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QUARTER

Newsletter of the PA Department of Banking and Securities

- **New Consumer Protection Tools for Pennsylvanians,**
- **DoBS All-Staff Meeting Highlights,**
- **And More!**



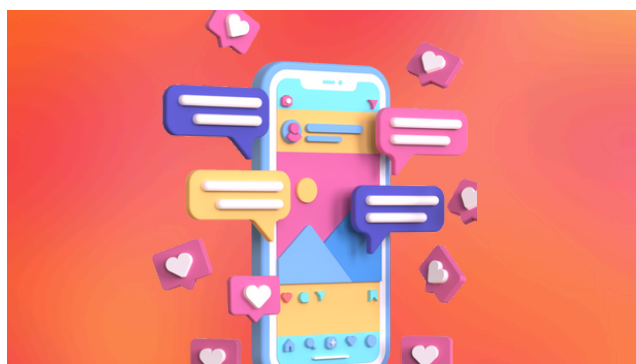


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Consumer Financial Protection Events are taking place each week. [See the complete listing of events on our events calendar.](#)



Keep up with DoBS news, tips, and more! Follow us on Facebook, X , and LinkedIn.



PA Banking and Securities



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and Securities

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Secretary Wendy Spicher

From the Desk of the Secretary

In late April, DoBS staff from all across the commonwealth gathered in Harrisburg for our All-Staff Meeting. While it felt like a homecoming or class reunion in the best sense of the word, we were there to receive program updates, hear from leaders on commonwealth and industry topics, and celebrate the achievements of our fellow colleagues. A highlight of the day was a surprise visit from Governor Josh Shapiro who happened to be the first governor in over two decades to take time out of his schedule to meet with the entire DoBS team! Check out page 5 for more details.

To kick off May, we again joined with Governor Shapiro, as well as Insurance Commissioner Michael Humphreys, to roll out a new hotline, website and email address to highlight Consumer Protection in Pennsylvania. These resources will help Pennsylvanians more easily navigate what can often be a complicated and stressful process.

It's important to note that every week, DoBS receives more than 200 inquiries from consumers. The new hotline, website and email address represent a no wrong door approach to government services. No matter the issue — insurance, lending, utilities, or financial scams — Pennsylvanians can get routed to the right agency for help. Check out pages 3-4 for details.

DoBS remains committed to the important role we play in regulating financial services and ensuring consumers and businesses are well informed about the industry.

Please know that we are always here if and when you ever need us. We won't settle for less...and neither should you.



Protect.
Regulate.
Inform.

New Consumer Protection Tools Help Pennsylvanians Report Scams and Predatory Practices



Governor Josh Shapiro recently launched a new, centralized consumer protection hotline, website, and email address to make it easier for Pennsylvanians to report scams, resolve financial and insurance issues, and access help from the Commonwealth.

The announcement was part of the Shapiro Administration’s initiative to protect Pennsylvania consumers due to changes occurring at federal agencies.

Thanks to Pennsylvania’s exceptionally strong consumer protection laws, the Shapiro Administration will continue to protect consumers in the Commonwealth — and the new initiative makes it easier than ever for Pennsylvanians to report a consumer-related issue.

Pennsylvanians can now call **1-866-PACOMPLAINT (1-866-722-6675)**, visit pa.gov/consumer, or email consumer@pa.gov to report financial, insurance, and consumer concerns. Whether it’s a denied health insurance claim, a suspicious financial transaction, or a mortgage-related issue, help is now just a call or click away.

“Here in Pennsylvania, we have some of the strongest consumer protection laws in the country,” said Governor Shapiro. “That means agencies like the Pennsylvania Insurance

(continued on p. 4)

New Consumer Protection Tools (Continued)

Department and the Department of Banking and Securities have the power to stand up for consumers when they get ripped off or scammed. Whether it's a denied insurance claim, a payday loan trap, or any kind of scam, these agencies are empowered to take action and deliver real results for the people of Pennsylvania. People across our Commonwealth work hard every day — and my Administration is fighting to deliver for them."

The new initiative connects consumers with the appropriate state agencies, including:

- Department of Banking and Securities (DoBS) — Protecting against financial exploitation, predatory lending, and banking issues.
- Pennsylvania Insurance Department (PID) — Resolving disputes over insurance claims, coverage, and unfair practices.
- Other agencies, including those regulating utilities, health insurance denials, and professional licensing.

"We are so glad to be part of this new roll out and stepping up for Pennsylvanians where they need us most. Of course, this work isn't new for us — we've been committed to protecting consumers for decades," said DoBS Secretary Wendy Spicher. "Our department enforces more than a dozen financial services laws every day, including Pennsylvania's usury law, which has effectively kept predatory payday loans with sky-high interest rates out of our state. Whether it's revoking the license of a company that issued worthless money orders or recovering hundreds of thousands of dollars for victims, we're here to ensure that Pennsylvanians are protected."

