



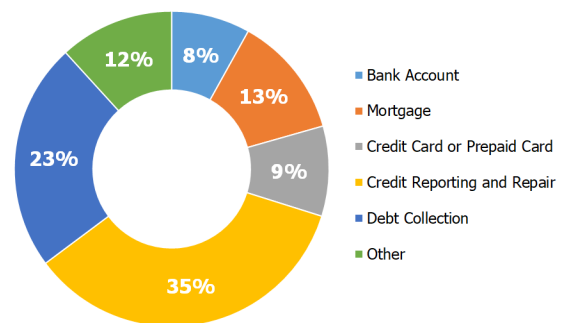
# CONSUMER LOBBY DAY 2019



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

### Marylanders' 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 **Maryland**

#### **Tonya – Silver Spring, MD**

In 2011, a company that processed student loan payments for the federal government took two payments for the month of April from my checking account. Although my account was current, they refused to return the funds. After being on the telephone with them throughout the day and being transferred from one person to another, I was told that they would apply the funds for the next month payment but could not return the funds to me. I submitted a complaint to the Consumer Financial Protection Agency and I received a check for the unauthorized funds taken from my checking account.

#### **Michelle – Gwynn Oak, MD**

My mortgage company turned down a loan modification request. This was prior to the CFPB. However, my state's attorney's office sent a letter on my behalf and I got the modification. I did use the CFPB to correct information regarding late payments from my mortgage company. I had NO late pays, but my credit report showed two. It took a few months, but in the end, all late pays were removed.

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](mailto:omar.hakim@consumer.org).