Financial Services Regulatory & Compliance

Compliance-Driven Solutions for Financial Services Companies

We help clients proactively manage risk while supporting growth, innovation, and long-term operational success. We work closely with financial institutions, non-bank lenders, fintechs, credit card issuers, and other financial services companies to design and implement compliance programs that keep pace with evolving legal requirements. We help clients translate complex laws and shifting guidance into actionable compliance strategies. We work with in-house legal and compliance teams to align consumer protections with institutional priorities, so your operations remain both compliant and competitive. At Hinshaw, we offer tailored, forward-looking counsel that empowers issuers and lenders to serve consumers responsibly, remain competitive, and adapt to an ever-changing regulatory landscape.

Our team includes former regulators, enforcement attorneys, in-house compliance professionals, and longtime regulatory counsel with deep insight into how agencies operate and how businesses can stay a step ahead. We actively participate in leading industry organizations and monitor emerging legal requirements and market trends to keep clients ahead of the curve.

Areas of Focus

Product Counsel

We help clients create, document, and scale innovative consumer financial products and services by providing sophisticated and practical advice on federal and state legal requirements.

Licensing

We have provided comprehensive licensing support to clients for more than 20 years. We analyze applicable laws, regulations, and regulatory guidance to determine which licenses are required based on each client's business operations. We also help clients obtain and maintain licenses by filing applications, communicating with regulators to expedite approvals, managing company changes and handling required reporting. We utilize a proprietary, secure cloud-based licensing portal to effectively manage the entire licensing process.

Compliance Program Design & Implementation

We assist clients in developing, implementing and maintaining compliance programs tailored to their unique lending, servicing, payments, and banking operations.

Regulatory Change Management

We monitor and interpret emerging federal and state legal requirements and assist with implementation strategies customized to each client.

Regulatory Due Diligence & Transactional Support

We conduct regulatory diligence on a variety of consumer financial services companies in connection with potential acquisitions, investments, and strategic partnerships and assist with post-closing integration. We also negotiate purchase and sale agreements, servicing agreement, and other vendor agreements.

Automotive & Personal Property Lending & Leasing

We advise captive and independent auto finance companies, banks and credit unions, fintechs, and private equity clients on the full range of regulatory and compliance matters impacting automotive and personal property lending and leasing products. Our team supports clients through licensing, advertising, commercial and consumer credit and lease product design, structure and documentation, lending and servicing operations, collections, bankruptcies, supervisory examinations, regulatory investigations, compliance management systems, third party vendor management, and dealer network relations, helping manage risk across the product lifecycle. We develop policies and procedures, compliance management systems, consumer correspondence, and nationwide repossession notices. We help clients prepare for supervisory examinations and develop, implement and evaluate fair lending and compliance programs.

Our Experience Includes:

- Advising automotive finance companies on developing fair lending disparate impact self-assessments and related policies and procedures
- Advising automotive finance companies serving limited English proficiency (LEP) borrowers, including providing Spanish translations of websites and other servicing correspondence
- Advising automotive finance companies in connection with state and CFPB supervisory examinations
- Representing automotive finance companies in connection with civil investigative demands by state Attorneys General
- Creating and updating the full suite of nationwide repossession notices and accompanying policies and procedures, including specific notices for use when the borrower is protected by a bankruptcy proceeding

- Licensing a leading global investment business in its purchase of portfolios of consumer motor vehicle secured retail installment contracts
- Conducting due diligence on numerous samples of consumer motor vehicle secured retail installment contracts for bulk portfolio acquisitions and commercial credit extensions
- Developing and updating surveys of state laws extending benefits and protections to servicemembers beyond the Servicemembers Civil Relief Act (SCRA) for automotive finance companies
- Advising a leading e-commerce platform for automobile dealers on federal and state law compliance
- Representing automobile dealers on state licensing and structural issues related to e-commerce platforms and the development of sales and financing documentation

Buy Now Pay Later (BNPL) and Point of Sale Finance

We assist clients in developing BNPL and point of sale financing programs to ensure compliance with the myriad of federal and state legal requirements that apply to each client's specific product. We have significant experience advising clients on the full product lifecycle from licensing to advertising, credit application, documentation, servicing, and collection. We are keenly aware of the evolving legal requirements unique to these products and maintain close relationships with industry trade groups to stay on the cutting edge.

Our Experience Includes:

- Structuring BNPL and point of sale financing programs for compliance with applicable federal and state requirements
- Advising BNPL clients on changing federal regulatory interpretations and the impact to their products
- Conducting multi-jurisdictional analyses of legal and licensing requirements specific to BNPL and point of sale financing programs
- Representing clients in bank partnership programs related to BNPL and point of sale financing programs

Credit Cards & Open-End Credit

We help credit card issuers, lenders, and payment innovators navigate the operational and regulatory challenges that come with issuing, servicing, and marketing open-end credit products. We regularly advise on matters involving the Truth in Lending Act (Reg Z), Fair Credit Billing Act, CARD Act, state open-end credit laws, and supervisory examination readiness.

