

## CFPB Complaint Monitor - *CFPB Consumer Complaint Issues*

1. Account opening, closing, or management
2. Account terms and changes
3. Adding money
4. Advertising and marketing
5. Advertising, marketing or disclosures
6. Application processing delay
7. Application, originator, mortgage broker
8. Applied for loan/did not receive money
9. APR or interest rate
10. Arbitration
11. Balance transfer
12. Balance transfer fee
13. Bankruptcy
14. Billing disputes
15. Billing statement
16. Can't contact lender
17. Can't repay my loan
18. Can't stop charges to bank account
19. Cash advance
20. Cash advance fee
21. Charged bank acct wrong day or amt
22. Charged fees or interest I didn't expect
23. Closing/Cancelling account
24. Collection debt dispute
25. Collection practices
26. Communication tactics
27. Cont'd attempts collect debt not owed
28. Convenience checks
29. Credit card protection / Debt protection
30. Credit decision / Underwriting
31. Credit determination
32. Credit line increase/decrease
33. Credit monitoring or identity protection
34. Credit reporting
35. Credit reporting company's investigation
36. Customer service / Customer relations
37. Customer service/Customer relations
38. Dealing with my lender or servicer
39. Delinquent account
40. Deposits and withdrawals
41. Disclosure verification of debt
42. Disclosures
43. Excessive fees
44. False statements or representation
45. Fees
46. Forbearance / Workout plans
47. Fraud or scam
48. Getting a loan
49. Identity theft / Fraud / Embezzlement
50. Improper contact or sharing of info
51. Improper use of my credit report
52. Incorrect exchange rate
53. Incorrect information on credit report
54. Incorrect/missing disclosures or info
55. Late fee
56. Lender damaged or destroyed property
57. Lender damaged or destroyed vehicle
58. Lender repossessed or sold the vehicle
59. Lender sold the property
60. Loan modification, collection, foreclosure
61. Loan servicing, payments, escrow account
62. Lost or stolen check
63. Lost or stolen money order
64. Making/receiving payments, sending money
65. Managing the line of credit
66. Managing the loan or lease
67. Managing, opening, or closing account
68. Money was not available when promised
69. Other
70. Other fee
71. Other service issues
72. Other transaction issues
73. Over limit fee
74. Overdraft, savings or rewards features
75. Payment to acct not credited
76. Payoff process
77. Privacy
78. Problems caused by my funds being low

## **CFPB Complaint Monitor - *CFPB Consumer Complaint Issues***

79. Problems when you are unable to pay
80. Received a loan I didn't apply for
81. Repaying your loan
82. Rewards
83. Sale of account
84. Settlement process and costs
85. Shopping for a line of credit
86. Shopping for a loan or lease
87. Taking out the loan or lease
88. Taking/threatening an illegal action
89. Transaction issue
90. Unable to get credit report/credit score
91. Unauthorized transactions/trans. issues
92. Unexpected/Other fees
93. Unsolicited issuance of credit card
94. Using a debit or ATM card
95. Wrong amount charged or received