

CFPB > Consumer Financial Protection Bureau

https://github.cfpb.gov/pages/miulo/003-complaints-portal/prototype/v11/index.html

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HOME INSIDE THE CFPB GET ASSISTANCE PARTICIPATE LAW & REGULATION **SUBMIT A COMPLAINT**

# Submit a complaint

Have an issue with a financial product or service? We'll forward your complaint to the company and work to get a response from them.

**CHECK YOUR COMPLAINT STATUS**

[Check status](#) [First login?](#)

Para presentar una queja en español, llamar al (855) 411-2372

## Choose a product or service to get started

If you don't want to submit a complaint, you can [tell your story](#).

### LOANS

- [Mortgage](#)
- [Student loan](#)
- [Vehicle loan or lease](#)
- [Payday loan](#)
- [Other consumer loan](#)

### PRODUCTS AND SERVICES

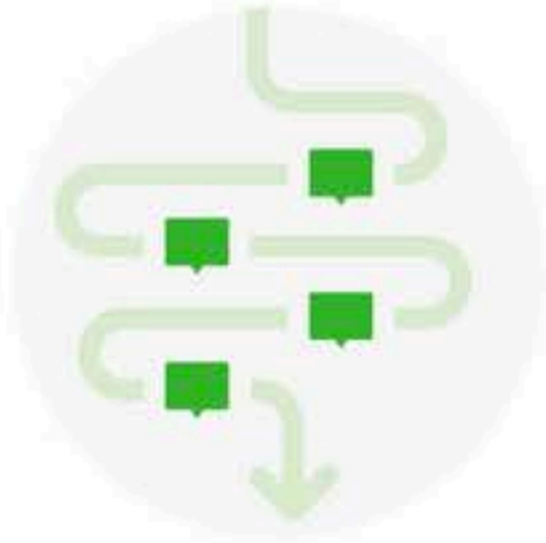
- [Bank account or service](#)
- [Credit card or prepaid card](#)
- [Credit reporting](#)
- [Debt collection](#)
- [Money transfer](#)
- [Other financial service](#)

## What happens after I submit a complaint?

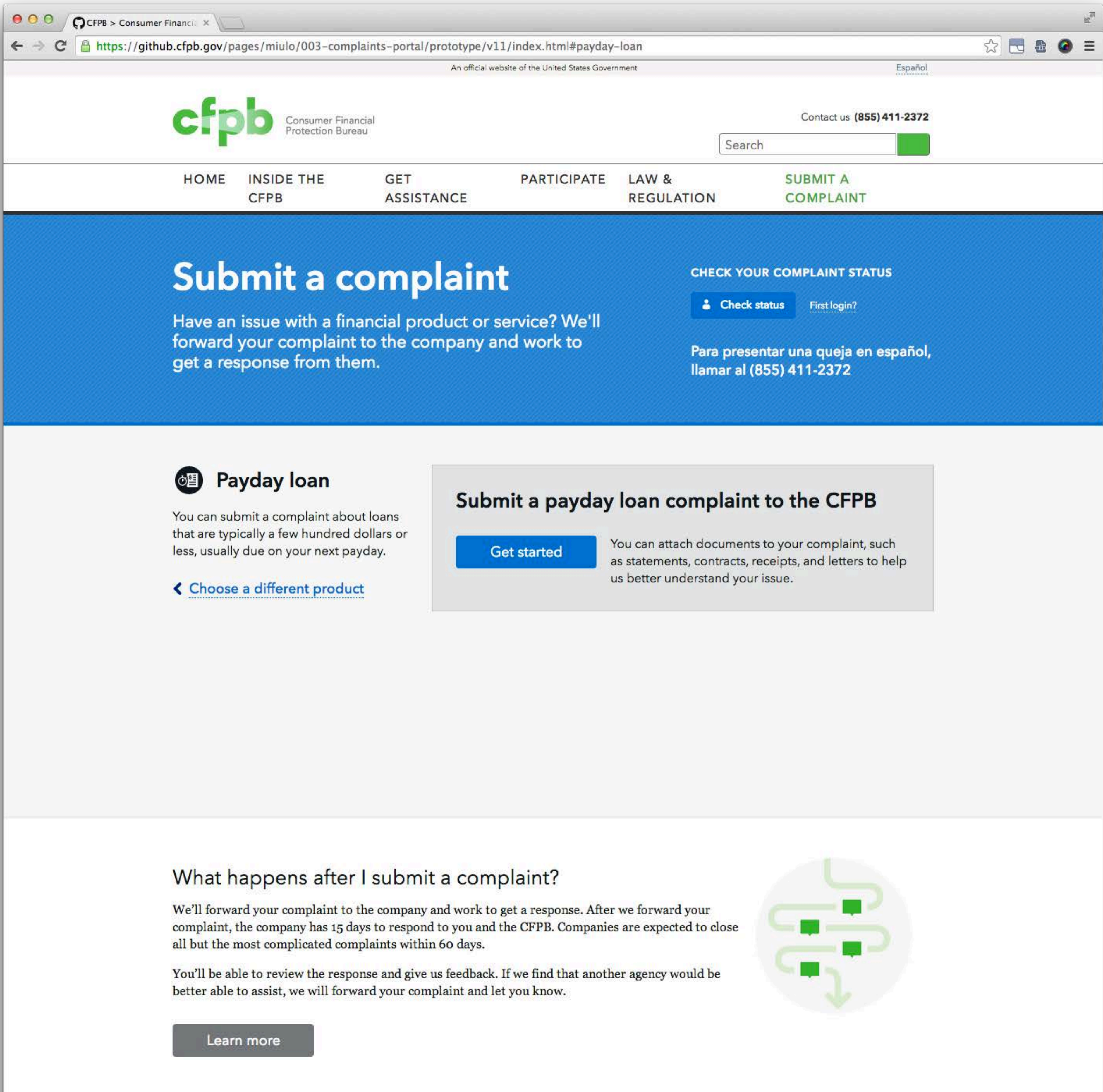
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You'll be able to review the response and give us feedback. If we find that another agency would be better able to assist, we will forward your complaint and let you know.

