

ID Number	Category	Sub-Category	Service, Product, or Field	Issues	Sub-Issues	Related Issues
1.1	Intake	Accessibility	Preferred Language	Spoken	English, Spanish, etc.	
2.1	Intake	Accessibility	Preferred Language	Written	English, Spanish, etc.	
3.1	Intake	Accessibility	Vision, Hearing, Speech Impairment Support			
4.1	Intake	Authority	"Do not send" to company			
5.1	Intake	Authority	Anonymous	Desire to submit anonymously		
6.1	Intake	Authority	Bankruptcy Filing	Chapter 7 or 13	Case identifier	
7.1	Intake	Authority	Business Purpose Financial Service, Product or Activity	Commercial or Multi-Family Property (e.g., over 4 units)		
8.1	Intake	Authority	Duplication	Prior CFPB filing	Case identifier	
9.1	Intake	Authority	Duplication	Prior federal agency filing	Case identifier	
10.1	Intake	Authority	Duplication	Prior state/local agency filing	Case identifier	
11.1	Intake	Authority	Fraud, exigent circumstances or imminent harm			
12.1	Intake	Authority	Identification of potential whistleblower or tipster by third party complainant			
13.1	Intake	Authority	Legal or other third party representation			
14.1	Intake	Authority	Non-consumer/Commercial status	Natural person or legal entity	Personal, family or household purpose	
15.1	Intake	Authority	Pending or Prior Arbitration	Name of Arbitration Service	Arbitration Agreement	
16.1	Intake	Authority	Pending Legal Proceeding	Court and Case identifiers		
17.1	Intake	Authority	Pending Legal Proceeding	Pre-trial/status conference		
18.1	Intake	Authority	Pending :Legal Proceeding	Subject matter		
19.1	Intake	Authority	Pending Mediation or Negotiation	Better Business Bureau or Other		
20.1	Intake	Authority	Pending Mediation or Negotiation	Contact with Company		
21.1	Intake	Authority	Prior Litigation	Court judgment or order	Court and Case identifiers	
22.1	Intake	Authority	Prior Litigation	Subject matter		
23.1	Intake	Authority	Prior Settlement	Settlement agreement or consent judgment		
24.1	Intake	Authority	Prior Settlement	Subject matter		
25.1	Intake	Authority	Non-consumer/Commercial status	Appraisal Management Company		
26.1	Intake	Authority	Non-consumer/Commercial status	Business Property Owner		
27.1	Intake	Authority	Non-consumer/Commercial status	Certified general appraiser		
28.1	Intake	Authority	Non-consumer/Commercial status	Certified residential appraiser		
29.1	Intake	Authority	Non-consumer/Commercial status	Financial Institution Lender		
30.1	Intake	Authority	Non-consumer/Commercial status	Individual Property Owner		
31.1	Intake	Authority	Non-consumer/Commercial status	Licensed appraiser		
32.1	Intake	Authority	Non-consumer/Commercial status	Mortgage broker		
33.1	Intake	Authority	Non-consumer/Commercial status	Non-financial institution lender		
34.1	Intake	Authority	Non-consumer/Commercial status	Other		
35.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Credit report	Knowledge of access to free copy of credit report
36.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Auto title loan
37.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Bought from rent-to-own store
38.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Check cashing
39.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Debit card

40.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Pawn shop sale of item
41.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Payday loan
42.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Prepaid card
43.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Household access/use of consumer financial products or services in past 12 months	Tax refund anticipation loan
44.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$100,000 - \$124,999
45.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$125,000 - \$149,999
46.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$150,000 - \$199,999
47.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$200,000 - more (specify)
48.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$25,000 - \$49,000
49.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$50,000 - \$74,999
50.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	\$75,000 - \$99,999
51.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Income	Less than \$25,000
52.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	Cell phone
53.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	Don't have it
54.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	Family/friend's home
55.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	Home
56.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	No response
57.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	Public library
58.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Internet access	Work
59.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Length of Employment	1 year or more
60.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Length of Employment	Less than 1 year
61.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Length of Employment	Number of years
62.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Length of Employment	Retired
63.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Length of Employment	Unemployed
64.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Property Interests	Auto loan
65.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Property Interests	Checking account
66.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Property Interests	Credit card account
67.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Property Interests	Home loan
68.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Property Interests	Investment account, IRA, 401(k), pension plan or other retirement account
69.1	Intake	Consumer	Demographics	Consumer Access to Complaint Process	Property Interests	Savings account, money market, CD
70.1	Intake	Consumer Profile	Billing Address	Same as mailing address		
71.1	Intake	Consumer Profile	Biography			
72.1	Intake	Consumer Profile	Citizenship			
73.1	Intake	Consumer Profile	City			
74.1	Intake	Consumer Profile	Country	Country of residence		
75.1	Intake	Consumer Profile	Customer Name (as appears on bill)			
76.1	Intake	Consumer Profile	Date of Birth			
77.1	Intake	Consumer Profile	Dependency Status Information	Date of Birth		
78.1	Intake	Consumer Profile	Dependency Status Information	Emancipated minor status	Age of consent	
79.1	Intake	Consumer Profile	Dependency Status Information	Marital Status		
80.1	Intake	Consumer Profile	Dependency Status Information	Servicemember dependent	Dependent-Child	
81.1	Intake	Consumer Profile	Dependency Status Information	Servicemember dependent	Dependent-Spouse	
82.1	Intake	Consumer Profile	Dependency Status Information	Servicemember dependent	Other Dependent	
83.1	Intake	Consumer Profile	Education/Grade Level			

