



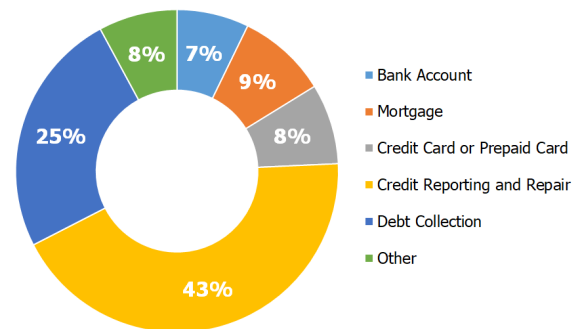
CONSUMER LOBBY DAY 2019



Florida 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 Floridians (graph) and the stories below that Florida consumers shared with Consumers Union about unfair treatment they have experienced in the financial services marketplace.

Floridians' 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 Florida

Sherry – Naples, FL

Thank you to the Consumer Financial Protection Bureau. For over two years, I have been trying to correct damaging, inaccurate information in my background report that can be shown when a consumer reporting agency or data broker sells consumer information profiles. I have contacted the following: my state senator and house representative, which led to a response from the Office of General Counsel; numerous online date brokers; Office of the Attorney General; various local county representatives; numerous attorneys; and, finally, the FTC who suggested I call the CFPB. After filing my complaint with the CFPB, within two weeks, the company that has the world's largest electronic database for legal and public-records corrected my profile. The CFPB and give consumers "a voice" that cannot be ignored or disregarded -- especially, when the truth is evident.

Virginia – New Smyrna Beach, FL

I got caught in a scam & put \$17K in a Bank of America account from credit cards. When I found it was a scam, I had the account frozen. Now BOA will not let me have my money back even though I have all the receipts to prove it is mine. Most lawyers will not deal with banks. I am 80 yrs old & my savings are running low, so I need it back to pay off credit cards. We need the CFPB to keep making sure the banks & other financial products are held accountable for their thievery.

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.



#ConsumersRising