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### Payday loan

You can submit a complaint about loans that are typically a few hundred dollars or less, usually due on your next payday.

[Choose a different product](#)

### Submit a payday loan complaint to the CFPB

[Get started](#)

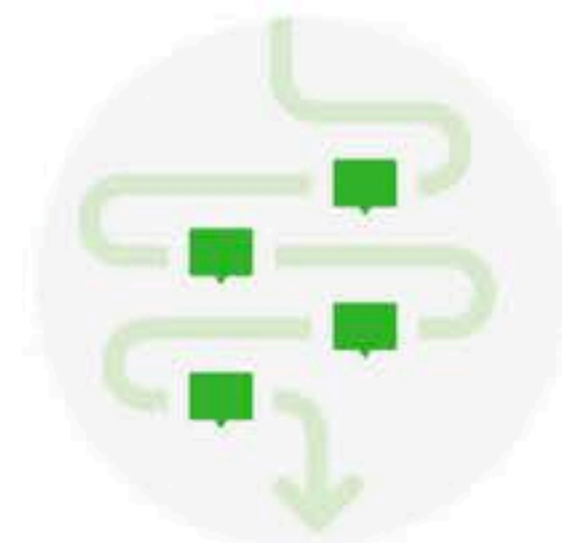
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## Other consumer loan

Other consumer loan complaints can be about problems with pawn loans, title loans, and installment loans such those used for Rent-to-Own or medical debt.

Complaints can be about about loan tactics, applying for a loan, making payments, or specific problems when you're unable to pay.

[Choose a different product](#)

### Submit an other consumer loan complaint to the CFPB

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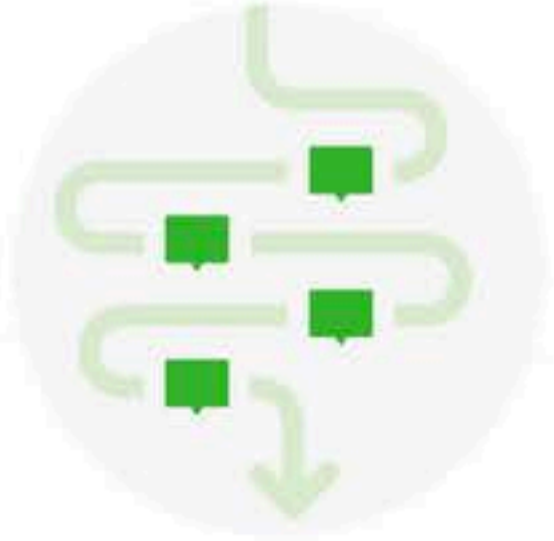
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## Credit card or prepaid card

You can submit complaints about credit cards, debit cards, prepaid cards, and other prepaid services such as payroll cards, government benefit cards, gift cards, and mobile wallet.

Complaints can be about managing your account, billing disputes, changes to your APR, fees, unauthorized transactions, and many other issues.

[Choose a different product](#)

### What type of card is your complaint about?

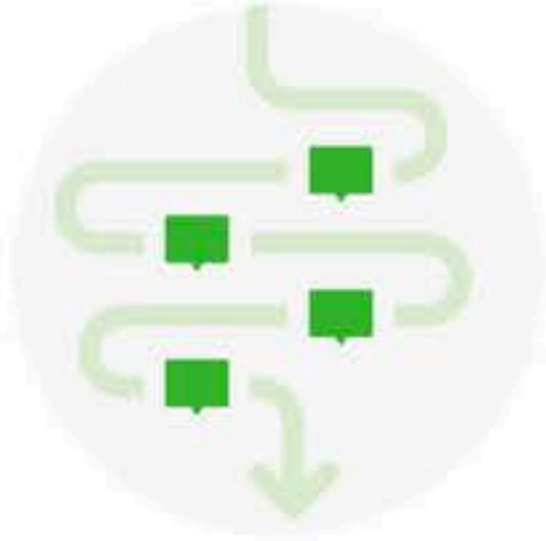
- Credit card  
Used to purchase items on credit
- Debit card  
Used to access money in a bank account
- Prepaid card  
Used to access prepaid funds, such as a gift card, payroll card, EBT card, or mobile wallet

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[Choose a different product](#)

### What type of card is your complaint about?

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Used to purchase items on credit

Prepaid card  
Used to access prepaid funds, such as a gift card, payroll card, EBT card, or mobile wallet