84.1	Intake	Consumer Profile	Email Address			
85.1	Intake	Consumer Profile	Employer/Organization			
86.1	Intake	Consumer Profile	Employer/Organization			
87.1	Intake	Consumer Profile	Facebook Profile URL			
88.1	Intake	Consumer Profile	Fax			
89.1	Intake	Consumer Profile	First Name			
90.1	Intake	Consumer Profile	Last Name			
91.1	Intake	Consumer Profile	Mailing Address			
92.1	Intake	Consumer Profile	Marital Status			
93.1	Intake	Consumer Profile	Middle Name			
94.1	Intake	Consumer Profile	Mobile Phone Number			
95.1	Intake	Consumer Profile	Phone Number			
96.1	Intake	Consumer Profile	Physical Address			
97.1	Intake	Consumer Profile	Servicemember Address			
98.1	Intake	Consumer Profile	Servicemember Country			
99.1	Intake	Consumer Profile	Servicemember Name			
100.1	Intake	Consumer Profile	Servicemember Relocation	Deployment	Permanent Change of Station	
101.1	Intake	Consumer Profile	Servicemember State			
102.1	Intake	Consumer Profile	Servicemember Status	Active Duty		
103.1	Intake	Consumer Profile	Servicemember Status	Branch	Air Force	
104.1	Intake	Consumer Profile	Servicemember Status	Branch	Army	
105.1	Intake	Consumer Profile	Servicemember Status	Branch	Coast Guard	
106.1	Intake	Consumer Profile	Servicemember Status	Branch	Marines	
107.1	Intake	Consumer Profile	Servicemember Status	Branch	National Oceanic and Atmospheric Administration	
108.1	Intake	Consumer Profile	Servicemember Status	Branch	Navy	
109.1	Intake	Consumer Profile	Servicemember Status	Branch	Public Health Service	
110.1	Intake	Consumer Profile	Servicemember Status	National Guard		
111.1	Intake	Consumer Profile	Servicemember Status	Rank	01-03	
112.1	Intake	Consumer Profile	Servicemember Status	Rank	04-06	
113.1	Intake	Consumer Profile	Servicemember Status	Rank	07-010	
114.1	Intake	Consumer Profile	Servicemember Status	Rank	E1-E4	
115.1	Intake	Consumer Profile	Servicemember Status	Rank	E5-E7	
116.1	Intake	Consumer Profile	Servicemember Status	Rank	E8-E9	
117.1	Intake	Consumer Profile	Servicemember Status	Rank	W01-CW5	
118.1	Intake	Consumer Profile	Servicemember Status	Reserve		
119.1	Intake	Consumer Profile	Servicemember Status	Retired	Date of Discharge	
120.1	Intake	Consumer Profile	Servicemember Status	Veteran	Date of Discharge	
121.1	Intake	Consumer Profile	Servicemember ZIP			
122.1	Intake	Consumer Profile	Short Message Service (SMS Text)			
123.1	Intake	Consumer Profile	State	State of Legal Residence		
124.1	Intake	Consumer Profile	School Name and Location	Approx. 7000 colleges and universities		
125.1	Intake	Consumer Profile	Third Party Query	Activity in question happened to complainant or someone else	Cosignor Identity	
126.1	Intake	Consumer Profile	Third Party Representative Information	Authorization Type	Authority to access confidential financial information	
127.1	Intake	Consumer Profile	Third Party Representative Information	Authorization Type	Authority to make financial decisions	
128.1	Intake	Consumer Profile	Third Party Representative Information	City		
129.1	Intake	Consumer Profile	Third Party Representative Information	Country		
130.1	Intake	Consumer Profile	Third Party Representative Information	Email address		
131.1	Intake	Consumer Profile	Third Party Representative Information	Full name		
132.1	Intake	Consumer Profile	Third Party Representative Information	Mailing address		
133.1	Intake	Consumer Profile	Third Party Representative Information	Mobile phone number		
134.1	Intake	Consumer Profile	Third Party Representative Information	Organization Name		

135.1	Intake	Consumer Profile	Third Party Representative Information	Organization Web Site URL		
136.1	Intake	Consumer Profile	Third Party Representative Information	Phone number		
137.1	Intake	Consumer Profile	Third Party Representative Information	Proof of 3d Party Authorization	Letter of Interest	
138.1	Intake	Consumer Profile	Third Party Representative Information	Proof of 3d Party Authorization	Other	
139.1	Intake	Consumer Profile	Third Party Representative Information	Proof of 3d Party Authorization	Power of Attorney	
140.1	Intake	Consumer Profile	Third Party Representative Information	Proof of 3d Party Authorization	Retainer	
141.1	Intake	Consumer Profile	Third Party Representative Information	Proof of 3d Party Authorization	Translation services agreement	
142.1	Intake	Consumer Profile	Third Party Representative Information	Relationship Type	Family member	
143.1	Intake	Consumer Profile	Third Party Representative Information	Relationship Type	Friend	
144.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	Attorney	Pro Bono service Fee paid for service
145.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	Congressional	
146.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	Legal Aid	
147.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	Non-Attorney Advocate	Fee paid for service
148.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	Non-profit	
149.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	Other	
150.1	Intake	Consumer Profile	Third Party Representative Information	Representative Type	State/Local Government	
151.1	Intake	Consumer Profile	Third Party Representative Information	State		
152.1	Intake	Consumer Profile	Third Party Representative Information	Title		
153.1	Intake	Consumer Profile	Third Party Representative Information	Username		
154.1	Intake	Consumer Profile	Third Party Representative Information	Zip Code		
155.1	Intake	Consumer Profile	Tipster	Report suspicion of violation of federal consumer financial protection law		
156.1	Intake	Consumer Profile	Title and Salutation			
157.1	Intake	Consumer Profile	Twitter or other Social Media Profile URL			
158.1	Intake	Consumer Profile	Type of Organization (Affiliation)			
159.1	Intake	Consumer Profile	Username			
160.1	Intake	Consumer Profile	Whistleblower or Tipster status	Employment by subject of complaint or industry insider; suspicion of violation of federal financial consumer protection law		
161.1	Intake	Consumer Profile	Zip Code			
162.1	Intake	Financial Activity	Alert	Alert about a financial institution, product, service or practice that I think the CFPB should look into		
163.1	Intake	Financial Activity	Appraisal or other property valuation	Appraisal fee-related issue		
164.1	Intake	Financial Activity	Appraisal or other property valuation	Appraisal inaccurate or disagree with the value provided in appraisal		
165.1	Intake	Financial Activity	Appraisal or other property valuation	Appraisal independence		
166.1	Intake	Financial Activity	Appraisal or other property valuation	Improper (or attempted improper) influencing of an appraiser or the appraisal process		
167.1	Intake	Financial Activity	Appraisal or other property valuation	Other		
168.1	Intake	Financial Activity	Appraisal or other property valuation	Removal or exclusion from an approved appraiser list or addition to a "do not use" list		
169.1	Intake	Financial Activity	Appraisal or other property valuation	Uniform Standards of Professional Appraisal Practice		
170.1	Intake	Financial Activity	Auto and vehicle lease	Inability to repay	Bankruptcy	
171.1	Intake	Financial Activity	Auto and vehicle lease	Inability to repay	Debt collections	
172.1	Intake	Financial Activity	Auto and vehicle lease	Inability to repay	Deficiency	
173.1	Intake	Financial Activity	Auto and vehicle lease	Inability to repay	Repossession	
174.1	Intake	Financial Activity	Auto and vehicle lease	Managing the lease	Billing, late fees	
175.1	Intake	Financial Activity	Auto and vehicle lease	Managing the lease	Credit reporting	
176.1	Intake	Financial Activity	Auto and vehicle lease	Managing the lease	Damage/loss	
177.1	Intake	Financial Activity	Auto and vehicle lease	Managing the lease	Insurance (gap, credit, etc.)	
178.1	Intake	Financial Activity	Auto and vehicle lease	Managing the lease	Privacy	

