you need to provide your Unique ID, name, and current address. Your Unique ID number can be found on

your check or at the top of the letter that was mailed along with your check.

If your address has changed, please provide your new address along with your previous address for verification purposes. If you need to have your name changed, submit a reissue request by email along with a copy of a government-issued ID displaying your current name and appropriate legal documentation – including a marriage license, divorce decree, or court order – indicating the name change.

Reissues are sent in scheduled runs that occur about once every two months, beginning in the middle of February 2025. This may include reissue requests received in the middle of January 2025.

If you are not able to submit your request online or email your request, we will accept your request via mail. **Please do not send original documents, as we cannot return them to you.** Please only send copies. Please note that mailed-in requests will take longer due to longer processing and mailing time. Your request can be mailed to:

Lexington Law Matter
c/o JND Legal Administration
P.O. Box 91015
Seattle, WA 98111

Please note that information you submit is treated in accordance with the Privacy Act.

A check is made out to a deceased family member. What do I do?

A check that was made out to a deceased individual can be reissued to the sole beneficiary of the estate or the estate itself, but proper documentation must be submitted in writing. These requests cannot be taken over the phone.

To request that we reissue the check in your name as the beneficiary, a written request must be submitted via email by the sole beneficiary: info@cfpb-lexlaw.org. You will need to provide:

- Proof of your identity
- Death certificate of the deceased harmed consumer
- Legal documentation that you are the sole beneficiary of the deceased harmed consumer's estate

Your proof of identity must be an official government issued ID, such as driver's license, REAL ID, or passport. Examples of legal documentation that shows you are the sole beneficiary of the deceased harmed consumer's estate would include a will, small estate affidavit, letters testamentary, or letters of administration.

To request that we reissue the check to the "estate of" the individual who received a check, a written request must be submitted by email by the executor of the estate. These requests must come from the executor, and the executor must provide the death certificate of the deceased harmed consumer, proof of identity, and a legal documentation providing proof of executorship.

Please be patient as reissues are sent in scheduled runs that occur about once every two months. The first reissue run will occur in the middle of February 2025, and it is anticipated that complete reissue requests received by the middle of January 2025 will be included in that reissue run.

If you are not able to email your request, then we will accept your request via mail. **Please do not send original documents, as we cannot return them to you.** Please only send copies. Please note that mailed-in requests will take longer to process to allow for mailing and processing time. To mail your request, the mailing address is:

Lexington Law Matter
c/o JND Legal Administration

P.O. Box 91015
Seattle, WA 98111

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What is the Privacy Act Statement?

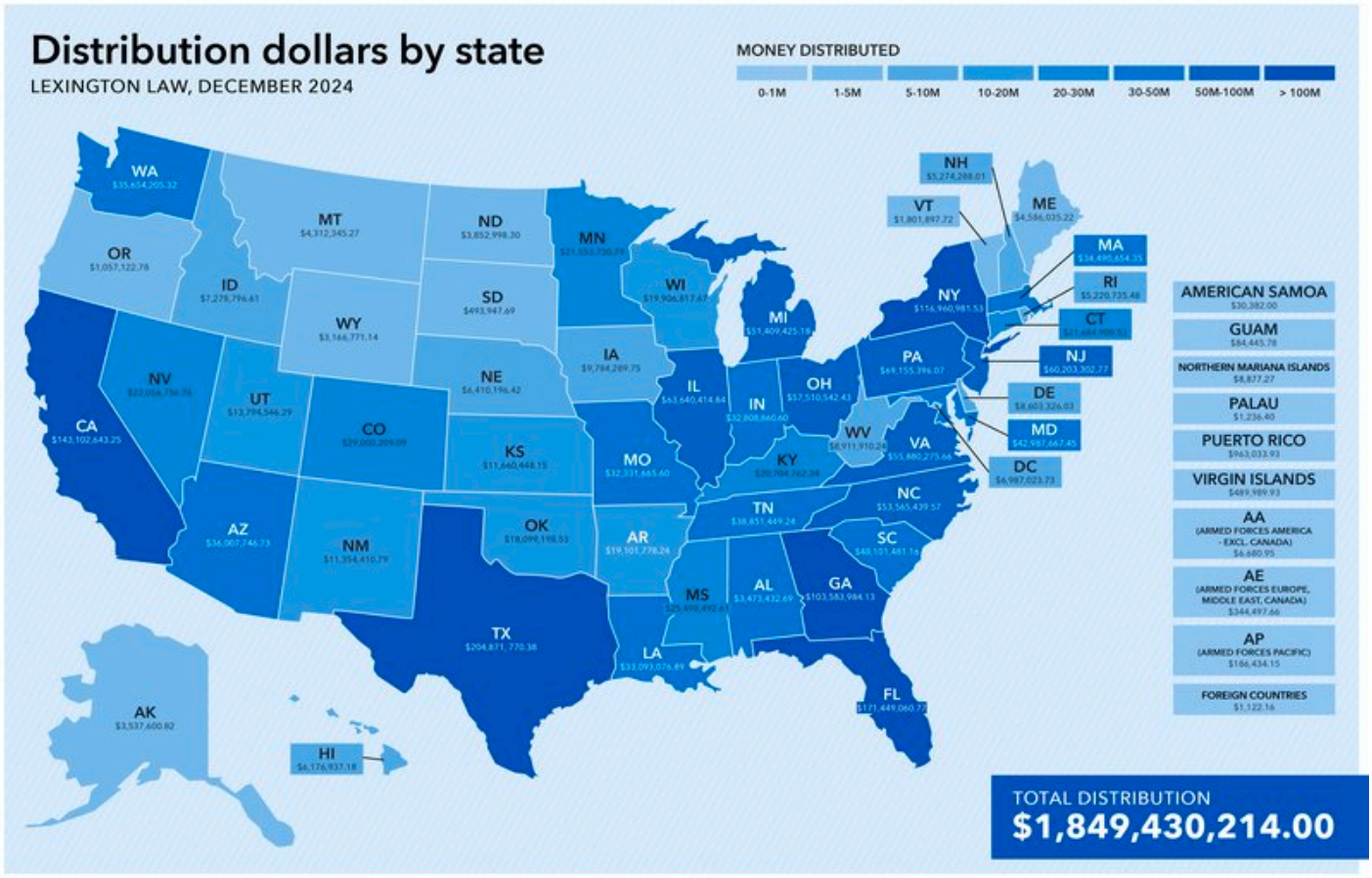
The information requested is being collected to determine your eligibility for a Civil Penalty Fund payment from the CFPB to compensate you for harm suffered from a violation of federal consumer financial law that was the subject of the agency's enforcement action.