Debit card  
Used to access money in a bank account

### Submit a credit card complaint to the CFPB

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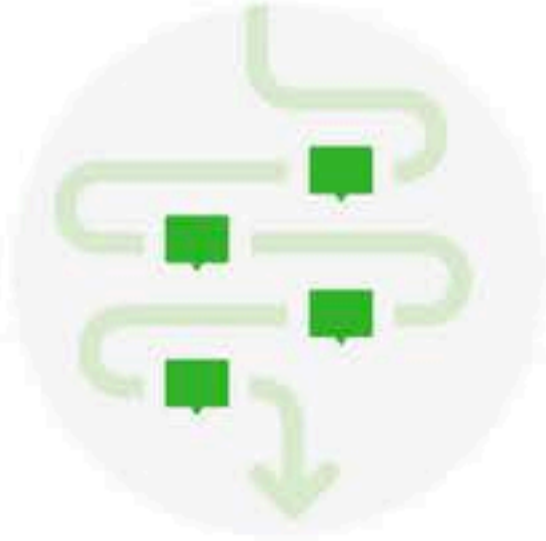
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[Choose a different product](#)

### What type of card is your complaint about?

Credit card  
Used to purchase items on credit

Debit card  
Used to access money in a bank account

Prepaid card  
Used to access prepaid funds, such as a gift card, payroll card, EBT card, or mobile wallet

### Submit a bank account or service complaint to the CFPB

[Get started](#)

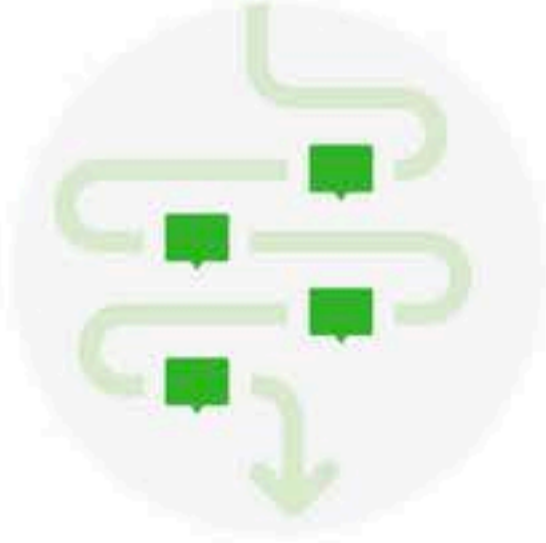
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[Choose a different product](#)

### What type of card is your complaint about?

- Credit card  
Used to purchase items on credit
- Prepaid card  
Used to access prepaid funds, such as a gift card, payroll card, EBT card, or mobile wallet
- Debit card  
Used to access money in a bank account

### Submit a prepaid card complaint to the CFPB

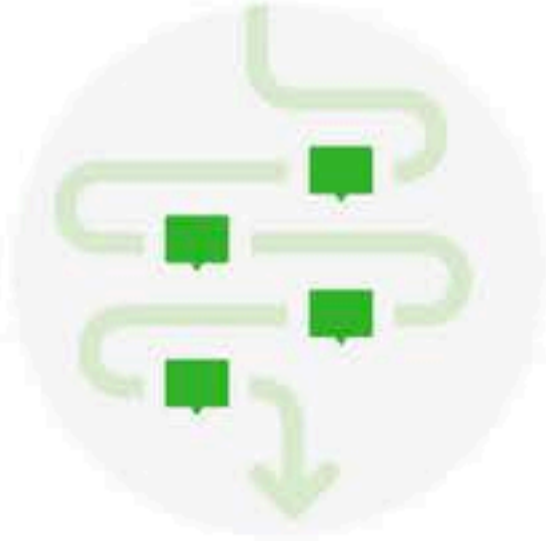
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## Other financial service

You can submit a complaint about check cashing, credit repair, debt settlement, foreign exchange services, traveler's checks, tax refund anticipation checks, and money order providers.

Complaints can be about unclear or unfair marketing and advertising, fees, customer service, lost or stolen checks or other issues.

[Choose a different product](#)

### What type of service is your complaint about?

- Check cashing  
A store that cashes a check for a fee
- Credit repair  
Services for improving your credit report
- Debt settlement  
Services for reducing your debt balance
- Foreign currency exchange  
Transactions that convert money between currencies
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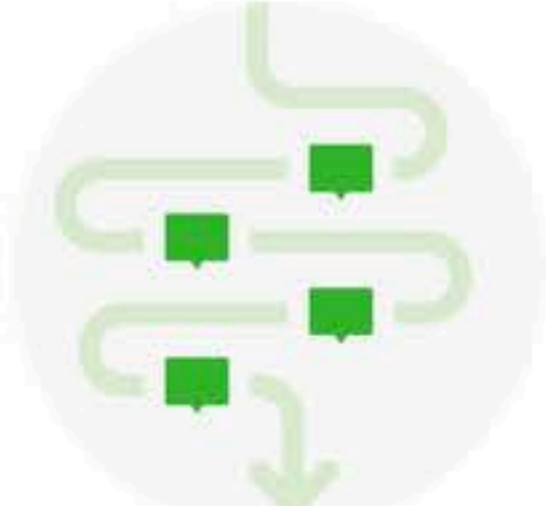
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- I have a problem with my credit report or score.
- I have a problem with a company that I hired to help improve my credit.