179.1	Intake	Financial Activity	Auto and vehicle lease	Shopping for a lease	Advertising/marketing	
180.1	Intake	Financial Activity	Auto and vehicle lease	Shopping for a lease	Credit denial	
181.1	Intake	Financial Activity	Auto and vehicle lease	Shopping for a lease	Sales tactics/pressure	
182.1	Intake	Financial Activity	Auto and vehicle lease	Shopping for a lease	Telemarketing	
183.1	Intake	Financial Activity	Auto and vehicle lease	Taking out the lease	Changes after closing	
184.1	Intake	Financial Activity	Auto and vehicle lease	Taking out the lease	Fraud	
185.1	Intake	Financial Activity	Auto and vehicle lease	Taking out the lease	High pressure tactics	
186.1	Intake	Financial Activity	Auto and vehicle lease	Taking out the lease	Mid-deal changes	
187.1	Intake	Financial Activity	Auto and vehicle lease	Taking out the lease	Required add-on products	
188.1	Intake	Financial Activity	Auto and vehicle lease	Taking out the lease	Trade-in payoff	
189.1	Intake	Financial Activity	Auto and vehicle loans	Inability to repay	Bankruptcy	
190.1	Intake	Financial Activity	Auto and vehicle loans	Inability to repay	Debt collections	
191.1	Intake	Financial Activity	Auto and vehicle loans	Inability to repay	Deficiency	
192.1	Intake	Financial Activity	Auto and vehicle loans	Inability to repay	Repossession	
193.1	Intake	Financial Activity	Auto and vehicle loans	Managing the loan	Billing, late fees	
194.1	Intake	Financial Activity	Auto and vehicle loans	Managing the loan	Credit reporting	
195.1	Intake	Financial Activity	Auto and vehicle loans	Managing the loan	Damage/loss	
196.1	Intake	Financial Activity	Auto and vehicle loans	Managing the loan	Insurance (gap, credit, etc.)	
197.1	Intake	Financial Activity	Auto and vehicle loans	Managing the loan	Privacy	
198.1	Intake	Financial Activity	Auto and vehicle loans	Shopping for a loan	Advertising/marketing	
199.1	Intake	Financial Activity	Auto and vehicle loans	Shopping for a loan	Credit denial	
200.1	Intake	Financial Activity	Auto and vehicle loans	Shopping for a loan	Sales tactics/pressure	
201.1	Intake	Financial Activity	Auto and vehicle loans	Shopping for a loan	Telemarketing	
202.1	Intake	Financial Activity	Auto and vehicle loans	Taking out the loan	Changes after closing	
203.1	Intake	Financial Activity	Auto and vehicle loans	Taking out the loan	Fraud	
204.1	Intake	Financial Activity	Auto and vehicle loans	Taking out the loan	High pressure tactics	
205.1	Intake	Financial Activity	Auto and vehicle loans	Taking out the loan	Mid-deal changes	
206.1	Intake	Financial Activity	Auto and vehicle loans	Taking out the loan	Required add-on products	
207.1	Intake	Financial Activity	Auto and vehicle loans	Taking out the loan	Trade-in payoff	
208.1	Intake	Financial Activity	Auto title loan	Improper repossession of auto		
209.1	Intake	Financial Activity	Bank Account or Service	Account servicing	Interest calculations	
210.1	Intake	Financial Activity	Bank Account or Service	Account servicing	Online access	
211.1	Intake	Financial Activity	Bank Account or Service	Account servicing	Remote/mobile access	
212.1	Intake	Financial Activity	Bank Account or Service	Account servicing	Statements	
213.1	Intake	Financial Activity	Bank Account or Service	Account servicing	Third party services provided by bank (e.g., ID theft protection)	
214.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Account access
215.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Denial
216.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Disclosure of fees
217.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Disclosure of fees and terms
218.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Interest
219.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Joint Account
220.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Marketing
221.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Opting in/out of debit/ATM overdraft protection
222.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Overdraft protection services
223.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Renewal/rollover (CDs only)
224.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Account opening/closing/management	Statements
225.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Availability of deposits
226.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Check cashing
227.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Lost or missing funds
228.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Payroll deposit problems
229.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Transactions hold
230.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Unauthorized transactions

231.1	Intake	Financial Activity	Bank Account or Service	Certificate of Deposit (CD)	Deposits and withdrawals	Withdrawal problems and penalties
232.1	Intake	Financial Activity	Bank Account or Service	Check cashing without an account	Account opening/closing/management	Denial
233.1	Intake	Financial Activity	Bank Account or Service	Check cashing without an account	Account opening/closing/management	Disclosure of fees and terms
234.1	Intake	Financial Activity	Bank Account or Service	Check cashing without an account	Account opening/closing/management	Interest
235.1	Intake	Financial Activity	Bank Account or Service	Check cashing without an account	Account opening/closing/management	Marketing
236.1	Intake	Financial Activity	Bank Account or Service	Check cashing without an account	Account opening/closing/management	Statements
237.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Account access
238.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Closure
239.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Denial
240.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Disclosure of fees and terms
241.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Interest
242.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Joint Account
243.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Marketing
244.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Opting in/out of debit/ATM overdraft protection
245.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Overdraft protection services
246.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Account opening/closing/management	Statements
247.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Availability of deposits
248.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Check cashing
249.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Lost or missing funds
250.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Payroll deposit problems
251.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Transactions hold
252.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Unauthorized transactions
253.1	Intake	Financial Activity	Bank Account or Service	Checking accounts	Deposits and withdrawals	Withdrawal problems and penalties
254.1	Intake	Financial Activity	Bank Account or Service	Making/receiving payments or sending money to others	Money/wire transfers	
255.1	Intake	Financial Activity	Bank Account or Service	Making/receiving payments or sending money to others	Phone or online	
256.1	Intake	Financial Activity	Bank Account or Service	Making/receiving payments or sending money to others	Problems with payments by check, card	
257.1	Intake	Financial Activity	Bank Account or Service	Making/receiving payments or sending money to others	Unauthorized transactions	
258.1	Intake	Financial Activity	Bank Account or Service	Money services (money order, cashier's check, money transfer, etc.)	Account opening/closing/management	Denial
259.1	Intake	Financial Activity	Bank Account or Service	Money services (money order, cashier's check, money transfer, etc.)	Account opening/closing/management	Disclosure of fees and terms
260.1	Intake	Financial Activity	Bank Account or Service	Money services (money order, cashier's check, money transfer, etc.)	Account opening/closing/management	Interest
261.1	Intake	Financial Activity	Bank Account or Service	Money services (money order, cashier's check, money transfer, etc.)	Account opening/closing/management	Marketing
262.1	Intake	Financial Activity	Bank Account or Service	Money services (money order, cashier's check, money transfer, etc.)	Account opening/closing/management	Statements
263.1	Intake	Financial Activity	Bank Account or Service	Problems caused by my funds being low	Bounced checks	
264.1	Intake	Financial Activity	Bank Account or Service	Problems caused by my funds being low	Credit reporting	
265.1	Intake	Financial Activity	Bank Account or Service	Problems caused by my funds being low	Late fees	
266.1	Intake	Financial Activity	Bank Account or Service	Problems caused by my funds being low	Overdraft fees	
267.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Account access
268.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Closure
269.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Denial
270.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Disclosure of fees and terms
271.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Interest
272.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Joint Account
273.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Marketing

