

File a bank account or service complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| 1. | What happened? | 2. | Desired resolution | 3. | My information | 4. | Product information | 5. Review | |
|-----|------------------|--------|--------------------|-------|-------------------|----|------------------------|-----------|--|
| De | scribe what ha | opene | ed so we can u | nders | tand the issue | * | | | |
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Privacy act statement

Privacy act statement



Log In

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| ✓ What happened? | 2. | Desired resolution | 3. | My information | 4. | Product information | 5. | Review | |
|----------------------|-------|--------------------|--------|-------------------|------|------------------------|----|--------|----------|
| What do you thin | k wou | ld be a fair res | olutio | n to your issue | ?* | | | | |
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| rivacy act statement | | | | | | | | OMR# | 3170-001 |

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File a bank account or service complaint

| ✓ What ✓ Desired 3. My information 4 resolution | 1. Product 5. Review information |
|--|--------------------------------------|
| My contact information | Form trouble? Chat now. |
| Salutation (Optional) | |
| First Namee* | |
| Last Namee* | |
| Suffix (Optional) | |
| Mailing additess* | |
| Apartment, suite, building (Optional) | |
| City * | |
| DC | |
| Zip code * | |
| United States | |
| Phone (Optional) | |
| Emmilimer@gmail.com | |
| My age is (Optional) | |
| I am filing on behalf of | e else |
| Filing on behalf of someone else may require signed, written p | permission. |
| The consumer is a servicemember or is a spouse or deper | ndent of a servicemember. (Optional) |
| 70 | |
| Continue Back | 2 |
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File a bank account or service complaint

| ✓ What ✓ Desired ✓ My information | 4. Product 5. Review information |
|---|--|
| | Form trouble: Chat now. |
| Account number (Optional) | |
| For account identification only | |
| Information about the company | |
| Company name * | |
| Company address (Optional) | |
| City (Optional) | |
| State (Optional) | |
| ZIP code (Optional) | |
| United States | |
| Upload any supporting documents (Optio | onal) |
| Monthly statements, account agreements, power of atto | |
| Monthly statements, account agreements, power or atte | onney tornis, GD certificates, etc. |
| Attach documents | |
| Atta | эы: |
| Documents must be attached to your complaint before submitted, you will not be able to add any further docur support your complaint in all digital file types except ex | imentation. You may submit any document to |
| | |
| Continue | e Back |
| Privacy act statement | OMB #3170-0011 |



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| 1 | What | |
|---|-----------|--|
| | happened? | |

/ Desired resolution

/ My information ✓ Product information

5. Review

WHAT HAPPENED [EDIT]

Describe what happened so we can understand the issue...

na

Product Checking account

Issue Using a debit or ATM card

DESIRED RESOLUTION [EDIT]

What do you think would be a fair resolution to your issue?

na

MY INFORMATION [EDIT]

Contact information

Mailing address

First Name Last Name Mailing address City DC zip code United States

Email consumer@gmail.com

I am filing on behalf of Myself

PRODUCT INFORMATION [EDIT]

 $\ \ \, \square$ Billing address is the same as mailing address.

Information about the company Company name United States

The information given is true to the best of my knowledge and belief. I understand that the CFPB cannot act as my lawyer, a court of law, or a financial advisor.

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- What happened?
- 2. Product information
- Desired resolution
- Consumer information
- 5. Review

Which of these best describes your issue? *

- C Incorrect information on my credit report
- Credit Reporting company's investigation
- C Improper use of my credit report
- C Unable to get my credit report or credit score
- Credit monitoring or identity protection services

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Form trouble?

File a credit reporting complaint

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- What happened?
- Product information
- Desired resolution
- Consumer information
- 5. Review

Which of these best describes your issue? *

- Incorrect information on my credit report
 - Information is not mine

 Belongs to someone else, identity theft, fraud, etc.
 - C Account terms
 Creditor name/info, balance, payment, etc.
 - Account status
 Paid bill on time, account closed, etc.
 - Personal information
 Wrong date of birth, address, etc.
 - Public record

 Bankruptcy, judgement, etc.
 - Reinserted previously deleted information
- Credit Reporting company's investigation
- Improper use of my credit report
- Unable to get my credit report or credit score
- Credit monitoring or identity protection services

Have you disputed the issue with the credit reporting company and received a final response?