Identifying information collected may be used by and disclosed to employees, contractors, agents, and others authorized by the CFPB to receive this information to contact you and/or assist in related activities. It may also be disclosed:

- To a court, magistrate, or administrative tribunal in the course of a proceeding
- For enforcement, statutory, and regulatory purposes
- To another federal or state agency or regulatory authority
- To a member of Congress; to the Department of Justice, a court, an adjudicative body or administrative tribunal, or a party in litigation
- Pursuant to the CFPB's published Privacy Act system of records notice, CFPB.025 – Civil Penalty Fund and Bureau-Administered Redress Program Records

The collection of this information is authorized by the Dodd Frank Act.

State-by-state distribution of Lexington Law and CreditRepair.com payments



View full image (https://files.consumerfinance.gov/f/images/cfpb_vcd-by-state_lexington-law-hires_2024-12.original.jpg)

Topics

- **ENFORCEMENT** (CFPB.GOV/ABOUT-US/BLOG/?TOPICS=ENFORCEMENT)

FURTHER READING

Blog

CFPB to distribute over $191 million to consumers harmed by Tempoe (cfpb.gov/about-us/blog/cfpb-to-distribute-over-191-million-to-consumers-harmed-by-tempoe/)

OCT 28, 2024

The CFPB is working to reinforce the foundation of a fair, nondiscriminatory and competitive mortgage market (cfpb.gov/about-us/blog/the-cfpb-is-working-to-reinforce-the-foundation-of-a-fair-nondiscriminatory-and-competitive-mortgage-market/)

JUN 28, 2024

CFPB to distribute nearly $6 million to consumers harmed by predatory loans to veterans (cfpb.gov/about-us/blog/cfpb-to-distribute-nearly-6-million-to-consumers-harmed-by-predatory-loans-to-veterans/)

JAN 02, 2024

Newsroom

CFPB Announces Return of $1.8 Billion in Illegal Junk Fees to 4.3 Million Americans Harmed in Massive Credit Repair Scheme (cfpb.gov/about-us/newsroom/cfpb-announces-return-of-1-8-billion-in-illegal-junk-fees-to-4-3-million-americans-harmed-in-massive-credit-repair-scheme/)

DEC 05, 2024

CFPB Bans Student Loan Pro and Owner for Fee Harvesting Scheme (cfpb.gov/about-us/newsroom/cfpb-bans-student-loan-pro-and-owner-for-fee-harvesting-scheme/)

DEC 04, 2024

CFPB Orders Global Tel Link to Pay $3 Million for Illegally Freezing and Draining Payments Accounts for People Who Are Incarcerated (cfpb.gov/about-us/newsroom/cfpb-orders-global-tel-link-to-pay-3-million-for-illegally-freezing-and-draining-payments-accounts-for-people-who-are-incarcerated/)

NOV 14, 2024

Events

States and Consumer Financial Protection (cfpb.gov/about-us/events/archive-past-events/states-and-consumer-financial-protection/)

NOV 21, 2024

Developing Tech Talent Pipelines with Coding it Forward (cfpb.gov/about-us/events/archive-past-events/developing-tech-talent-pipelines-with-coding-it

-forward/)

NOV 13, 2024

Remedy Design Deep Dive with the FTC (cfpb.gov/about-us/events/archive-past-events/remedy-design-deep-dive-with-the-ftc/)

OCT 10, 2024

View more (cfpb.gov/activity-log/?topics=enforcement)

An official website of the United States government