274.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Opting in/out of debit/ATM overdraft protection
275.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Overdraft protection services
276.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Account opening/closing/management	Statements
277.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Availability of deposits
278.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Check cashing
279.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Lost or missing funds
280.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Payroll deposit problems
281.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Transactions hold
282.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Unauthorized transactions
283.1	Intake	Financial Activity	Bank Account or Service	Savings accounts	Deposits and withdrawals	Withdrawal problems and penalties
284.1	Intake	Financial Activity	Bank Account or Service	Unauthorized transactions	Check, debit card, ACH, ATM, wire/remittance, other	
285.1	Intake	Financial Activity	Bank Account or Service	Use of debit or ATM card	ATM or debit card fees	
286.1	Intake	Financial Activity	Bank Account or Service	Use of debit or ATM card	ATM problems	
287.1	Intake	Financial Activity	Bank Account or Service	Use of debit or ATM card	Disputed transaction	
288.1	Intake	Financial Activity	Bank Account or Service	Use of debit or ATM card	Unauthorized card use	
289.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Inability to repay	Bankruptcy	
290.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Inability to repay	Debt collections	
291.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Inability to repay	Deficiency	
292.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Inability to repay	Repossession	
293.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Managing the loan	Billing, late fees	
294.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Managing the loan	Credit reporting	
295.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Managing the loan	Damage/loss	
296.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Managing the loan	Insurance (gap, credit, etc.)	
297.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Managing the loan	Privacy	
298.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Shopping for a loan	Advertising/marketing	
299.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Shopping for a loan	Credit denial	
300.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Shopping for a loan	Sales tactics/pressure	
301.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Shopping for a loan	Telemarketing	
302.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Taking out the loan	Changes after closing	
303.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Taking out the loan	Fraud	
304.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Taking out the loan	High pressure tactics	
305.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Taking out the loan	Mid-deal changes	
306.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Taking out the loan	Required add-on products	
307.1	Intake	Financial Activity	Bank installment loan (medical, appliance, vacation, funeral, etc.)	Taking out the loan	Trade-in payoff	

308.1	Intake	Financial Activity	Comment	Comment about a financial institution, product, service or practice		
309.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Breach of oral agreement	
310.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Default	
311.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Location of transaction at issue	
312.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Missing or deceptive disclosures	
313.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Solicitation or Advertisement	
314.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Unclear or deceptive terms of written agreement	
315.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Collusion	
316.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Images of financial product	
317.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Inability to pay	
318.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution	Undue interference	
319.1	Intake	Financial Activity	Complaint narrative	Description of events and steps toward resolution generally		
320.1	Intake	Financial Activity	Complaint narrative	Descriptions of events and steps toward resolution	Signing of Contract	
321.1	Intake	Financial Activity	Correspondence with company			
322.1	Intake	Financial Activity	Correspondence with merchant			
323.1	Intake	Financial Activity	Correspondence with vendor/service provider			
324.1	Intake	Financial Activity	Credit information	Background/Employment Screening	Did not consent to report being pulled	
325.1	Intake	Financial Activity	Credit information	Background/Employment Screening	Not given notice that report would be obtained	
326.1	Intake	Financial Activity	Credit information	Credit report	Adverse notice/risk based pricing	
327.1	Intake	Financial Activity	Credit information	Credit report	Could not obtain free credit report	
328.1	Intake	Financial Activity	Credit information	Credit report	Fails to provide credit score information	
329.1	Intake	Financial Activity	Credit information	Credit report	Fraud alert failure	
330.1	Intake	Financial Activity	Credit information	Credit report	Improperly shared credit report with others	
331.1	Intake	Financial Activity	Credit information	Credit report	Inadequate phone help	
332.1	Intake	Financial Activity	Credit information	Credit report	Prescreening/marketing	
333.1	Intake	Financial Activity	Credit information	Credit report	Refuses request for file disclosure (improper ID)	
334.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Deleted information reinserted	
335.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Improper/incomplete credit file disclosure	
336.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Improperly conducts reinvestigation	
337.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Inaccurate info on credit report	
338.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Inaccurate public records	
339.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Investigation not timely	
340.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Outdated information on credit report	
341.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Previous dispute with credit bureaus, inadequate response	
342.1	Intake	Financial Activity	Credit information	Credit report accuracy disputes	Same item appears multiple times	
343.1	Intake	Financial Activity	Credit information	Credit score	Inaccurate credit score	
344.1	Intake	Financial Activity	Credit information	Credit score	Incorrect public record information provided to employer	



345.1	Intake	Financial Activity	Credit information	Credit score	Issue with score in adverse action notice	
346.1	Intake	Financial Activity	Credit information	Credit score	Issue with score in risk based pricing notice	
347.1	Intake	Financial Activity	Credit information	Credit score	No credit score	
348.1	Intake	Financial Activity	Credit information	Credit score	Problem with marketing/advertising of score	
349.1	Intake	Financial Activity	Credit information	Credit score	Single record shows up multiple times in report provided to employer	
350.1	Intake	Financial Activity	Credit information	Credit score	Was not provided copy of report before adverse action taken	
351.1	Intake	Financial Activity	Credit information	Credit/identity monitoring	Account terms and changes	
352.1	Intake	Financial Activity	Credit information	Credit/identity monitoring	Billing dispute	
353.1	Intake	Financial Activity	Credit information	Credit/identity monitoring	Closing/cancelling account	
354.1	Intake	Financial Activity	Credit information	Credit/identity monitoring	Insurance	
355.1	Intake	Financial Activity	Credit information	Credit/identity monitoring	Market advertising	
356.1	Intake	Financial Activity	Credit information	Creditor/collector/bank issue related to info or scores	Did not fix incorrect information supplied to CRA after consumer disputed accuracy	
357.1	Intake	Financial Activity	Credit information	Creditor/collector/bank issue related to info or scores	Problem with adverse action notice	
358.1	Intake	Financial Activity	Credit information	Creditor/collector/bank issue related to info or scores	Problem with risk-based pricing notice	
359.1	Intake	Financial Activity	Credit information	Creditor/collector/bank issue related to info or scores	Reported incorrect information to CRA	
360.1	Intake	Financial Activity	Credit information	Inability to repay	Deficiency	
361.1	Intake	Financial Activity	Credit information	Inability to repay	Identity theft	
362.1	Intake	Financial Activity	Credit information	Inability to repay	Security freeze issue	
363.1	Intake	Financial Activity	Credit information	Insurance	Did not fix incorrect information supplied to CRA after consumer disputed accuracy	
364.1	Intake	Financial Activity	Credit information	Insurance	Insurance company did not provide risk-based pricing notice or defective notice	
365.1	Intake	Financial Activity	Credit information	Insurance	Prescreened insurance offer	
366.1	Intake	Financial Activity	Credit information	Insurance	Reported incorrect information to CRA	
367.1	Intake	Financial Activity	Credit Products	Auto/vehicle loan		
368.1	Intake	Financial Activity	Credit Products	Auto/vehicle title loan		
369.1	Intake	Financial Activity	Credit Products	Credit card	Advertising/marketing	
370.1	Intake	Financial Activity	Credit Products	Credit card	Application processing delay	
371.1	Intake	Financial Activity	Credit Products	Credit card	APR or interest rate	
372.1	Intake	Financial Activity	Credit Products	Credit card	Arbitration	
373.1	Intake	Financial Activity	Credit Products	Credit card	Balance transfer	
374.1	Intake	Financial Activity	Credit Products	Credit card	Balance transfer fee	
375.1	Intake	Financial Activity	Credit Products	Credit card	Bankruptcy	
376.1	Intake	Financial Activity	Credit Products	Credit card	Billing disputes	
377.1	Intake	Financial Activity	Credit Products	Credit card	Billing statement	
378.1	Intake	Financial Activity	Credit Products	Credit card	Cash advance	
379.1	Intake	Financial Activity	Credit Products	Credit card	Cash advance fee	
380.1	Intake	Financial Activity	Credit Products	Credit card	Closing/cancelling account	
381.1	Intake	Financial Activity	Credit Products	Credit card	Collection practices	
382.1	Intake	Financial Activity	Credit Products	Credit card	Credit card payment/debt protection	
383.1	Intake	Financial Activity	Credit Products	Credit card	Credit determination	
384.1	Intake	Financial Activity	Credit Products	Credit card	Credit line increase/decrease	
385.1	Intake	Financial Activity	Credit Products	Credit card	Credit reporting	
386.1	Intake	Financial Activity	Credit Products	Credit card	Customer service/customer relations	
387.1	Intake	Financial Activity	Credit Products	Credit card	Delinquent account	
388.1	Intake	Financial Activity	Credit Products	Credit card	Forbearance/workout plans	
389.1	Intake	Financial Activity	Credit Products	Credit card	Identity theft/fraud/embezzlement	
390.1	Intake	Financial Activity	Credit Products	Credit card	Late fees	