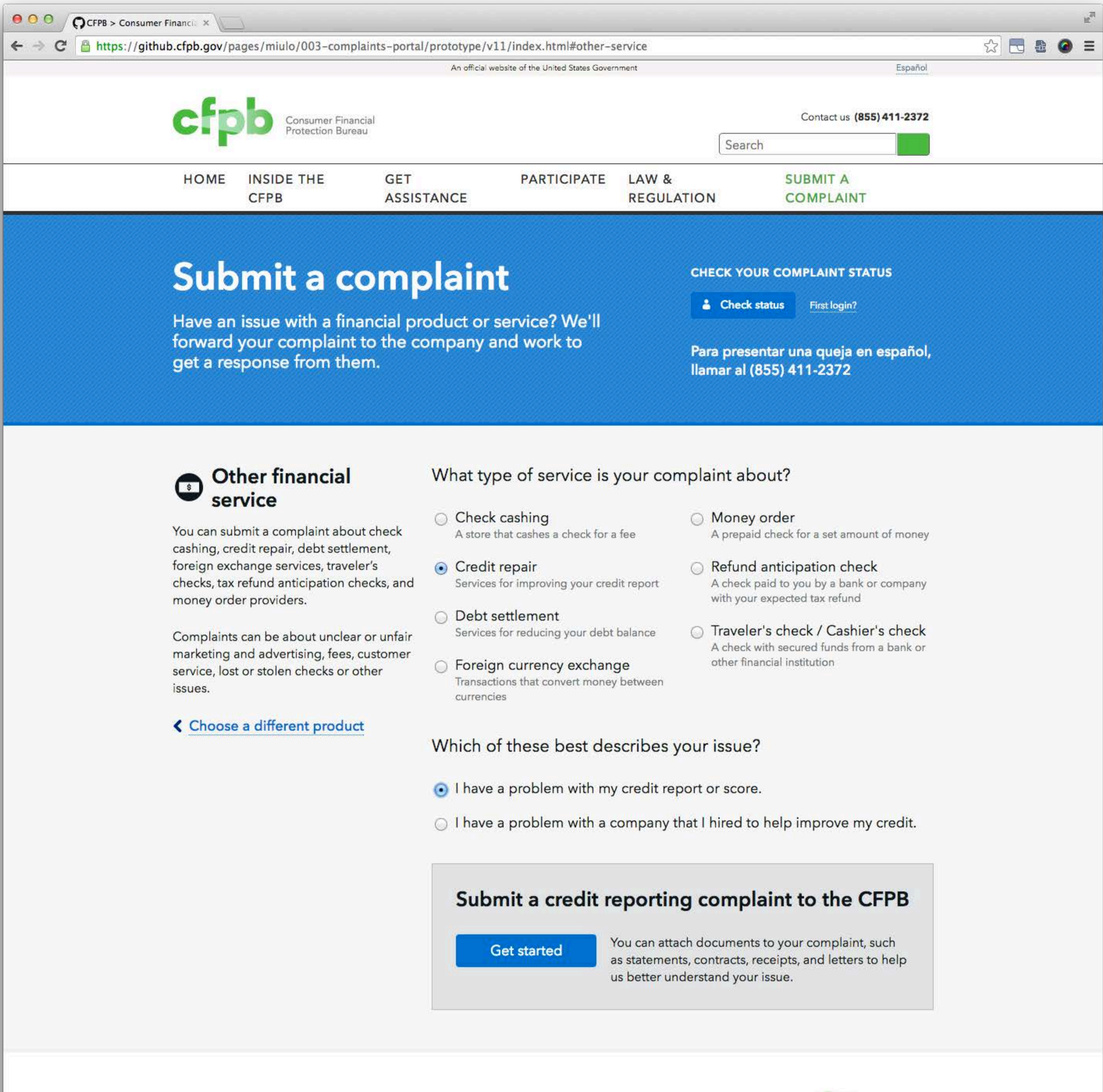
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### Which of these best describes your issue?

- I have a problem with my credit report or score.
- I have a problem with a company that I hired to help improve my credit.

### Submit a credit reporting complaint to the CFPB

[Get started](#)

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### Which of these best describes your issue?

- I have a problem with a debt collector.
- I have a problem with a company that I hired to help reduce or settle my debt.

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Services for improving your credit report
- Debt settlement  
Services for reducing your debt balance
- Foreign currency exchange  
Transactions that convert money between currencies
- Money order  
A prepaid check for a set amount of money
- Refund anticipation check  
A check paid to you by a bank or company with your expected tax refund
- Traveler's check / Cashier's check  
A check with secured funds from a bank or other financial institution

### Which of these best describes your issue?

- I have a problem with a debt collector.
- I have a problem with a company that I hired to help reduce or settle my debt.

### Submit an other financial service complaint to the CFPB

[Get started](#)

You can attach documents to your complaint, such as statements, contracts, receipts, and letters to help us better understand your issue.



CFPB > Consumer Financial Protection Bureau

https://github.cfpb.gov/pages/miulo/003-complaints-portal/prototype/v11/index.html#other-service

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Español

**cfpb** Consumer Financial Protection Bureau

Contact us (855) 411-2372

Search

HOME INSIDE THE CFPB GET ASSISTANCE PARTICIPATE LAW & REGULATION **SUBMIT A COMPLAINT**

# Submit a complaint

Have an issue with a financial product or service? We'll forward your complaint to the company and work to get a response from them.

