



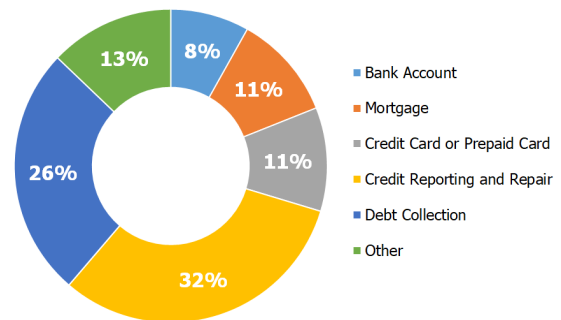
# CONSUMER LOBBY DAY 2019



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

### Virginians' 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 Virginia

#### Diane – Falls Church, VA

Wells Fargo was our bank for obtaining a mortgage. Although the closing date had been set and they assured us everything was proceeding smoothly they could not meet the closing date and we had to postpone the closing for several days. We asked them to pay for the additional days funds we now had to pay the seller for not meeting the closing date. They refused until I complained to the CFPB. They then gave us the funds “ as a gesture” even though they claim they were not obligated. They would not have paid anything without the assistance of the CFPB. We need them to continue to be an effective agency!

#### Rev. Jennings – Washington, VA

As a long term Episcopal parish priest and pastor, I have had several experiences helping folks get out of credit ‘black holes’, especially from predatory lending. I have been utterly aghast at the degree to which some folks will go to trap the unaware. And there is little recourse when this happens. By putting on my collar and raising hell with the promise of negative publicity, I got things taken care of. But then, most folks in need have no such willing champion. They deeply need the Consumer Financial Protection Bureau to have their back.

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](mailto:omarhakim@consumer.org).