

## Publications

### Preparing Bank Customer Service For New CFPB Scrutiny

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Matt K. Walker

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Matt Walker, of counsel in the Vorys Columbus office, drafted an article for *Law360* titled "Preparing Bank Customer Service For New CFPB Scrutiny." The article focused on Consumer Financial Protection Bureau's October 11, 2023 advisory opinion interpreting a lesser-known customer service provision of the Consumer Financial Protection Act (Section 1034(c)).

To read the article on the *Law360* website, [click here](#).