**CHECK YOUR COMPLAINT STATUS**

[Check status](#) [First login?](#)

Para presentar una queja en español, llamar al (855) 411-2372

## Other financial service

You can submit a complaint about check cashing, credit repair, debt settlement, foreign exchange services, traveler's checks, tax refund anticipation checks, and money order providers.

Complaints can be about unclear or unfair marketing and advertising, fees, customer service, lost or stolen checks or other issues.

[Choose a different product](#)

### What type of service is your complaint about?

- Check cashing  
A store that cashes a check for a fee
- Credit repair  
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- Debt settlement  
Services for reducing your debt balance
- Foreign currency exchange  
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### Submit an other financial service complaint to the CFPB

[Get started](#)

You can attach documents to your complaint, such as statements, contracts, receipts, and letters to help us better understand your issue.

### What happens after I submit a complaint?

We'll forward your complaint to the company and work to get a response. After we forward your complaint, the company has 15 days to respond to you and the CFPB. Companies are expected to close all but the most complicated complaints within 60 days.





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[Choose a different product](#)

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- Check cashing  
A store that cashes a check for a fee
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Services for improving your credit report
- Debt settlement  
Services for reducing your debt balance
- Foreign currency exchange  
Transactions that convert money between currencies
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A prepaid check for a set amount of money
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A check paid to you by a bank or company with your expected tax refund
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A check with secured funds from a bank or other financial institution


### Submit an other financial service complaint to the CFPB

[Get started](#)

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### Submit an other financial service complaint to the CFPB

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Submit an other financial... x

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# Submit an other financial service complaint

cfpb Consumer Financial Protection Bureau

**WHAT HAPPENED?**  
Incomplete 1

**MY INFORMATION**  
Incomplete 2

**COMPANY INFORMATION**  
Incomplete 3

**REVIEW AND SUBMIT**  
Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

<p>Which type of service is your complaint about?</p>	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Check cashing</b> A store that cashes a check for a fee</li> <li><input type="radio"/> <b>Credit repair</b> Services for improving your credit report</li> <li><input type="radio"/> <b>Debt settlement</b> Services for reducing your debt balance</li> <li><input type="radio"/> <b>Foreign currency exchange</b> Transactions that convert money between currencies</li> <li><input type="radio"/> <b>Money order</b> A prepaid check for a set amount of money</li> <li><input type="radio"/> <b>Traveler's check / Cashier's check</b> A check with secured funds from a bank or other financial institution</li> <li><input type="radio"/> <b>Refund anticipation check</b> A check paid to you by a bank or company with your expected tax refund</li> </ul>
<p>Which of these best describes your issue?</p>	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Advertising and marketing</b></li> <li><input type="radio"/> <b>Customer service / Customer relations</b></li> <li><input type="radio"/> <b>Disclosures</b></li> <li><input type="radio"/> <b>Excessive fees</b></li> <li><input type="radio"/> <b>Unexpected fees / Other fees</b></li> <li><input type="radio"/> <b>Fraud or scam</b></li> </ul>
<p>Describe what happened so we can understand the issue...</p> <p>4000 characters remaining</p>	<div data-bbox="1222 1764 2111 2155" style="border: 1px solid #ccc; min-height: 150px;"></div> <p>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</p>



# Submit an other financial service complaint



- WHAT HAPPENED?** Incomplete 1
- MY INFORMATION Incomplete 2
- COMPANY INFORMATION Incomplete 3
- REVIEW AND SUBMIT Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

Which type of service is your complaint about?

- Check cashing  
A store that cashes a check for a fee
- Credit repair**  
Services for improving your credit report
- Debt settlement  
Services for reducing your debt balance
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A check with secured funds from a bank or other financial institution
- Refund anticipation check  
A check paid to you by a bank or company with your expected tax refund

Which of these best describes your issue?

- Advertising and marketing
- Customer service / Customer relations
- Disclosures
- Excessive fees
- Unexpected fees / Other fees
- Fraud or scam

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

4000 characters remaining

Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.



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# Submit an other financial service complaint

- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION**  
Incomplete 2
- COMPANY INFORMATION**  
Incomplete 3
- REVIEW AND SUBMIT**  
Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

Which type of service is your complaint about?	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Check cashing</b> <small>A store that cashes a check for a fee</small></li> <li><input type="radio"/> <b>Credit repair</b> <small>Services for improving your credit report</small></li> <li><input checked="" type="radio"/> <b>Debt settlement</b> <small>Services for reducing your debt balance</small></li> <li><input type="radio"/> <b>Foreign currency exchange</b> <small>Transactions that convert money between currencies</small></li> <li><input type="radio"/> <b>Money order</b> <small>A prepaid check for a set amount of money</small></li> <li><input type="radio"/> <b>Traveler's check / Cashier's check</b> <small>A check with secured funds from a bank or other financial institution</small></li> <li><input type="radio"/> <b>Refund anticipation check</b> <small>A check paid to you by a bank or company with your expected tax refund</small></li> </ul>
Which of these best describes your issue?	<ul style="list-style-type: none"> <li><input type="radio"/> <b>Advertising and marketing</b></li> <li><input type="radio"/> <b>Customer service / Customer relations</b></li> <li><input type="radio"/> <b>Disclosures</b></li> <li><input type="radio"/> <b>Excessive fees</b></li> <li><input type="radio"/> <b>Unexpected fees / Other fees</b></li> <li><input type="radio"/> <b>Fraud or scam</b></li> </ul>
Describe what happened so we can understand the issue...  <small>4000 characters remaining</small>	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div> <p><small>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</small></p>



Submit an other financial... x  
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# Submit an other financial service complaint

- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION**  
Incomplete 2
- COMPANY INFORMATION**  
Incomplete 3
- REVIEW AND SUBMIT**  
Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

Which type of service is your complaint about?

