



[Log In](#)

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

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

4000 characters remaining

[Form trouble?](#)
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This is about a(n) *

Continue

[Privacy act statement](#)

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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.

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

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

4000 characters remaining

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

My contact information

[Form trouble?](#)
[Chat now.](#)

Salutation (Optional)

First Name*

Last Name*

Suffix (Optional)

Mailing address*

Apartment, suite, building (Optional)

City*

DC

Zip code*

United States

Phone (Optional)

Consumer@gmail.com

My age is (Optional)

I am filing on behalf of Myself Someone else

Filing on behalf of someone else may require signed, written permission.

The consumer is a servicemember or is a spouse or dependent of a servicemember. (Optional)

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



Billing address same as mailing address.

[Form trouble?](#)
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For account identification only

Information about the company

Upload any supporting documents (Optional)

Monthly statements, account agreements, power of attorney forms, CD certificates, etc.

Attach documents

Attach

Documents must be attached to your complaint before submission. Once your complaint is submitted, you will not be able to add any further documentation. You may submit any document to support your complaint in all digital file types except executable files (.exe).

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- ✓ 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 [\[EDIT\]](#)

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



Which of these best describes your issue? *

[Form trouble?](#)
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- 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

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Consumer Financial
Protection Bureau[Login](#)

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.

1. What happened?
2. Product information
3. Desired resolution
4. Consumer information
5. Review

Which of these best describes your issue? *

[Form trouble?](#)
[Chat now.](#)

- 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.
 - 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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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.

- 1. **What happened?**
- 2. Product information
- 3. Desired resolution
- 4. Consumer information
- 5. Review



Which of these best describes your issue? *

[Form trouble?](#)
[Chat now](#)

- Incorrect information on my credit report
- Credit Reporting company's investigation
 - 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
- 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

[Privacy act statement](#)

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Consumer Financial
Protection Bureau

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.

1. **What happened?**
2. Product information
3. Desired resolution
4. Consumer information
5. Review

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
 - 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. *



[Login](#)

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.

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

Which of these best describes your issue? *

[Form trouble?](#)
[Chat now.](#)

- 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. *

4000 characters remaining

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 documents

Remove

Do you believe the issue involves discrimination? (Optional)

Yes No

Continue

[Privacy act statement](#)

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Do you believe the issue involves discrimination? (Optional)

Yes No

[Continue](#)

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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.

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

Information about the credit reporting company

[Form trouble?](#)
[Chat now.](#)

Account identification information

We need this information to make sure the credit reporting company is able to find your file. Without it, we may not be able to help.

Social Security number (Optional)

Date of birth (Optional)

Name on credit report (Optional)

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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 happened?
- ✓ Product information
- 3. Desired resolution**
- 4. Consumer information
- 5. Review

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

4000 characters remaining

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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.

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

I am filing on behalf of Myself Someone else

Filing on behalf of someone else may require signed, written permission.

[Form trouble?](#)
[Chat now.](#)

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 dependent of a servicemember. (Optional)

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File a credit reporting complaint

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[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?

na

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.



[Login](#)

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- 3. Desired resolution
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- 5. Review



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[Form trouble?](#)
[Chat now.](#)

- 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

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[Form trouble?](#)
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- 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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- 1. **What happened?**
- 2. Product information
- 3. Desired resolution
- 4. Consumer information
- 5. Review

Which of these best describes your issue? *

[Form trouble?](#)
[Chat now.](#)

- 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 documents



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[Form trouble?](#)
[Chat now.](#)

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Describe what happened so we can understand the issue. *

4000 characters remaining

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Attach documents

Upload

Do you believe the issue involves discrimination? (Optional)



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[Form trouble?](#)
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- Credit monitoring or identity protection services
 - Problem cancelling or closing account
 - Billing dispute
 - Receiving unwanted marketing or advertising
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 - Account terms and changes
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4000 characters remaining

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Upload

Do you believe the issue involves discrimination? (Optional)

Yes No

Continue

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

Information about the credit reporting company

Account identification information

We need this information to make sure the credit reporting company is able to find your file. Without it, we may not be able to help.