In 2024, under Governor Shapiro's leadership, DoBS and PID returned more than \$22 million to consumers. DoBS received over 10,000 consumer inquiries, issued nearly 40 enforcement actions, and held 279 educational events across the Commonwealth. Nearly 35,000 Pennsylvanians participated in DoBS' outreach programs, helping them avoid scams, understand signs of fraud, and avoid ID theft.



A new hotline, website, and email offer a one-stop shop for reporting financial, insurance, and scam-related complaints, providing a no wrong door approach to government services that ensures Pennsylvanians are routed to the right agency for help, no matter the issue.

Pennsylvanians can now...

Call
1-866-PACOMPLAINT
(1-866-722-6675),

Visit
pa.gov/consumer, or

Email
consumer@pa.gov
to report consumer concerns.

DoBS All-Staff Meeting Highlights

DoBS employees from across the commonwealth recently came together in Harrisburg for an All-Staff Meeting. With speakers from the Governor's Office, the private sector, and some of our own staff, our employees learned about digital accessibility, artificial intelligence, the economy, freezing your credit, employee benefits, updates on each DoBS depute, as well as a surprise visit from Governor Josh Shapiro!

We're proud to provide continual learning opportunities for our staff, so we can better fulfill our mission of regulating financial services and working to ensure consumers and businesses are well-informed about the industry.

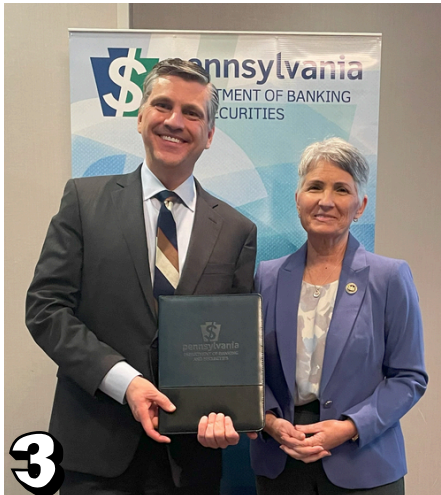


Photo 1: Governor Josh Shapiro with members of DoBS senior staff.

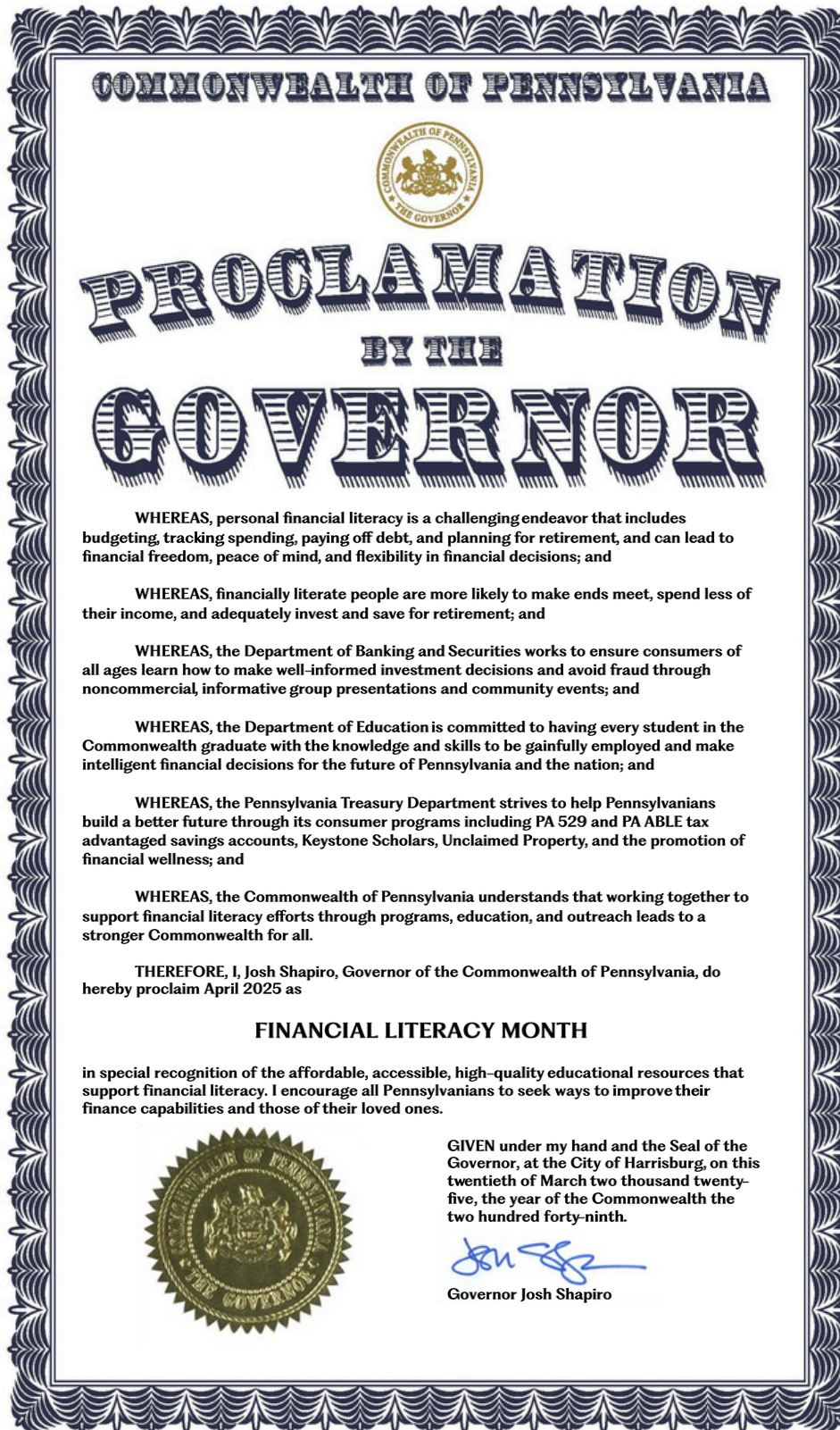
Photo 2: Four members of DoBS staff received 15-year Longevity Awards. Staff were recognized for five to 50 years of Commonwealth service.