To address your issue, you must first file a dispute with your credit reporting company.

Yes No

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Legin

File a credit reporting complaint

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- What happened?
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 - Investigation took too long

 More than 30 days, etc.
 - Did not get proper notice of investigation status or results
 - Did not receive adequate help over the phone
 - Problem with statement of dispute
- C Improper use of my credit report
- Unable to get my credit report or credit score
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C Yes C No

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- Incorrect information on my credit report
- Credit Reporting company's investigation
- C Improper use of my credit report
- C Unable to get my credit report or credit score
 - Problem getting my free annual report
 - Problem getting my report or credit score
- Credit monitoring or identity protection services

Describe what happened so we can understand the issue. *



Chat now.

File a credit reporting complaint

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Which of these best describes your issue? *

- Incorrect information on my credit report
- Credit Reporting company's investigation
- Improper use of my credit report
- Unable to get my credit report or credit score
- Credit monitoring or identity protection services
 - Problem cancelling or closing account
 - Billing dispute
 - Receiving unwanted marketing or advertising
 - Insurance terms
 - Account terms and changes
 - Problem with fraud alerts
 Initial 90-day, extended, active duty, etc.

Describe what happened so we can understand the issue. *

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| File a complaint | | Page 2 of 2 |
|---|--|-------------|
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| Upload any supporting doc Incorrect part of credit reports, pays certificates or other identity verifican | ment records, cancelled checks, court documents, birth | |
| Attach documents | | |
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| Do you believe the issue involves di | | |
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Do you believe the issue involves discrimination? (Optional)

C Yes C No

Continue

Privacy act statement



File a credit reporting complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| ✓ What 2. Product information | 3. Desired resolution | Consumer information | 5. Review |
|---|--------------------------|----------------------|-------------------------|
| | and and the same of the | | - |
| Information about the cred | lit reporting com | pany | |
| Company name* | | | |
| Account identification info | rmation | | |
| We need this information to make s it, we may not be able to help. | ure the credit reporting | r company is able to | find your file, Without |
| Social Security number (Optional) | XXX-XX-XXXX | | |
| Date of birth (Optional) | MM/DD/YYYY | | |
| Name on credit report (Optional) | First middle last | | |
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| | Continue B | ack | |
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Chat now.

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Log in

File a credit reporting complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| happened? | information | resolution | 4. Consumer information | 5. Review |
|---------------------|------------------------|-----------------------|-------------------------|-----------|
| What do you thin | k would be a fair reso | olution to your issue | 2 * | |
| vviiat do you tilli | k would be a lall less | olution to your issue | | |
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Form trouble? Chat now.



Form trouble? Chat now.

File a credit reporting complaint

| What Product Des happened? Information results am filing on behalf of Myself Filing on behalf of someone else may require significant product of the second product of the secon | Someone | | 5. Review |
|--|---------------|-------------------|--------------------|
| My contact information | | | |
| Salutation (Optional) | | | |
| First name * | | | |
| Middle name (Optional) | | | |
| Last name * | | | |
| Suffix (Optional) | | | |
| Mailing address * | | | |
| Apartment, suite, building (Optional) | | | |
| City * | | | |
| State * | | | |
| ZIP code * | | | |
| United States | | | |
| Phone (Optional) | | | |
| Email * | | | |
| The consumer is a servicemember or is a sp | ouse or depen | dent of a service | member. (Optional) |
| Со | ntinue Back | | |
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✓ What happened?

✓ Product information ✓ Desired resolution

✓ Consumer information 5. Review

Form trouble? Chat now.

WHAT HAPPENED [EDIT]

Issue Incorrect information on my credit report: Information is not mine

Describe what happened so we can understand the issue...

na

PRODUCT INFORMATION [EDIT]

Information about the credit reporting company Equifax P.O. Box 740256 Atlanta GA 30374 United States

DESIRED RESOLUTION [EDIT]

What do you think would be a fair resolution to your issue?

