

**Testimony Submitted by  
Chris Coughlin, Policy Director  
Oregon Consumer Justice  
To the Joint Committee on Ways & Means:  
Subcommittee on Transportation & Economic Development**

February 18, 2025

Regarding: Support for SB 5511

Co-Chairs Woods and Gomberg and Members of the Committee,

For the record, my name is Chris Coughlin. I am the Policy Director for Oregon Consumer Justice. I appreciate the opportunity to testify in support of the Division of Financial Regulation (DFR) and SB 5511.

Oregon Consumer Justice (OCJ) envisions a vibrant future where all Oregonians live with dignity and abundance and experience health, joy, and economic opportunity. We work collaboratively across policy and advocacy, community engagement, and the law, to realize a more just and equitable Oregon where people come first. For too long, flawed systems and policies have stood in the way of this reality, with communities of color most often experiencing significant harm. Informed by consumer insights, OCJ works to make financial and business transactions reliably safe and supports Oregonians in knowing and exercising their consumer rights.

OCJ has and continues to engage with DFR staff on projects to protect Oregon consumers, such as opportunities to collaborate on consumer engagement events and resources to support consumer rights education.

We have also participated as consumer representatives on several of DFR's Rule Advisory Committees (RACs). We appreciate DFR's commitment to including

consumer advocates in its rule-making processes. While many RACs include robust participation by regulated entities and affected businesses, it is harder for consumers to meaningfully participate. We deeply appreciate DFR's intentional outreach to consumer organizations to help ensure there are stakeholders at the table who represent Oregon consumers' interests.

We look forward to continued partnership with DFR on consumer protection projects and encourage your support of SB 5511.

Thank you for your consideration and your service in building the future that Oregonians deserve.