391.1	Intake	Financial Activity	Credit Products	Credit card	Other fee	
392.1	Intake	Financial Activity	Credit Products	Credit card	Overlimit fee	
393.1	Intake	Financial Activity	Credit Products	Credit card	Payoff process	
394.1	Intake	Financial Activity	Credit Products	Credit card	Privacy	
395.1	Intake	Financial Activity	Credit Products	Payday loan		
396.1	Intake	Financial Activity	Credit Products	Tax refund anticipation loan or product		
397.1	Intake	Financial Activity	Credit Products and Consumer Loans	Auto Title Loan		
398.1	Intake	Financial Activity	Credit Products and Consumer Loans	Non-vehicle installment loan (appliance, boat, etc.)		
399.1	Intake	Financial Activity	Credit Products and Consumer Loans	Pawn Loan		
400.1	Intake	Financial Activity	Credit Products and Consumer Loans	Personal (Unsecured) Installment Loan		
401.1	Intake	Financial Activity	Credit Products and Consumer Loans	Tax Refund Loan or Product		
402.1	Intake	Financial Activity	Credit Products and Consumer Loans	Vehicle installment loan		
403.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Abusive communication or tactics	Threaten legal action
404.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Debt has been repaid or collector is seeking the wrong amount	
405.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Disclosure of debt to others	
406.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Failure to disclose information	
407.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	False or misleading representations	
408.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Improper communications, esp. 3d party	Frequent calls, failure to honor "do not contact" request, called outside 8a-9p Contact with service member commanding officer
409.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Reported false or disputed information to a credit reporting company	
410.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Trying to collect from wrong consumer	
411.1	Intake	Financial Activity	Debt collections	Financial institutions/agencies/attorneys	Unfair practices	
412.1	Intake	Financial Activity	Debt collections	Name of collector		
413.1	Intake	Financial Activity	Debt collections	Telephone contact	Company address provided for bill payment or dispute	
414.1	Intake	Financial Activity	Debt collections	Telephone contact	Current creditor	Case/file/reference number
415.1	Intake	Financial Activity	Debt collections	Telephone contact	Current creditor	Social security number
416.1	Intake	Financial Activity	Debt collections	Telephone contact	Date and time of call	
417.1	Intake	Financial Activity	Debt collections	Telephone contact	Dollar amount/balance attempted to be collected	
418.1	Intake	Financial Activity	Debt collections	Telephone contact	Original creditor (if known)	
419.1	Intake	Financial Activity	Debt collections	Telephone contact	Outbound or inbound call	
420.1	Intake	Financial Activity	Debt collections	Telephone contact	Phone number that company called from	
421.1	Intake	Financial Activity	Debt collections	Telephone contact	Written correspondence after call	
422.1	Intake	Financial Activity	Debt collections	Telephone contact	Written correspondence before call	
423.1	Intake	Financial Activity	Debt collections	Written correspondence	Case/file/reference number	
424.1	Intake	Financial Activity	Debt collections	Written correspondence	Company name	
425.1	Intake	Financial Activity	Debt collections	Written correspondence	Dollar amount of debt/balance attempted to be collected	
426.1	Intake	Financial Activity	Debt collections	Written correspondence	Payment address	
427.1	Intake	Financial Activity	Debt collections	Written correspondence	Phone number	
428.1	Intake	Financial Activity	Debt collections	Written correspondence	Social security number	
429.1	Intake	Financial Activity	Debt relief	Credit counseling agency, debt settlement or restructuring company	Disclosure	
430.1	Intake	Financial Activity	Debt relief	Credit counseling agency, debt settlement or restructuring company	Fees	
431.1	Intake	Financial Activity	Debt relief	Credit counseling agency, debt settlement or restructuring company	Servicing/contact with company	

432.1	Intake	Financial Activity	Debt relief	Credit counseling agency, debt settlement or restructuring company	Settlement	
433.1	Intake	Financial Activity	Debt relief	Credit counseling agency, debt settlement or restructuring company	Solicitation by company	
434.1	Intake	Financial Activity	Debt relief	Sent payment but never heard back from company		
435.1	Intake	Financial Activity	Deposit products	Certificate of Deposit (CD)		
436.1	Intake	Financial Activity	Deposit products	Checking accounts		
437.1	Intake	Financial Activity	Deposit products	Deposit insurance		
438.1	Intake	Financial Activity	Deposit products	Money market account		
439.1	Intake	Financial Activity	Deposit products	Other		
440.1	Intake	Financial Activity	Deposit products	Savings accounts		
441.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Age	
442.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Exercise of rights under Consumer Credit Protection Act	
443.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Marital Status	
444.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	National origin	
445.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Race or Color	
446.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Receipt of Public Assistance	
447.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Religion	
448.1	Intake	Financial Activity	Discrimination	Basis of alleged discrimination and related description	Sex	
449.1	Intake	Financial Activity	Discrimination	Consumer belief that issue involves discrimination		
450.1	Intake	Financial Activity	Feedback			
451.1	Intake	Financial Activity	Financial advisory service	Credit counseling		
452.1	Intake	Financial Activity	Financial advisory service	Debt management/settlement		
453.1	Intake	Financial Activity	Financial advisory service	Financial planner		
454.1	Intake	Financial Activity	Financial advisory service	Investment advice		
455.1	Intake	Financial Activity	Financial advisory service	Other		
456.1	Intake	Financial Activity	Fraud or Security Incident			
457.1	Intake	Financial Activity	Identity Theft			
458.1	Intake	Financial Activity	Inquiry	Question or comment		
459.1	Intake	Financial Activity	Interstate Land Sales FD Act	Other (specify)		
460.1	Intake	Financial Activity	Interstate Land Sales FD Act	Settlement service		
461.1	Intake	Financial Activity	Interstate Land Sales FD Act	Subdivision/Condo development		
462.1	Intake	Financial Activity	Methods of Payment	ACH transfer		
463.1	Intake	Financial Activity	Methods of Payment	ATM/Debit card		
464.1	Intake	Financial Activity	Methods of Payment	Check cashing		
465.1	Intake	Financial Activity	Methods of Payment	Checks		
466.1	Intake	Financial Activity	Methods of Payment	Currency exchange		
467.1	Intake	Financial Activity	Methods of Payment	Gift card		
468.1	Intake	Financial Activity	Methods of Payment	Money order		
469.1	Intake	Financial Activity	Methods of Payment	Money transmission or remittance		
470.1	Intake	Financial Activity	Methods of Payment	Other		
471.1	Intake	Financial Activity	Methods of Payment	Prepaid card/stored value card		
472.1	Intake	Financial Activity	Money services, in general	Account relationship with provider/seller/authorized agent		
473.1	Intake	Financial Activity	Money services, in general	Advertising or marketing		