CONSUMER INFORMATION [EDIT]

Contact information

Mailing address

First name Last name mailing address city DC ZIP code United States

Email consumer@gmail.com

I am filing on behalf of Myself

I authorize and direct any consumer reporting agency to furnish a copy of my consumer report to the CFPB for the purpose of responding to and investigating my consumer complaint.



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- What happened?
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Which of these best describes your issue? *

- Incorrect information on my credit report
 - Information is not mine Belongs to someone else, identity theft, fraud, etc.
 - Account terms

Creditor name/info, balance, payment, etc.

Account status

Paid bill on time, account closed, etc.

Personal information

Wrong date of birth, address, etc.

C Public record

Bankruptcy, judgement, etc.

- Reinserted previously deleted information
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Yes No

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Logi

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↑ Yes ↑ No

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1. What 2. Product 3. Desired 4. Consumer 5. Review happened? information resolution information Which of these best describes your issue? * Incorrect information on my credit report Credit Reporting company's investigation Improper use of my credit report Report improperly shared by credit reporting company Received marketing offers after opting out Report provided to employer without my written authorization Unable to get my credit report or credit score Credit monitoring or identity protection services Describe what happened so we can understand the issue. *

4000 characters remaining

Upload any supporting documents (Optional)

Incorrect part of credit reports, payment records, cancelled checks, court documents, birth certificates or other identity verification documents

| Attach | 1 do | cum | en | ts |
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4000 characters remaining

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Attach documents

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 - Problem cancelling or closing account
 - Billing dispute
 - Receiving unwanted marketing or advertising
 - C Insurance terms
 - Account terms and changes
 - Problem with fraud alerts
 Initial 90-day, extended, active duty, etc.

Describe what happened so we can understand the issue. *

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Chat now

10/24/2012

| e a complaint | | |
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Page 2 of 2



File a credit reporting complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| happened? | Product information | 3. Desired resolution | 4. Consumer information | 5. Review |
|---|---------------------|-------------------------|-------------------------|-------------------------|
| Information a | bout the cred | lit reporting com | pany | |
| Company name | * | | | |
| Account iden | tification info | rmation | | |
| We need this infoi it, we may not be | | ure the credit reportin | g company is able to | find your file. Without |
| Social Security nu | mber (Optional) | XXX-XX-XXXX | | |
| Date of | birth (Optional) | MM/DD/YYYY | | |
| Name on credit re | eport (Optional) | First middle last | | |

Continue Back

Form trouble?
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Log In

File a credit reporting complaint

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| 1 | What happened? | 1 | Product information | 3. | Desired resolution | 4. | Consumer information | 5. | Review | |
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| riva | v act statement | | | | | | | | OMB #3 | 3170-001 |

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File a credit reporting complaint

| | Consumer 5. Review |
|---|----------------------------------|
| happened? information resolution ir | formation |
| I am filing on behalf of Myself Someone else Filing on behalf of someone else may require signed, written permit. My contact information | |
| Salutation (Optional) | |
| First name * | |
| Middle name (Optional) | |
| Last name * | |
| Suffix (Optional) | |
| Mailing address * | |
| Apartment, suite, building (Optional) | |
| City* | |
| State * | |
| ZIP code * | |
| United States | |
| Phone (Optional) | |
| Email * | |
| The consumer is a servicemember or is a spouse or dependen | t of a servicemember. (Optional) |
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| 1 | What |
|---|-----------|
| | happened? |

✓ Product information

✓ Desired resolution

✓ Consumer information 5. Review

WHAT HAPPENED [EDIT]

Issue Incorrect information on my credit report: Information is not mine

Describe what happened so we can understand the issue...

na

PRODUCT INFORMATION [EDIT]

Information about the credit reporting company Equifax P.O. Box 740256 Atlanta GA 30374 United States

DESIRED RESOLUTION [EDIT]

What do you think would be a fair resolution to your issue?