Photo 3: David Straite, partner with DiCello Levitt, spoke to staff about Artificial Intelligence.

Photo 4: Tom Jackson, principal economist with S&P Global, gave us his Economic Forecast.

Photo 5: Paul Wentzel, DoBS Executive Assistant and Senior Legislative Director, was recognized by Secretary Spicher with a special gift for his 50 years of service to the Commonwealth.

Thank you to Governor Josh Shapiro for proclaiming April Financial Literacy Month!



DoBS News

DoBS Participates in Commonwealth Job Fair

Special thanks to Securities Compliance Examiner 2 Brigitte Gonzalez and Senior Depository Financial Institutions Examiner Alex Beck-Wilson for staffing the DoBS table at the recent Commonwealth Job Fair.

Representatives from over 35 state agencies were on hand to talk to job seekers about hundreds of job openings across the state, how to apply, career pathways, and employee benefits.

If you missed the Job Fair, you can still explore exciting career opportunities at DoBS by visiting our [website](#).



Outreach Staff Participate in Senior Resource Fair

Staff from our Investor Education and Consumer Outreach Office recently participated in Swatara Township's 3rd Annual Senior Resource Fair in Dauphin County. The fair was hosted by the Swatara Township Police Department and featured various agencies and service organizations whose focus is on seniors.

Visit the department's calendar of events to [find an event near you](#), or contact us today at informed@pa.gov to schedule an event in your area.

Celebrating Partnerships and Milestones



At the recent AARP Consumer Issues Task Force quarterly meeting, Secretary Spicher presented AARP-PA Associate Director David Kalinoski (center holding folder) with a Thank You & Congratulatory message for his 17-year partnership with DoBS in the crucial battle against elder financial abuse and his dedication to consumer protection. Congratulations on your retirement, David!

In Case You Missed It

Here are some stories you may have missed this quarter:

- [Governor Shapiro Launches WhatsApp Channels to Offer Pennsylvanians More Ways to Connect Directly with State Government](#)
- [Starting May 7, 2025, a federally accepted form of identification — such as a REAL ID, U.S. passport, or military ID — will be required to board domestic flights and enter certain federal facilities.](#)
- [Governor Shapiro Announces 81 New Main Street Matters Investments to Create Economic Opportunity for Small Businesses and Strengthen Communities Across Pennsylvania](#)
- [Governor Shapiro Signs Executive Order to Fill Critical Public Service Vacancies in Pennsylvania by Recruiting Talented, Experienced Federal Employees and Streamlining Hiring Process](#)
- [PA Treasury Department Announces First Money Match Checks are Being Sent to Pennsylvanians](#)



Search for PA Financial Entities

DID YOU KNOW? This [DoBS search tool](#) allows you to find state-chartered Banks, Credit Unions, and Trust Companies, as well as Non-Depository licensees (non-NMLS), such as Motor Vehicle Finance Companies and Consumer Discount Companies, or Non-Depository registrants, such as Credit Service Loan Brokers and Non-Profit/Partially Exempt institutions.

Any search for Mortgage, Debt Management Services, Debt Settlement Services, Check Cashers, Pawnbrokers and Money Transmitter Licensees must be conducted on the [Nationwide Multistate Licensing System](#).

Compliance Corner: 1st Quarter 2025 Enforcement Orders

The Department of Banking and Securities issued 16 enforcement orders during the first quarter of 2025. Fines and assessments for these orders totaled \$2,752,689. To see details on these enforcements, visit the Enforcement Orders section of the website. Inquiries and complaints about financial entities can be filed online through the DoBS Portal or by calling the toll-free helpline 1-800-PA-BANKS (1-800-722-2657).