



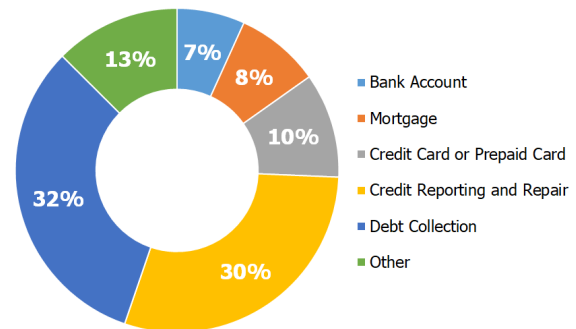
CONSUMER LOBBY DAY 2019



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

Oklahomans' 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 Oklahoma

Phyllis – Ardmore, OK

IBC bank typically will deduct the largest check or automatic transaction first, so that the rest of the transactions will each "warrant" an overdraft fee. They will juggle the time of arrival of the check or draft to do so. Even juggle the day. They hold them all until the end of the day or beginning of the next business day and take them all out together, with the largest first potentially creating an overdraft situation for each draft or check. I know this is true, because I have looked each day at the account online and see when each arrives and then see how they have been manipulated. Bank personnel told me it was for my benefit to be sure that the large amount would be paid for me. Nonsense. It is so wrong and those bank employees are selling themselves out each time they try to cover up the actual intent of their actions. Wrong, wrong.

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.