CONSUMER INFORMATION [EDIT]

Contact information

Mailing address

First name Last name mailing address city DC ZIP code United States

Email consumer@gmail.com

I am filing on behalf of Myself

I authorize and direct any consumer reporting agency to furnish a copy of my consumer report to the CFPB for the purpose of responding to and investigating my consumer complaint. Form trouble? Chat now.



Form trouble?

Chat now.

File a mortgage complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

1. What 2. Desired 3. My 4. Product information

Describe what happened so we can understand the issue...*

Which part of the mortgage process is your issue related to? *

- Applying for the loan

 Application, originator, mortgage broker
- Making payments

 Loan servicing, payments, escrow accounts
- C Receiving a credit offer Credit decision/Underwriting
- Problems when you are unable to pay

 Loan modification, collection, foreclosure

C Signing the agreement Settlement process and costs

My loan is a(n) *

Do you believe the issue involves discrimination? (Optional)

C Yes C No

Continue

Privacy act statement



File a mortgage complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| / | What happened? | 2. | Desired resolution | 3. | My information | 4. | Product information | 5. Review | |
|----|-------------------|-------|-----------------------|---------|-------------------|----|------------------------|-----------|--|
| Wł | nat do you think | c wou | ld be a fair res | olution | to your issue? | * | | | |
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Continue Back

Form trouble? Chat now.

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Form trouble? Chat now,

File a mortgage complaint

| happened? Desired resolution | 3. My information | 4. Product information | 5. Review |
|------------------------------------|-----------------------------|------------------------|--------------------|
| My contact information | | | |
| Salutation (Optional) | | | |
| €irst name * | | | |
| cast name * | | | |
| Suffix (Optional) | | | |
| Mailing address * | | | |
| Apartment, suite, building (Option | onal) | | |
| City * | | | |
| State * | * | | |
| ZIP code * | | | |
| United States | | | |
| Phone (Optional) | | | |
| Email * | | | |
| My age is (Optional) | | | |
| I am filing on behalf of | ✓ Myself ┌ Someo | ne else | |
| Filing on behalf of someone else n | may require signed, written | permission. | |
| | | | |
| ☐ The consumer is a servicemen | mber or is a spouse or dep | endent of a service | member. (Optional) |
| | | | |
| | Continue Bac | zk | |
| | Continue | | |
| rivacy act statement | | | OMB #3170-0011 |



Form trouble? Chat now.

File a mortgage complaint

| ✓ What ✓ Desired | |
|---|---|
| happened? resolution | ✓ My 4. Product 5. Review information information |
| Property address same as mailing | g address. |
| Account/Loan number (Optional) | |
| For account identification only | |
| Information about the compa | ny |
| Company name * | |
| Company address (Optional) | |
| City (Optional) | |
| State (Optional) | |
| ZIP code (Optional) | |
| United States | |
| | |
| Upload any supporting docum | ments (Optional) |
| | |
| Mortgage statements, good faith estima | nates, loan origination documents, etc. |
| | ates, loan origination documents, etc. |
| | nates, loan origination documents, etc. |
| Attach documents Documents must be attached to your co | romplaint before submission. Once your complaint is any further documentation. You may submit any document to |
| Mortgage statements, good faith estima Attach documents Documents must be attached to your co submitted, you will not be able to add a support your complaint in all digital file | romplaint before submission. Once your complaint is any further documentation. You may submit any document to |



Form trouble? Chat now.

File a student loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

- What happened?
- Desired resolution
- 3. My information
- Product information
- Review

My loan is *

- Federal loan (Stafford, Direct, consolidation, PLUS, Perkins)
- Non-federal loan (Private, alternative, other student loan)
- C I am not sure

Privacy act statement



Form trouble?