Social Security number (Optional)	<input type="text" value="XXX-XX-XXXX"/>
Date of birth (Optional)	<input type="text" value="MM/DD/YYYY"/>
Name on credit report (Optional)	<input type="text" value="First middle last"/>

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- ✓ What happened?
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- 4. Consumer information
- 5. Review

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

4000 characters remaining

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File a credit reporting complaint

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[Form trouble?](#)
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I am filing on behalf of Myself Someone else
Filing on behalf of someone else may require signed, written permission.

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 dependent of a servicemember. (Optional)

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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?

na

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.



[Log in](#)

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

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

4000 characters remaining

[Form trouble?](#)
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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
- Receiving a credit offer
Credit decision/Underwriting
- Problems when you are unable to pay
Loan modification, collection, foreclosure
- Signing the agreement
Settlement process and costs

My loan is a(n) *

Do you believe the issue involves discrimination? (Optional)

- Yes
- No

[Continue](#)

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[Log in](#)

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

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

4000 characters remaining

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[Log In](#)

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

My contact information

[Form trouble?](#)
[Chat now.](#)

Salutation (Optional)

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)

I am filing on behalf of Myself Someone else

Filing on behalf of someone else may require signed, written permission.

The consumer is a servicemember or is a spouse or dependent of a servicemember. (Optional)

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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?
- ✓ Desired resolution
- ✓ My information
- 4. Product information
- 5. Review



Property address same as mailing address.

[Form trouble?](#)
[Chat now.](#)

Account/Loan 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 (Optional)

Mortgage statements, good faith estimates, loan origination documents, etc.

Attach documents

Documents must be attached to your complaint before submission. Once your complaint is submitted, you will not be able to add any further documentation. You may submit any document to support your complaint in all digital file types except executable files (.exe).

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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.

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

My loan is *

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

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Consumer Financial Protection Bureau

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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.

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

My loan is *

[Form trouble?](#)
[Chat now.](#)

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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Consumer Financial
Protection Bureau

[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.

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



My loan is *

[Form trouble?](#)
[Chat now.](#)

Federal loan (Stafford, Direct, consolidation, PLUS, Perkins)
[Find out what type of student loans you have](#) on the US Department of Education's website, or by calling 1 (800) 4FEDAID (800 433-3243)

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

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

[\[close\]](#)
[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?
- 2. **Desired resolution**
- 3. My information
- 4. Product information
- 5. Review

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

4000 characters remaining

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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 contact information

[Form trouble?](#)
[Chat now.](#)

Salutation (Optional)

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)

I am filing on behalf of Myself Someone else

Filing on behalf of someone else may require signed, written permission.

The consumer is a servicemember or is a spouse or dependent of a servicemember. (Optional)

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[Log In](#)

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.



Billing address same as mailing address.

[Form trouble?](#)
[Chat now.](#)

Account/Loan number or SSN (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 (Optional)

Account agreements, monthly statements, proof of payment, etc.

Attach documents

Upload

Documents must be attached to your complaint before submission. Once your complaint is submitted, you will not be able to add any further documentation. You may submit any document to support your complaint in all digital file types except executable files (.exe).

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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?
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WHAT HAPPENED [\[EDIT\]](#)

[Form trouble?](#)
[Chat now.](#)

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 No

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

[Upload any supporting documents \(Optional\)](#)

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

Attach documents

Attach

Do you believe the issue involves discrimination? (Optional)

Yes No

Continue

[Privacy act statement](#)

[OMB #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.

- 1. What happened?
- 2. 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



[Log In](#)

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

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

4000 characters remaining

[Form trouble?](#)
[Chat now.](#)

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File a vehicle loan or consumer loan complaint

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

My contact information

[Form trouble?](#)
[Chat now.](#)

Salutation (Optional)

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)

I am filing on behalf of Myself Someone else

Filing on behalf of someone else may require signed, written permission.

The consumer is a servicemember or is a spouse or dependent of a servicemember. (Optional)

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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
- 4. Product information
- 5. Review



Billing address same as mailing address.

[Form trouble?](#)
[Chat now.](#)

Account/Loan 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 (Optional)

Account agreements, monthly statements, proof of payment, etc.

Attach documents

[Add](#)

Documents must be attached to your complaint before submission. Once your complaint is submitted, you will not be able to add any further documentation. You may submit any document to support your complaint in all digital file types except executable files (.exe).

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OMB #3170-0011



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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 No

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