

Scott Steckel
Stakeholder Engagement Program Manager
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Scott is responsible for Consumer Response's relationships with complaint process stakeholders, with a focus on financial industry participants and their trade associations. Scott works to ensure interactions with these stakeholders aligns with CFPB priorities and creates opportunities to continually improve the effectiveness of the Bureau's work to collect, monitor and respond to consumer complaints about financial products and services. Before joining the Bureau in 2011, Scott worked at the FDIC's Division of Resolutions and Receiverships where he was certified in FDIC Claims Regulations. Prior to his service with the FDIC, Scott was a banker and mortgage lender for more than 20 years. His management level experience includes residential construction lending, consumer and mortgage loan underwriting and wholesale/correspondent mortgage banking.