Our Experience Includes:

- Structuring co-branded and private-label credit programs in compliance with federal and state law
- Advising on cardholder agreement updates, rewards programs, interest rate disclosures, and change-in-terms communications
- Supporting compliance with CFPB supervisory guidance on late fees, penalty APRs, and credit line increases

- Reviewing marketing campaigns and customer acquisition strategies to reduce UDAAP and state AG enforcement risk
- Defending clients in regulatory investigations and enforcement actions involving open-end credit practices
- Counseling on digital account servicing tools, e-signatures, and mobile disclosures in compliance with E-SIGN and the Electronic Fund Transfer Act (Reg E)

Higher Education Finance

We represent private student lenders, loan servicers, third-party vendors, and investors operating across the student lending ecosystem. Our team offers strategic counsel on licensing, compliance, examination readiness, and enforcement defense—drawing on deep experience in federal and state regulatory frameworks.

With the regulatory environment fractured and fast-changing, we offer practical solutions grounded in real-world experience. Our proprietary *50-State Student Loan Servicing Guide*, now in its fifth edition, remains a go-to resource for compliance teams across the industry. We use that insight to tailor guidance to your operational footprint—whether you're a nationwide servicer or a lender scaling up in key states.

We also advise on evolving expectations from the CFPB, state attorneys general, and departments of education, helping clients stay ahead of issues like borrower communications, credit reporting, income-driven repayment oversight, and complaint resolution.

Our Experience Includes:

- Advising on licensing and regulatory requirements for private student loan originators and servicers
- Providing 50-state compliance guidance on disclosures, billing, repayment terms, and borrower communications
- Counseling on credit reporting obligations and dispute resolution under the FCRA
- Representing clients in CFPB examinations, state AG investigations, and enforcement actions
- Reviewing third-party vendor contracts and oversight programs for servicing operations
- Supporting the design of new student loan products and private refinancing programs
- Advising on bankruptcy servicing protocols and post-default collections

Installment Lending

We represent installment lenders, fintech platforms, and specialty finance companies offering secured and unsecured closed-end consumer credit products. Our team provides regulatory counsel, compliance strategy, licensing support, and litigation defense at every stage of the loan lifecycle.

Our lawyers regularly advise on compliance with state usury and lending laws and state enactments of the Uniform Commercial Code, in addition to compliance with the federal Truth in Lending Act (Reg Z), Electronic

Fund Transfer Act (Reg E), Equal Credit Opportunity Act (ECOA), and prohibitions against UDAAPs, among other legal requirements.

Our Experience Includes:

- Designing and reviewing installment loan products for compliance with federal and multi-state requirements
- Counseling on advertising, underwriting practices, and marketing disclosures to avoid UDAAP exposure
- Managing state-by-state licensing and exemptions for consumer and specialty installment lenders
- Advising on electronic contracting, e-signatures, and delivery of legally required disclosures
- Supporting compliance with fair lending obligations and data retention policies
- Advising installment lending clients on bank partnership programs
- Advising on third-party servicing oversight and vendor management programs

Mortgage Lending & Servicing

We help mortgage lenders and servicers comply with federal and state legal and investor requirements, maintain effective compliance management systems, obtain and maintain licensure, and maintain robust third-party vendor management programs.

Our Experience Includes:

- Preparing multi-state surveys of applicable legal requirements related to origination and servicing fees and activities
- Preparing multi-state surveys of high-cost loan laws
- Developing policies and procedures for mortgage servicing operations
- Developing, implementing, and enhancing effective oversight programs for mortgage subservicers
- Assisting in subservicer oversight by routinely reviewing all consumer correspondence
- Providing strategic counsel regarding supervisory examinations of mortgage servicing practices, preparing corrective action plans to address supervisory criticism, and assisting in the development and implementation of remediation plans

Learn More ›

Payments

We provide actionable advice to leading financial services providers to ensure their payment processing activities comply with federal and state law requirements, meet regulatory expectations, and mitigate the risk of litigation exposure. We advise clients with respect to federal regulatory expectations, BSA/AML requirements, compliance with the Electronic Fund Transfer Act (Reg E), Truth in Lending Act (Reg Z), UCC Articles 3 and 4, Nacha requirements and credit card network rules.

