Attachment: Screenshots (3 August 2020) of archived CFPB pages from archive.org.

Figure 1: How complaints search page had narratives at top of left column filter list (screenshot of archive.org page captured on 5 Jan 2020, highlight added).
Figure 2: Excerpt of Home page showing direct link to database (capture of 4 May 2019, highlight added).

https://www.consumefinance.gov/

Submit a complaint
Can’t fix a problem with a financial product or service? Submit a complaint. We’ll work to get you a response from the company.

Submit your complaint
Browse public complaints about companies

Get answers to money questions
Financial matters can be complicated. Get the facts you need to make choices about money, credit scores, mortgages, and more.

Find answers to common questions

Reach your financial goals
For the big financial decisions in your life, we offer free tools and resources to help you reach your goals.

Paying for College
Buying a House
Planning for Retirement
Figure 3: Excerpt of database landing page with both a “Read consumer narratives” and a “View complaint data” button (Capture of 4 May 2019, highlight added).

https://www.consumerfinance.gov/data-research/consumer-complaints/

Consumer Complaint Database

Each week we send thousands of consumers’ complaints about financial products and services to companies for response. Those complaints are published here after the company responds or after 15 days, whichever comes first. By adding their voice, consumers help improve the financial marketplace.

Consumers have let us know they want to share their complaint descriptions so others can learn from their experience.

View, sort, and filter data right in your browser.

All complaint data we publish is freely available for anyone to use, analyze, and build on.