

Proteus Provides Creative Solution for CFPB Class Action Administration

SITUATION

After a years' long investigation by the Consumer Financial Protection Bureau (CFPB), a settlement service provider agreed to a consent decree which included restitution for a number of affected consumers requiring the client to supply checks as part of a redress program.

The client needed a partner to create and manage a program that would dive into its database and identify the appropriate contacts then hold and administer the more than \$1MM in funds for payments. They turned to Proteus.

ACTION

Proteus acted quickly to remote in and run queries on the SQL database to identify the affected consumers. Once the list was confirmed with outside counsel and the CFPB, Proteus built and staffed a custom call center to address tracking, check setup, and reporting to identify and collect mission-critical information for the parties. This piece was also crucial for the CFPB to ensure compliance.

With the call center, any affected consumers spoke directly with Proteus regarding the details of their status within the program and questions for outside counsel were automatically re-routed to ensure rapid response times.

When ready to distribute, Proteus also worked with the bank where the redress funds were in a trust account and developed a letter and tear-away check to mail to consumers.

RESULT

Proteus provided the client and the CFPB detailed reporting of compliance with the program, and the average response time for questions regarding the program was 24 hours or less. Further, over 85% of affected consumers cashed their redress check.

We helped our client navigate CFPB compliance enforcement protocols. As a litigator-led organization, these complex projects are intuitive for our team.

"Having a partner willing to be creative in their approach took a lot of time, worry, and effort off my plate, and my client's, too."

-Boutique litigation partner

LITIGATOR-LED EDISCOVERY

Drive better business outcomes with Proteus Discovery Group. Effective planning and execution of eDiscovery is critical to preserving a case budget and allowing the case team to focus on substantive legal issues. Our perspective as a litigator-led company allows us to begin with the end in mind and work with each client on their specific eDiscovery needs.

Here are some ways we support clients outside of traditional eDiscovery vendor services.

- Discovery motion drafting
- Custodian surveys and interviews
- Legal hold management
- Meet and confer process
- Expert testimony
- eDiscovery counsel

ABOUT US

Our co-founders are former AmLaw 100 litigators, so we know eDiscovery can be frustrating, confusing, and expensive.

Litigators across the country trust us because we provide candid communications and sophisticated solutions with simple, transparent pricing.

Your core competency is focusing on case merits and strategy; ours is eDiscovery. Together we can do great work.

Want to talk? Contact us at hello@proteusdiscovery.com