474.1	Intake	Financial Activity	Money services, in general	Amount received		
475.1	Intake	Financial Activity	Money services, in general	Cancellation procedures		
476.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	In person	
477.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	Kiosk	
478.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	Mobile phone application	
479.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	Online	
480.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	Other	
481.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	Telephone	
482.1	Intake	Financial Activity	Money services, in general	Channel used to send funds	Text message	
483.1	Intake	Financial Activity	Money services, in general	Delay in cashing		
484.1	Intake	Financial Activity	Money services, in general	Delivery error: time delivery or amount delivered		
485.1	Intake	Financial Activity	Money services, in general	Error resolution procedures		
486.1	Intake	Financial Activity	Money services, in general	Exchange rate		
487.1	Intake	Financial Activity	Money services, in general	Fees or taxes paid		
488.1	Intake	Financial Activity	Money services, in general	Fraud		
489.1	Intake	Financial Activity	Money services, in general	Lost or delayed funds		
490.1	Intake	Financial Activity	Money services, in general	Lost, damaged or stolen checks or money order		
491.1	Intake	Financial Activity	Money services, in general	Name of Issuer	Merchants Express	
492.1	Intake	Financial Activity	Money services, in general	Name of Issuer	MoneyGram	
493.1	Intake	Financial Activity	Money services, in general	Name of Issuer	US Postal Service	
494.1	Intake	Financial Activity	Money services, in general	Name of Issuer	Western Union	
495.1	Intake	Financial Activity	Money services, in general	Other		
496.1	Intake	Financial Activity	Money services, in general	Overpayment or unauthorized transaction		
497.1	Intake	Financial Activity	Money services, in general	Payment device used	ATM/Debit card	
498.1	Intake	Financial Activity	Money services, in general	Payment device used	Bank/CU account	
499.1	Intake	Financial Activity	Money services, in general	Payment device used	Cash	
500.1	Intake	Financial Activity	Money services, in general	Payment device used	Credit card	
501.1	Intake	Financial Activity	Money services, in general	Payment device used	Other	
502.1	Intake	Financial Activity	Money services, in general	Prior complaint filing with money service provider	Date of complaint	
503.1	Intake	Financial Activity	Money services, in general	Prior complaint filing with money service provider	Reference number	
504.1	Intake	Financial Activity	Money services, in general	Promised date of transaction/availability		
505.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent address		
506.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent location	Online access	
507.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent location	Pickup/Receive location	
508.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent location	Storefront	
509.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Bank	
510.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Broker-dealer	
511.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Credit union	
512.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Money transmitter	
513.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Other	
514.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Retailer	
515.1	Intake	Financial Activity	Money services, in general	Provider/seller/authorized agent name	Thrift	
516.1	Intake	Financial Activity	Money services, in general	Transaction amount		
517.1	Intake	Financial Activity	Money services, in general	Transaction date	Time for Foreign currency transaction	
518.1	Intake	Financial Activity	Money services, in general	Transfer identification/transaction number/money order number/traveler check serial number		
519.1	Intake	Financial Activity	Money services, in general	Type of institution	Bank or credit union	
520.1	Intake	Financial Activity	Money services, in general	Type of institution	Broker-dealer or other investment company	

521.1	Intake	Financial Activity	Money services, in general	Type of institution	Retailer, check-casher, other storefront or online company	
522.1	Intake	Financial Activity	Money services, in general	Type of product	Check cashing	
523.1	Intake	Financial Activity	Money services, in general	Type of product	Domestic money transfer or bill pay	
524.1	Intake	Financial Activity	Money services, in general	Type of product	Foreign exchange	
525.1	Intake	Financial Activity	Money services, in general	Type of product	International money transfer and bill pay	
526.1	Intake	Financial Activity	Money services, in general	Type of product	Money orders	
527.1	Intake	Financial Activity	Money services, in general	Type of product	Travelers checks	
528.1	Intake	Financial Activity	Money services, in general	Type of service	By or cash a check, money order, traveler's check or similar payment instrument	
529.1	Intake	Financial Activity	Money services, in general	Type of service	Exchange currency	
530.1	Intake	Financial Activity	Money services, in general	Type of service	Receive a money transfer from someone in US	
531.1	Intake	Financial Activity	Money services, in general	Type of service	Receive money transfer from someone in another country	
532.1	Intake	Financial Activity	Money services, in general	Type of service	Transfer money to someone or pay a bill in the US	
533.1	Intake	Financial Activity	Money services, in general	Type of service	Transfer money to someone or pay bill in another country	
534.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Applying for the loan	Application
535.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Applying for the loan	Mortgage broker
536.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Applying for the loan	Originator
537.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Making payments	Escrow accounts
538.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Making payments	Loan servicing
539.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Making payments	Payments
540.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Problems when you are unable to pay	Collection
541.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Problems when you are unable to pay	Foreclosure
542.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Problems when you are unable to pay	Loan modification
543.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Receiving a credit offer	Credit decision
544.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Receiving a credit offer	Underwriting
545.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Signing the agreement	Costs
546.1	Intake	Financial Activity	Mortgage	Conventional adjustable mortgage (ARM)	Signing the agreement	Settlement process
547.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Applying for the loan	Application
548.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Applying for the loan	Mortgage broker
549.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Applying for the loan	Originator
550.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Making payments	Escrow accounts
551.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Making payments	Loan servicing
552.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Making payments	Payments
553.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Problems when you are unable to pay	Collection
554.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Problems when you are unable to pay	Foreclosure
555.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Problems when you are unable to pay	Loan modification
556.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Receiving a credit offer	Credit decision
557.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Receiving a credit offer	Underwriting
558.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Signing the agreement	Costs
559.1	Intake	Financial Activity	Mortgage	Conventional fixed mortgage	Signing the agreement	Settlement process
560.1	Intake	Financial Activity	Mortgage	FHA mortgage	Applying for the loan	Application
561.1	Intake	Financial Activity	Mortgage	FHA mortgage	Applying for the loan	Mortgage broker
562.1	Intake	Financial Activity	Mortgage	FHA mortgage	Applying for the loan	Originator
563.1	Intake	Financial Activity	Mortgage	FHA mortgage	Making payments	Escrow accounts
564.1	Intake	Financial Activity	Mortgage	FHA mortgage	Making payments	Loan servicing
565.1	Intake	Financial Activity	Mortgage	FHA mortgage	Making payments	Payments
566.1	Intake	Financial Activity	Mortgage	FHA mortgage	Problems when you are unable to pay	Collection
567.1	Intake	Financial Activity	Mortgage	FHA mortgage	Problems when you are unable to pay	Foreclosure
568.1	Intake	Financial Activity	Mortgage	FHA mortgage	Problems when you are unable to pay	Loan modification
569.1	Intake	Financial Activity	Mortgage	FHA mortgage	Receiving a credit offer	Credit decision

