



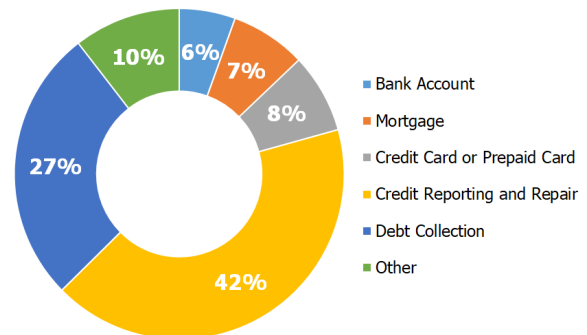
# CONSUMER LOBBY DAY 2019



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

### Missourians' 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

#### Missouri

##### James – Charleston, MO

When Wells Fargo Bank bought out our mortgage they started trying to change the agreement. They tried to force me to buy more homeowners insurance than the house appraised for and way more than the mortgage loan amount. Then they started trying to challenge the flood zone we live in for flood insurance even though nothing had changed since we bought the home. I started keeping copies of all my correspondence and was going to report them to the state insurance commission but got the chance to refinance with USAA at a better rate and their guarantee that my loan would never be sold to Wells Fargo Bank. I would not recommend Wells Fargo Bank to anyone.

##### Reese – St. Louis, MO

I was a sub-prime mortgage loan officer and also sold various products throughout my working career. I can say positively that the CFPB is absolutely necessary, with strong regulations, to protect buyers from the type of companies I worked for.

*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).*