



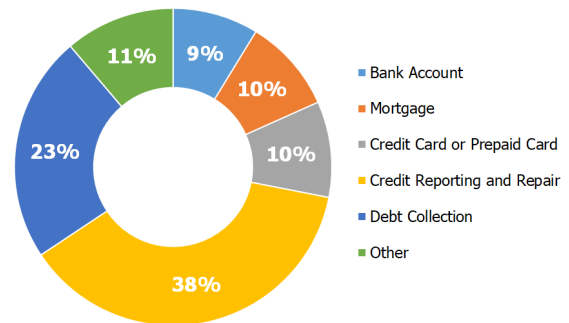
CONSUMER LOBBY DAY 2019



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

Pennsylvanians' 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 Pennsylvania

Paul – Greencastle, PA

Bank of America set up my debit card charges so that I would overdraft and then they could hit me with fees that they themselves caused! The CFPB forced Bank of America to refund those fees, fees that I tried to get back on my own but B of A wouldn't return.

David – Collegeville, PA

I am an endowed professor of finance at Villanova University and I have used my background to avoid and fight issues with financial services firms. I usually win any battle but the vast majority of Americans do not have my background. I have researched the financial crisis of 2008 and a lot of people belong in jail who are not there. The consumer financial protection agency is super important to American society and the worst thing Congress can do is get rid of it.

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, omarhakim@consumer.org.