570.1	Intake	Financial Activity	Mortgage	FHA mortgage	Receiving a credit offer	Underwriting
571.1	Intake	Financial Activity	Mortgage	FHA mortgage	Signing the agreement	Costs
572.1	Intake	Financial Activity	Mortgage	FHA mortgage	Signing the agreement	Settlement process
573.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Applying for the loan	Application
574.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Applying for the loan	Mortgage broker
575.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Applying for the loan	Originator
576.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Making payments	Escrow accounts
577.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Making payments	Loan servicing
578.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Making payments	Payments
579.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Problems when you are unable to pay	Collection
580.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Problems when you are unable to pay	Foreclosure
581.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Problems when you are unable to pay	Loan modification
582.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Receiving a credit offer	Credit decision
583.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Receiving a credit offer	Underwriting
584.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Signing the agreement	Costs
585.1	Intake	Financial Activity	Mortgage	Home equity loan/line of credit	Signing the agreement	Settlement process
586.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Applying for the loan	Application
587.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Applying for the loan	Mortgage broker
588.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Applying for the loan	Originator
589.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Making payments	Escrow accounts
590.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Making payments	Loan servicing
591.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Making payments	Payments
592.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Problems when you are unable to pay	Collection
593.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Problems when you are unable to pay	Foreclosure
594.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Problems when you are unable to pay	Loan modification
595.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Receiving a credit offer	Credit decision
596.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Receiving a credit offer	Underwriting
597.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Signing the agreement	Costs
598.1	Intake	Financial Activity	Mortgage	Other mortgage/refinance/second	Signing the agreement	Settlement process
599.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Applying for the loan	Application
600.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Applying for the loan	Mortgage broker
601.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Applying for the loan	Originator
602.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Making payments	Escrow accounts
603.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Making payments	Loan servicing
604.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Making payments	Payments
605.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Problems when you are unable to pay	Collection
606.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Problems when you are unable to pay	Foreclosure
607.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Problems when you are unable to pay	Loan modification
608.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Receiving a credit offer	Credit decision
609.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Receiving a credit offer	Underwriting
610.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Signing the agreement	Costs
611.1	Intake	Financial Activity	Mortgage	Reverse mortgage	Signing the agreement	Settlement process
612.1	Intake	Financial Activity	Mortgage	VA mortgage	Applying for the loan	Application
613.1	Intake	Financial Activity	Mortgage	VA mortgage	Applying for the loan	Mortgage broker
614.1	Intake	Financial Activity	Mortgage	VA mortgage	Applying for the loan	Originator
615.1	Intake	Financial Activity	Mortgage	VA mortgage	Making payments	Escrow accounts
616.1	Intake	Financial Activity	Mortgage	VA mortgage	Making payments	Loan servicing
617.1	Intake	Financial Activity	Mortgage	VA mortgage	Making payments	Payments
618.1	Intake	Financial Activity	Mortgage	VA mortgage	Problems when you are unable to pay	Collection
619.1	Intake	Financial Activity	Mortgage	VA mortgage	Problems when you are unable to pay	Foreclosure
620.1	Intake	Financial Activity	Mortgage	VA mortgage	Problems when you are unable to pay	Loan modification
621.1	Intake	Financial Activity	Mortgage	VA mortgage	Receiving a credit offer	Credit decision
622.1	Intake	Financial Activity	Mortgage	VA mortgage	Receiving a credit offer	Underwriting
623.1	Intake	Financial Activity	Mortgage	VA mortgage	Signing the agreement	Costs

624.1	Intake	Financial Activity	Mortgage	VA mortgage	Signing the agreement	Settlement process
625.1	Intake	Financial Activity	Mortgage and related information	Condominium or HOA Fees		
626.1	Intake	Financial Activity	Mortgage and related information	Homeowner's Insurance		
627.1	Intake	Financial Activity	Mortgage and related information	Property Taxes		
628.1	Intake	Financial Activity	Non-bank money services	Check cashing and related services	Check cashing, cashing of traveler's checks, money order, other	
629.1	Intake	Financial Activity	Non-bank money services	Direct deposit products	Prepaid cards, direct deposit accounts, other	
630.1	Intake	Financial Activity	Non-bank money services	Money transfers or bill payments	Domestic money transfers or bill payments	
631.1	Intake	Financial Activity	Non-bank money services	Money transfers or bill payments	International money transfers or bill payments	
632.1	Intake	Financial Activity	Non-bank money services	Purchase and use of payment instruments	Currency, drafts, other	
633.1	Intake	Financial Activity	Non-bank money services	Purchase and use of payment instruments	Money orders, prepaid cards, traveler's checks	
634.1	Intake	Financial Activity	Other consumer loans	Personal line of credit	Shopping for a credit line	Credit denial
635.1	Intake	Financial Activity	Other consumer loans	Personal line of credit	Shopping for a credit line	Misleading marketing and sales tactics
636.1	Intake	Financial Activity	Other property identifiers	Account contact information		
637.1	Intake	Financial Activity	Other property identifiers	Account number		
638.1	Intake	Financial Activity	Other property identifiers	Credit card number		
639.1	Intake	Financial Activity	Other property identifiers	Customer or client number		
640.1	Intake	Financial Activity	Other property identifiers	Image of certificate of interest		
641.1	Intake	Financial Activity	Other property identifiers	Image of prepaid card or other instrument		
642.1	Intake	Financial Activity	Other property identifiers	Individual taxpayer id number		
643.1	Intake	Financial Activity	Other property identifiers	Loan number		
644.1	Intake	Financial Activity	Other property identifiers	Mortgage loan number		
645.1	Intake	Financial Activity	Other property identifiers	Policy number		
646.1	Intake	Financial Activity	Other property identifiers	Social security number		
647.1	Intake	Financial Activity	Payday lending	Deposit advance or payday lending		
648.1	Intake	Financial Activity	Payday lending	Fraudulent transaction/not owed		
649.1	Intake	Financial Activity	Payday lending	Improper debt collection		
650.1	Intake	Financial Activity	Payday lending	Improper disclosures		
651.1	Intake	Financial Activity	Payday lending	Improper withdrawal from bank account		
652.1	Intake	Financial Activity	Payday lending	Loan or service		
653.1	Intake	Financial Activity	Payday lending	Not able to repay		
654.1	Intake	Financial Activity	Payday lending	Online or internet loan	Employee/Agent contact	
655.1	Intake	Financial Activity	Payday lending	Overpayment		
656.1	Intake	Financial Activity	Payday lending	Paid too much in fees		
657.1	Intake	Financial Activity	Payday lending	Payment improperly allocated between principal and interest		
658.1	Intake	Financial Activity	Payday lending	State of residence		
659.1	Intake	Financial Activity	Payday lending	State where transaction executed		
660.1	Intake	Financial Activity	Payday lending	Storefront lender	Address	
661.1	Intake	Financial Activity	Payday lending	Unlicensed lender		
662.1	Intake	Financial Activity	Payday lending	Violation of state law		
663.1	Intake	Financial Activity	Prepaid Cards	Access to account balance and information		
664.1	Intake	Financial Activity	Prepaid Cards	Access to funds		
665.1	Intake	Financial Activity	Prepaid Cards	Adding money (or reloading)		
666.1	Intake	Financial Activity	Prepaid Cards	ATM withdrawal		
667.1	Intake	Financial Activity	Prepaid Cards	Bill payment		
668.1	Intake	Financial Activity	Prepaid Cards	Card name		
669.1	Intake	Financial Activity	Prepaid Cards	Card number		
670.1	Intake	Financial Activity	Prepaid Cards	Customer service phone number	Back of card reference	
671.1	Intake	Financial Activity	Prepaid Cards	Employer's name	Payroll card	
672.1	Intake	Financial Activity	Prepaid Cards	Enrollment/purchase fees		