File a student loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

- What happened?
- 2. Desired resolution
- 3. My information
- Product information
- 5. Review

My loan is *

Federal loan (Stafford, Direct, consolidation, PLUS, Perkins) File a complaint about a federal student loan on the US

Department of Education's website or by calling 1 (877) 557-2575. Non-federal loan (Private, alternative, other student loan) Here are a list of tips to review before filing

I am not sure File a federal student loan complaint

[close] Privacy act statement



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File a student loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

- What happened?
- Desired resolution
- 3. My information
- 4. Product information
- 5. Review

My loan is *

Federal loan (Stafford, Direct, consolidation, PLUS, Perkins) Find out what type of student loans you have on the US

Department fo Education's website, or by calling 1 (800) 4FEDAID (800 433-3243)

I am not sure What type of student loan do I have?

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Login

File a student loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| What happened? | | Desired resolution | 3. | My information | 4. | Product information | 5. Review | |
|-------------------|--------|--------------------|---------|-------------------|------------|------------------------|-----------|--|
| What do you thin | ık wou | ld be a fair res | olution | n to your issue? | * | | | |
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Form trouble?
Chat now.



Form trouble? Chat now.

File a student loan complaint

| ✓ What happened? | ✓ Desired resolution | My info | rmation 4. Product information | |
|---------------------|-------------------------|---------------------------|-----------------------------------|--------------------------|
| | | District Control of the | Approximation | |
| My contact inforr | mation | | | |
| Salutation (Option | onal) | + | | |
| First name * | | | | |
| Last name * | | | | |
| Suffix (Optional) | | | | |
| Mailing address | * | | | |
| Apartment, suite | , building (Optional |) | | |
| City * | | | | |
| State * | | + | | |
| ZIP code * | | | | |
| United States | | | | |
| Phone (Optional) |) | | | |
| Email * | | | | |
| My age is | (Optional) | | | |
| am filing on beha | alf of 🔽 | Myself [| Someone else | |
| | | 200 | written permission. | |
| | | | | |
| ☐ The consume | r is a servicemembe | er or is a spouse | or dependent of a s | ervicemember. (Optional) |
| | | | | |
| | | | | |
| | | Continu | ue Back | |
| ivacy act statement | | | | OMB #3170-0011 |



Form trouble? Chat now.

File a student loan complaint

| happened? | ✓ Desired resolution | ✓ My information | Product information | 5. Review |
|--|-----------------------|---|--|--------------------------------------|
| | ess same as mailing | address. | | |
| Account/Loan nu | ımber or SSN (Optic | onal) | | |
| For account identi | ification only | | | |
| nformation al | bout the comp | any | | |
| Company name | * | | | |
| Company addres | ss (Optional) | | | |
| City (Optional) | | | | |
| State (Optional) | | | | |
| ZIP code (Option | al) | | | |
| United States | | | | |
| | upporting docu | 0003 99 | | |
| Attach documents | | | | |
| Attach documents | | Augun | | |
| submitted, you wil | be attached to your i | complaint before su any further docume | bmission. Once your entation. You may sud | complaint is bmit any document to |
| Documents must b submitted, you wii | be attached to your o | complaint before su any further docume | bmission. Once your entation. You may sud | complaint is bmit any document to |
| Documents must b submitted, you wii | be attached to your o | complaint before su any further docume | bmission. Once your entation. You may suk utable files (.exe). | complaint is bmit any document to |



Form trouble? Chat now.

File a student loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

✓ What happened?

✓ Desired resolution

✓ My information

✓ Product information 5. Review

WHAT HAPPENED [EDIT]

Describe what happened so we can understand the issue...

na

Product Non-federal loan (Private, alternative, other student loan)

Issue Getting a loan

Do you believe the issue involves discrimination? Yes C No C

DESIRED RESOLUTION [EDIT]

What do you think would be a fair resolution to your issue?

MY INFORMATION [EDIT]

Contact information

Mailing address

First name Last name mailing address City DC Zip code United States

Email consumer@gmail.com

I am filing on behalf of Myself

PRODUCT INFORMATION [EDIT]

Billing address is the same as mailing address.

