



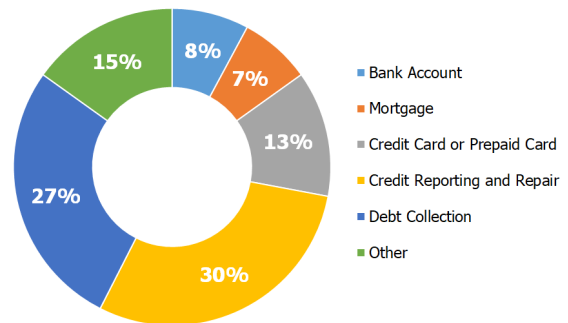
CONSUMER LOBBY DAY 2019



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

West 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 West Virginia

Cecelia – Capon Bridge, WV

I had an investment account with Wells Fargo and decided that I wanted my money moved into a checking account on the "bank side" because I was going to need it for some upcoming expenses. I spoke to the account manager in person to specify what I wanted. He brought in a rep from the "bank side" and they set me up with a new account and checks, etc. I noticed later that I was still getting statements from the investment account. I went back in to the bank and found out they had never actually moved the money, so if I had written a check, it would have bounced. I expressed my disappointment, made sure the old account was closed, and once I have used the money for the necessary reason, I will close my account with that bank and go elsewhere. I did not lose any money nor was an official complaint needed but I no longer trust big banks. What I do with my money is my decision and not theirs.

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.