- Check cashing**  
A store that cashes a check for a fee
- Credit repair**  
Services for improving your credit report
- Debt settlement**  
Services for reducing your debt balance
- Foreign currency exchange**  
Transactions that convert money between currencies
- Money order**  
A prepaid check for a set amount of money
- Traveler's check / Cashier's check**  
A check with secured funds from a bank or other financial institution
- Refund anticipation check**  
A check paid to you by a bank or company with your expected tax refund

Which of these best describes your issue?

- Advertising and marketing**
- Customer service / Customer relations**
- Incorrect exchange rate**
- Disclosures**
- Excessive Fees**
- Unexpected fees / Other fees**
- Fraud or scam**

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

4000 characters remaining

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# Submit an other financial service complaint

- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION**  
Incomplete 2
- COMPANY INFORMATION**  
Incomplete 3
- REVIEW AND SUBMIT**  
Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

Which type of service is your complaint about?

- Check cashing**  
A store that cashes a check for a fee
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Services for improving your credit report
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A prepaid check for a set amount of money
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A check with secured funds from a bank or other financial institution
- Refund anticipation check**  
A check paid to you by a bank or company with your expected tax refund

Which of these best describes your issue?

- Advertising and marketing**
- Customer service / Customer relations**
- Disclosures**
- Excessive Fees**
- Unexpected fees / Other fees**
- Lost or stolen money order**
- Fraud or scam**

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

4000 characters remaining

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Submit an other financial... x  
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# Submit an other financial service complaint

- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION**  
Incomplete 2
- COMPANY INFORMATION**  
Incomplete 3
- REVIEW AND SUBMIT**  
Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

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- Disclosures**
- Excessive Fees**
- Unexpected fees / Other fees**
- Lost or stolen check**
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- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION**  
Incomplete 2
- COMPANY INFORMATION**  
Incomplete 3
- REVIEW AND SUBMIT**  
Incomplete 4

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

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# Submit an other financial service complaint



- WHAT HAPPENED? ✓
- MY INFORMATION Incomplete 2
- COMPANY INFORMATION Incomplete 3
- REVIEW AND SUBMIT Incomplete 4

[Form trouble? Chat now.](#)

## Who received this service?

[Why do we need this? +](#)

Who received this service?

- I received this service
- I am submitting on behalf of the person who received this service

## Personal information

[Why do we need this? +](#)

Salutation (Optional)	<input type="text" value="Select a Salutation"/>		
First name	<input type="text"/>	Middle (Optional)	<input type="text"/>
Last name	<input type="text"/>	Suffix (Optional)	<input type="text" value="Select a Suffix"/>
Address	<input type="text"/>		
Address 2 (Optional)	<input type="text"/>		
Country	<input type="text" value="USA"/>	Zip	<input type="text"/>
City	<input type="text"/>	State	<input type="text" value="Select a State"/>
Email	<input type="text"/>		This is the primary contact address we will use for sending updates
Phone number (Optional)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Age (Optional)	<input type="text"/>		



# Submit an other financial service complaint



- WHAT HAPPENED?
- MY INFORMATION
- COMPANY INFORMATION Incomplete **3**
- REVIEW AND SUBMIT Incomplete **4**

[Form trouble? Chat now.](#)

## Company details

[Why do we need this? +](#)

Company name	<input type="text"/>		
Company address (Optional)	<input type="text"/>		
Country (Optional)	<input type="text" value="USA"/>	Zip (Optional)	<input type="text"/>
City (Optional)	<input type="text"/>	State (Optional)	<input type="text" value="Select a State"/>
Phone number (Optional)	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Upload any supporting documents

[Why do we need this? +](#)

Attach documents (Optional)	<input type="button" value="SELECT FILE"/>
	<p>this_is_a_filename.docx </p> <p>this_is_a_filename.docx </p> <p>We accept all file formats except executable files (.exe)</p>

[CONTINUE](#)



# Submit a payday or other consumer loan complaint



- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION  
Incomplete 2
- COMPANY INFORMATION  
Incomplete 3
- REVIEW AND SUBMIT  
Incomplete 4

[Form trouble? Chat now.](#)

If your complaint concerns lender collection practices on your payday loan, you should [submit a Debt Collection complaint](#).