Information about the company Company name United States

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| U | pload | anv | SUDD | orting | documents | Ontional) |
|---|-------|---------|------|------------|----------------|-----------|
| ~ | | CF TITY | SUNK | OT LITTING | UU GUIII GIILD | |

Incorrect part of credit reports, payment records, cancelled checks, court documents, birth certificates or other identity verification documents

Attach documents

Augus

Do you believe the issue involves discrimination? (Optional)

○ Yes ○ No

Continue

Privacy act statement



File a vehicle loan or consumer loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on t status of your complaint.

| 1. | What |
|----|-----------|
| | happened? |
| | |

- Desired resolution
- 3. My information
- 4. Product information
- 5. Review

Describe what happened so we can understand the issue... *

4000 characters remaining

My loan is a(n) *

Choose...

Do you believe the issue involves discrimination? (Optional)

∩ Yes ∩ No



File a vehicle loan or consumer loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| / | What happened? | 2. | Desired resolution | 3. | My information | 4. | Product information | 5. Review | |
|-----|-------------------|------|-----------------------|---------|-------------------|----|------------------------|-----------|--|
| Wŀ | nat do you think | wou | ld be a fair res | olution | to your issue? | * | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| 400 | 00 characters re | main | ing | | | | | | |
| | | | | | | | | | |

Continue Back

Form trouble? Chat now.

Privacy act statement



File a vehicle loan or consumer loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| happened? Desired resolution | My information 4. Product information | 5. Review |
|------------------------------------|--|--------------------|
| My contact information | | |
| Salutation (Optional) | | |
| First name * | | |
| Last name * | | |
| Suffix (Optional) | | |
| Mailing address * | | |
| Apartment, suite, building (Option | al) | |
| City* | | |
| State * | | |
| ZIP code * | | |
| United States | | |
| Phone (Optional) | | |
| Email * | | |
| My age is (Optional) | | |
| I am filing on behalf of ✓ | Myself Someone else | |
| | ay require signed, written permission. | |
| | | |
| The consumer is a servicement | ber or is a spouse or dependent of a service | member. (Optional) |
| | | |
| | Continue Back | |
| | Continue | |
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r nvacy act statement



File a vehicle loan or consumer loan complaint

| | Desired resolution | ✓ My information | Product informat | 200-1302-2300 | ew | |
|---|-----------------------|---------------------|------------------|------------------|---------------|----------------|
| | ne as mailing a | address. | | | | Form trouble's |
| Account/Loan number | (Optional) | | | | | |
| For account identification | n only | | | | | |
| Information about | the compa | ny | | | | |
| Company name * | | | | | | |
| Company address (Opt | tional) | | | | | |
| City (Optional) | | | | | | |
| State (Optional) | | | | | | |
| ZIP code (Optional) | | | | | | |
| United States | | | | | | |
| Upload any suppo | rting docur | ments (Optiona | 1) | | | |
| Account agreements, mo | onthly stateme | nts, proof of payme | nt, etc. | | | |
| Attach documents | | | | | | |
| | | Augun | | | | |
| Documents must be atta submitted, you will not b support your complaint i | e able to add . | any further documer | ntation. You ma | y submit any doc | rument to | |
| | | | | | | |
| | | Continue B | ack | | | |
| Privacy act statement | | | | 01 | MB #3170-0011 | |
| | | | | | | |



File a vehicle loan or consumer loan complaint

We'll forward your issue to the company, give you a tracking number, and keep you updated on the status of your complaint.

| / | What | | | | |
|---|-----------|--|--|--|--|
| | happened? | | | | |

✓ Desired resolution

✓ My information

✓ Product information 5. Review

Form trouble? Chat now.

WHAT HAPPENED [EDIT]

Describe what happened so we can understand the issue...

na

Product Vehicle lease

Issue Managing the loan or lease

Do you believe the issue involves discrimination? Yes C No C

DESIRED RESOLUTION [EDIT]

What do you think would be a fair resolution to your issue?

na

MY INFORMATION [EDIT]

Contact information

Mailing address

First Name Last name Mailing address City DC Zip code United States

Email consumer@gmail.com

I am filing on behalf of Myself

PRODUCT INFORMATION [EDIT]

☐ Billing address is the same as mailing address.

Information about the company Company Name United States

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