



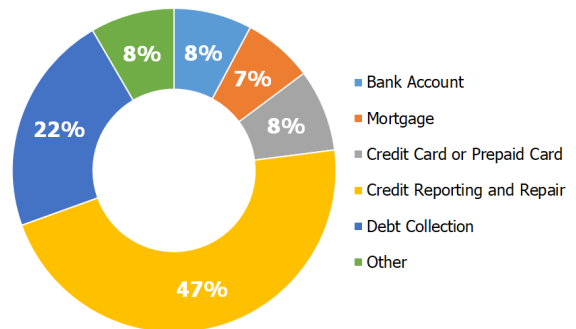
CONSUMER LOBBY DAY 2019



Illinois CFPB Complaint Statistics & Consumer Stories

With a database of over 1 million consumer complaints received since 2011, the Consumer Financial Protection Bureau (CFPB) has a proven track record of helping consumers. 97% of consumer complaints have received responses from companies. We strongly urge you to consider the complaints the CFPB has processed from Illinoisans (graph) and the stories below that Illinois consumers shared with Consumers Union about unfair treatment they have experienced in the financial services marketplace.

Illinoisans' Complaints to the CFPB, 2018



Other is comprised of complaints in the following areas: Consumer loan; Money transfer, virtual currency, or money service; Money transfers; Other financial service; Payday loan; Payday loan, title loan, or personal loan; Student loan; Vehicle loan or lease; Virtual currency.

Consumer Stories from Illinois

William – Glen Ellyn, IL

When in 2008-2009 Wells Fargo Home Mortgage Inc. charged us fees for Mortgage Modifications that they did not deliver, the Consumer Financial Protection Bureau filed suit on our family's behalf (and thousands of others) and recovered these costs - over \$5,000.00 for our family - plus interest. Although we lost our home in the crash, this cash recovery softened the blow. Six years later we are still apartment dwellers and not homeowners.

Nick – Chicago, IL

I almost lost my house during the "recession". My mortgage was taken over by Bank of America because my original mortgager went bankrupt. It was one of the original thieves that made out real well. When I started making payments to BOA, I was told that I was put on their list of losing my house. After fighting BOA for years, my mortgage was sold to Morningstar and I never had trouble with them. I'm convinced that BOA saw me as a likely candidate for stealing my property. If I had stayed with them, I'm convinced they would have taken my house. I will never deal with BOA again. I really don't trust any of them and try to use their services as little as possible.

Consumers shared these stories with Consumers Union because they were treated unfairly in the financial marketplace. The Consumer Financial Protection Bureau was established, and has worked, to protect consumers from such treatment. Please consider these consumer stories from your state when making decisions regarding financial marketplaces and the future of the CFPB. If you would like to get in touch with any of these story tellers, please contact Omar Hakim at Consumers Union, omar.hakim@consumer.org.