## What happened?

[Why do we need this? +](#)

Which type of loan is your complaint about?	<ul style="list-style-type: none"> <li><input type="radio"/> Payday loan Short-term loan or cash advance</li> <li><input type="radio"/> Pawn loan Loan secured by personal property</li> <li><input type="radio"/> Title loan Loan usually secured by a vehicle title</li> <li><input type="radio"/> Installment loan Loan paid in regular fixed payments, Rent-to-Own, appliances, medical, etc</li> </ul>
Describe what happened so we can understand the issue...  4000 characters remaining	<div data-bbox="1219 1265 2111 1654" style="border: 1px solid #ccc; height: 156px;"></div> <p>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</p>

## Desired resolution

[Why do we need this? +](#)

What do you think would be a fair resolution to your issue?  4000 characters remaining	<div data-bbox="1219 2013 2111 2357" style="border: 1px solid #ccc; height: 138px;"></div>
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# Submit a payday or other consumer loan complaint



- WHAT HAPPENED?** Incomplete **1**
- MY INFORMATION Incomplete **2**
- COMPANY INFORMATION Incomplete **3**
- REVIEW AND SUBMIT Incomplete **4**

[Form trouble? Chat now.](#)

 If your complaint concerns lender collection practices on your payday loan, you should [submit a Debt Collection complaint](#).

## What happened?

[Why do we need this?](#)

Which type of loan is your complaint about?	<ul style="list-style-type: none"> <li><input checked="" type="radio"/> <b>Payday loan</b> Short-term loan or cash advance</li> <li><input type="radio"/> <b>Pawn loan</b> Loan secured by personal property</li> <li><input type="radio"/> <b>Title loan</b> Loan usually secured by a vehicle title</li> <li><input type="radio"/> <b>Installment loan</b> Loan paid in regular fixed payments, Rent-to-Own, appliances, medical, etc</li> </ul>
Which of these best describes your issue?	<ul style="list-style-type: none"> <li><input type="radio"/> I was charged fees or interest I didn't expect</li> <li><input type="radio"/> I can't stop the lender from charging my bank account</li> <li><input type="radio"/> I received a loan I didn't apply for</li> <li><input type="radio"/> I applied for a loan but didn't receive money</li> <li><input type="radio"/> The lender charged my bank account on the wrong day or for wrong amount</li> <li><input type="radio"/> The lender didn't credit payment to my account</li> </ul>
Describe what happened so we can understand the issue...  4000 characters remaining	<div data-bbox="1219 1741 2111 2133" style="border: 1px solid #ccc; height: 150px;"></div> <p>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</p>



Submit a payday or other | x  
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# Submit a payday or other consumer loan complaint

- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION**  
Incomplete 2
- COMPANY INFORMATION**  
Incomplete 3
- REVIEW AND SUBMIT**  
Incomplete 4

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[Why do we need this? +](#)

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---	---

Describe what happened so we can understand the issue...  <small>4000 characters remaining</small>	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>
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Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect





# Submit a payday or other consumer loan complaint



Consumer Financial Protection Bureau

WHAT HAPPENED?  
Incomplete

1

MY INFORMATION  
Incomplete

2

COMPANY INFORMATION  
Incomplete

3

REVIEW AND SUBMIT  
Incomplete

4

[Form trouble? Chat now.](#)



If your complaint concerns lender collection practices on your payday loan, you should [submit a Debt Collection complaint](#).

## What happened?

[Why do we need this? +](#)

Which type of loan is your complaint about?

- Payday loan  
Short-term loan or cash advance
- Pawn loan  
Loan secured by personal property
- Title loan  
Loan usually secured by a vehicle title
- Installment loan  
Loan paid in regular fixed payments, Rent-to-Own, appliances, medical, etc

Which of these best describes your issue?

- I was charged fees or interest I didn't expect
- I can't stop the lender from charging my bank account
- I received a loan I didn't apply for
- I applied for a loan but didn't receive money
- The lender charged my bank account on the wrong day or for wrong amount
- The lender didn't credit payment to my account
- The lender repossessed or sold my vehicle
- The lender damaged or destroyed my vehicle

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

4000 characters remaining

Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect





# Submit a payday or other consumer loan complaint



Consumer Financial Protection Bureau

- WHAT HAPPENED?**  
Incomplete 1
- MY INFORMATION  
Incomplete 2
- COMPANY INFORMATION  
Incomplete 3
- REVIEW AND SUBMIT  
Incomplete 4

[Form trouble? Chat now.](#)

 If your complaint concerns lender collection practices on your payday loan, you should [submit a Debt Collection complaint](#).

## What happened?

[Why do we need this? +](#)

Which type of loan is your complaint about?	<ul style="list-style-type: none"><li><input type="radio"/> Payday loan Short-term loan or cash advance</li><li><input type="radio"/> Pawn loan Loan secured by personal property</li><li><input type="radio"/> Title loan Loan usually secured by a vehicle title</li><li><input checked="" type="radio"/> <b>Installment loan</b> Loan paid in regular fixed payments, Rent-to-Own, appliances, medical, etc</li></ul>
Which of these best describes your issue?	<ul style="list-style-type: none"><li><input type="radio"/> Shopping for a loan or lease</li><li><input type="radio"/> Applying for a loan or lease</li><li><input type="radio"/> Managing a loan or lease</li><li><input type="radio"/> Account terms and conditions</li></ul>
Describe what happened so we can understand the issue...  4000 characters remaining	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div> <p>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</p>

## Desired resolution

[Why do we need this? +](#)

What do you think



# Submit a payday or other loan complaint



- WHAT HAPPENED? ✓
- MY INFORMATION 2 Incomplete
- COMPANY INFORMATION 3 Incomplete
- REVIEW AND SUBMIT 4 Incomplete

[Form trouble? Chat now.](#)

## Who is the borrower of the loan?

[Why do we need this? +](#)

Who is the borrower of the loan?