Our Experience Includes:

- Developing an enhanced credit card dispute programs for large national credit card issuer
- Advising bank in connection with resolution of regulatory enforcement and supervisory matters involving payment processing and dispute issues
- Supporting clients in multiple CFPB and state examinations, including with respect to payment processing issues
- Assisting bank and fintech provider in the creation of back-end loan origination and servicing platform
- Advising multiple consumer financial services clients on payment processing and network requirements, including credit card, installment loan, buy now, pay later (BNPL), rent-to-own, payday, earned wage access, retail installment contract, lease, and subscription products
- Counseling clients in their development of consumer credit products, including creation of policies and procedures, template documentation, negotiation of vendor contracts, payment authorizations, disclosures, and compliance management systems
- Developing and assisting in the implementation of effective third-party vendor management programs, including with respect to payment processors
- Conducting due diligence of multiple debt buyers, servicers, and sub-servicers, including their payment processing activities and compliance management programs

Solar Financing

We advise solar lenders, lease providers, and servicers understand their obligations across jurisdictions, structure compliant offerings, and respond to evolving enforcement trends and private litigation. Whether offering secured solar loans, power purchase agreements (PPAs), or solar leases, we help build legally sound programs that support innovation while managing legal exposure.

Our Experience Includes:

- Counseling on the design, marketing, and servicing of solar loan and lease products
- Advising on state-specific disclosures, contract terms, and licensing requirements
- Reviewing marketing and sales materials to ensure compliance with UDAAP and consumer protection standards
- Navigating lien recording, priority disputes, and transferability concerns in connection with residential properties
- Supporting clients in regulatory exams, investigations, and complaints tied to solar lending practices
- Advising on integration with installer and dealer networks, including contract alignment and vendor oversight protocols
- Guiding clients through post-sale servicing issues, defaults, and recovery strategies

Proactive Compliance Strategies for Sustainable Advantage

In an industry where regulatory expectations evolve as fast as market innovation, Hinshaw delivers compliance strategies that do more than mitigate risk: they create opportunity. Our team understands that compliance is not just about avoiding penalties, it's about strengthening operations, building stakeholder trust, and empowering growth. Whether you're launching a new product, scaling operations, or responding to shifting rules, we provide the strategic insight and hands-on support to keep your business moving forward compliantly and confidently.

Insights

Event
Oct 16, 2025

Trio of Hinshaw Partners Present on the Regulatory Landscape from a State Perspective at the Chicagoland Compliance Association Inc. Annual Conference

Webinar
Oct 14, 2025

Vaishali Rao Co-Presents AccountsRecovery.net Webinar on Rising CFPB Consumer Complaints

In The News
Oct 8, 2025

Leslie Meredith and Vaishali Rao Author Expert Analysis on Emerging Enforcement Risks in Marketing and Advertising

In The News
Sep 24, 2025

Akeela White Analyzes in *ARM Compliance Digest:* Ohio Appellate Court Upholds Debt Buyer's Win in FDCPA Case

Consumer Crossroads: Where Financial Services And Litigation Intersect
Sep 18, 2025

Business Compliance Checklist: Massachusetts Enforces New Consumer Protection Regulations on "Junk Fees" and Deceptive Pricing

Press Release
Aug 25, 2025

Trial Spotlight: Hinshaw Prevails in ERISA Fiduciary Fraud Case

Press Release
Aug 21, 2025

102 Hinshaw Lawyers Recognized in 2026 Editions of *The Best Lawyers in America®* and *Ones to Watch™*

Press Release
Aug 21, 2025

Veteran Bankruptcy and Restructuring Partner Logan Rappaport Joins Hinshaw in New York

In The News
Aug 20, 2025

David Schultz Discusses Hinshaw's "Crucial Role" in Shaping New Illinois Coerced Debt Protection Law

Webinar
Aug 8, 2025

Vaishali Rao Breaks Down the Future of State Regulatory Oversight in AccountsRecovery.net Webinar

Press Release
Aug 6, 2025

Corporate Counsel Names Vaishali Rao a Finalist in the 2025 Women, Influence & Power in Law (WIPL) Awards

Event
Aug 6, 2025

Vaishali Rao Participates in Fireside Chat on State Attorney General Enforcement at 2025 RMAI Executive Summit

To Find Out More Contact

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Capabilities

Due Diligence

Licensing

Product Counsel

Supervisory Examinations, Investigations & Enforcement

Vendor Contracting & Management

Related Capabilities

Automotive Financial Services

Banking & Financial Institutions

Biometric Information Privacy Act (BIPA)

Consumer & Class Action Defense

Consumer Financial Services

Data Privacy, AI & Cybersecurity

Education

Fair Credit Reporting Act (FCRA)

Fair Debt Collection Practices Act (FDCPA)

Financial Services

Financial Services Litigation

Fintech

Mortgage Lending & Servicing

Mortgage Lending & Servicing Litigation

Private Equity & Private Fund Formation

Regulatory & Compliance

Telephone Consumer Protection Act (TCPA)

Transportation & Mobility

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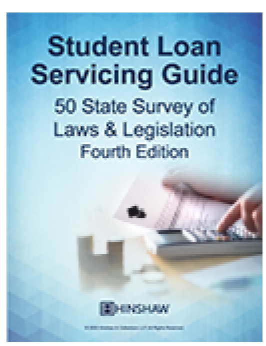

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