- I am the borrower
- I am submitting on behalf of the borrower

## Personal Information

[Why do we need this? +](#)

Salutation (Optional)	<input type="text" value="Select a Salutation"/>		
First Name	<input type="text"/>	Middle (Optional)	<input type="text"/>
Last Name	<input type="text"/>	Suffix (Optional)	<input type="text" value="Select a Suffix"/>
Address	<input type="text"/>		
Address 2 (Optional)	<input type="text"/>		
Country	<input type="text" value="USA"/>	Zip	<input type="text"/>
City	<input type="text"/>	State	<input type="text" value="Select a State"/>
Email	<input type="text"/>		This is the primary contact address we will use for sending updates
Phone number (Optional)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Age (Optional)	<input type="text"/>		



# Submit a payday or other loan complaint



- WHAT HAPPENED?
- MY INFORMATION
- COMPANY INFORMATION **Incomplete** 3
- REVIEW AND SUBMIT **Incomplete** 4

[Form trouble? Chat now.](#)

## Where did you get the loan?

[Why do we need this? +](#)

Where did you get the loan? (Optional)

- In person / at a store (even if you applied online)
- Online

## Company details

[Why do we need this? +](#)

Company name

Company address (Optional)

Country (Optional)  Zip (Optional)

City (Optional)  State (Optional)

## Upload any supporting documents

[Why do we need this? +](#)

Attach documents (Optional)

this\_is\_a\_filename.docx

this\_is\_a\_filename.docx

We accept all file formats except executable files (.exe)

[CONTINUE](#)



Submit a prepaid card corr x  
ptrn.herokuapp.com/edit/page-42/view

An official website of the United States Government

# Submit a prepaid card complaint

- WHAT HAPPENED?  
Incomplete **1**
- MY INFORMATION  
Incomplete **2**
- CARD INFORMATION  
Incomplete **3**
- REVIEW AND SUBMIT  
Incomplete **4**

[Form trouble? Chat now.](#)

## What happened?

[Why do we need this? +](#)

<p>Which of these best describes your issue?</p>	<ul style="list-style-type: none"> <li><input type="radio"/> Managing, opening, or closing your account</li> <li><input type="radio"/> Fees</li> <li><input type="radio"/> Unauthorized transactions or other transaction issues</li> <li><input type="radio"/> Advertising, marketing or disclosures</li> <li><input type="radio"/> Adding money</li> <li><input type="radio"/> Overdraft, savings or rewards features</li> <li><input type="radio"/> Fraud or scam</li> </ul>
<p>Describe what happened so we can understand the issue...</p> <p>4000 characters remaining</p>	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div> <p>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</p>

## Desired resolution

[Why do we need this? +](#)

<p>What do you think would be a fair resolution to your issue?</p> <p>4000 characters remaining</p>	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div> <p>Do not include sensitive information like your name, contact information, account number, or social security number in this field. We will collect certain personal information at a later step.</p>
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# Submit a prepaid card complaint



- WHAT HAPPENED? ✓
- MY INFORMATION 2 Incomplete
- CARD INFORMATION 3 Incomplete
- REVIEW AND SUBMIT 4 Incomplete

[Form trouble? Chat now.](#)

## Who is the cardholder?

[Why do we need this? +](#)

Who is the cardholder?

- I am the cardholder
- I submitting on behalf of the cardholder

## Personal information

[Why do we need this? +](#)

Salutation (Optional)

First name  Middle (Optional)

Last name  Suffix (Optional)

Address

Address 2 (Optional)

Country  Zip

City  State

Email  This is the primary contact address we will use for sending updates

Phone number (Optional)

Age (Optional)



Submit a prepaid card corr x  
 ptrn.herokuapp.com/edit/page-44/view

An official website of the United States Government

# Submit a prepaid card complaint

- WHAT HAPPENED?
- MY INFORMATION
- CARD INFORMATION  Incomplete 3
- REVIEW AND SUBMIT  Incomplete 4

[Form trouble? Chat now.](#)

## Card details

[Why do we need this? +](#)

Which type of card is your complaint about?

- Government benefit payment card**  
Used for receiving Social Security, unemployment compensation or a tax refund
- Electronic Benefit Transfer / EBT card**  
Used for receiving welfare payments like WIC, TANF, & SNAP
- ID prepaid card**  
Prepaid card attached to a student or other ID
- Transit card**  
A transit card used for shopping anywhere
- Gift or merchant card**  
Gift, loyalty or promotional card issued by a store
- General purpose card**  
Used for shopping anywhere
- Mobile wallet**  
Money held in a mobile, online or virtual account
- Payroll card**  
Used for receiving your paycheck from your employer
- Other special purpose card**  
Used for health care, insurance, rebates, phone or disaster assistance

## Company details

[Why do we need this? +](#)

Company name

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Company address (Optional)

Country (Optional)  Zip (Optional)

City (Optional)  State (Optional)

Phone number (Optional)