673.1	Intake	Financial Activity	Prepaid Cards	Fee disclosure		
674.1	Intake	Financial Activity	Prepaid Cards	Issuing bank's name	Back of card reference	
675.1	Intake	Financial Activity	Prepaid Cards	Linkage to payday loan		
676.1	Intake	Financial Activity	Prepaid Cards	Logo	Payment network, American Express, Discover, MasterCard or Visa	
677.1	Intake	Financial Activity	Prepaid Cards	Lost or stolen card		
678.1	Intake	Financial Activity	Prepaid Cards	Monthly maintenance fees		
679.1	Intake	Financial Activity	Prepaid Cards	Other fees	Paper statements, declined transactions, inactivity, account closing, and replacement card	
680.1	Intake	Financial Activity	Prepaid Cards	Overdraft fees		
681.1	Intake	Financial Activity	Prepaid Cards	Reloadable (Open Loop)		
682.1	Intake	Financial Activity	Prepaid Cards	Swipe fee		
683.1	Intake	Financial Activity	Prepaid Cards	Type of card	Campus	
684.1	Intake	Financial Activity	Prepaid Cards	Type of card	General purpose	
685.1	Intake	Financial Activity	Prepaid Cards	Type of card	Gift	
686.1	Intake	Financial Activity	Prepaid Cards	Type of card	Government benefits	
687.1	Intake	Financial Activity	Prepaid Cards	Type of card	Payroll	
688.1	Intake	Financial Activity	Prepaid Cards	Type of card	Transit	
689.1	Intake	Financial Activity	Prepaid Cards	Unauthorized transactions or transfers		
690.1	Intake	Financial Activity	Prepaid Cards	Website	Back of card reference	
691.1	Intake	Financial Activity	Prepaid Cards	When and where card obtained		
692.1	Intake	Financial Activity	Related Consumer Action	Contacted another government agency		
693.1	Intake	Financial Activity	Related Consumer Action	Contacted CFPB		
694.1	Intake	Financial Activity	Related Consumer Action	Contacted company		
695.1	Intake	Financial Activity	Related Consumer Action	Description of prior attempt at resolution		
696.1	Intake	Financial Activity	Related Consumer Action	Filed a legal action		
697.1	Intake	Financial Activity	Related Consumer Action	Hired an attorney		
698.1	Intake	Financial Activity	Report of Loss	Estimate of dollar value of loss		
699.1	Intake	Financial Activity	Resolution	Desired resolution description		
700.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Getting a loan	Confusing terms
701.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Getting a loan	Credit denial
702.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Getting a loan	Disbursement problems
703.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Getting a loan	For profit college
704.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Getting a loan	Misleading marketing and sales tactics
705.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Getting a loan	Rates and fees
706.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Bankruptcy
707.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Collection
708.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Default
709.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	For profit college
710.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Income based repayment
711.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Interest rate reduction
712.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Loan forgiveness



713.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Rehabilitation/workout
714.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Inability to repay	Repayment term extension
715.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Billing
716.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Collections from co-signer
717.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Credit reporting
718.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Deferment/forbearance
719.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	For profit college
720.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Fraud
721.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Income based repayment
722.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Loan amount increase
723.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Repayment fees
724.1	Intake	Financial Activity	Student Loans	Federal (e.g., Perkins, Stafford, Direct, Consolidated, PLUS)	Paying a loan	Servicer problems
725.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Confusing terms
726.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Co-signer issue
727.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Credit denial
728.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Disbursement problems
729.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	For profit college
730.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Institutional Loan
731.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Misleading marketing and sales tactics
732.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Getting a loan	Rates and fees
733.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Bankruptcy
734.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Collection
735.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Default
736.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	For profit college
737.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Income based repayment
738.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Interest rate reduction
739.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Loan forgiveness
740.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Rehabilitation/workout

741.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Inability to repay	Repayment term extension
742.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Billing
743.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Collections from co-signer
744.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Co-signer issue
745.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Credit reporting
746.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Deferment/forbearance
747.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	For profit college
748.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Fraud
749.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Income based repayment
750.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Loan amount increase
751.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Repayment fees
752.1	Intake	Financial Activity	Student Loans	Non-federal (e.g., private, alternative, other student loan)	Paying a loan	Servicer problems
753.1	Intake	Financial Activity	Supportive documents (upload)	Bank or other account Statements		
754.1	Intake	Financial Activity	Supportive documents (upload)	Contract, agreement, or application		
755.1	Intake	Financial Activity	Supportive documents (upload)	Correspondence		
756.1	Intake	Financial Activity	Supportive documents (upload)	Other		
757.1	Intake	Financial Activity	Supportive documents (upload)	Proof of mailing or delivery		
758.1	Intake	Financial Activity	Tangible property	Description	Residential 1 to 4 Family	
759.1	Intake	Financial Activity	Tangible property	Images		
760.1	Intake	Financial Activity	Tangible property	Physical location		
761.1	Intake	Financial Activity	Time of event	Date		
762.1	Intake	Financial Activity	Use of Consumer Financial Services	Consumer leasing		
763.1	Intake	Financial Activity	Use of Consumer Financial Services	Individual retirement account (IRA)		
764.1	Intake	Financial Activity	Use of Consumer Financial Services	Pawned an item		
765.1	Intake	Financial Activity	Use of Consumer Financial Services	Safe deposit box		
766.1	Intake	Financial Activity	Use of Consumer Financial Services	Used prepaid debit card		
767.1	Intake	Financial Activity	Other property identifiers	Image of contract		
768.1	Intake	Other	Identity Theft			
769.1	Intake	Other	Individual Retirement Account (IRA)			
770.1	Intake	Other	Pawn Broker			
771.1	Intake	Other	Safe Deposit Box			
772.1	Intake	Other	Emerging Financial Activity in Consumer Market			
773.1	Intake	Preferences	Access to confidential financial information	Authorization or Agreement		
774.1	Intake	Preferences	Consumer Communication	Email		
775.1	Intake	Preferences	Consumer Communication	Mail		
776.1	Intake	Preferences	Consumer Communication	Phone		
777.1	Intake	Preferences	Consumer Communication	SMS		
778.1	Intake	Preferences	Emergency Alert or Notification (e.g., identity theft)	Email		
779.1	Intake	Preferences	Emergency Alert or Notification (e.g., identity theft)	Mail		

780.1	Intake	Preferences	Emergency Alert or Notification (e.g., identity theft)	Phone		
781.1	Intake	Preferences	Emergency Alert or Notification (e.g., identity theft)	SMS		
782.1	Intake	Preferences	Interview Release	Authorization or Agreement		
783.1	Intake	Preferences	Public Database	Opt out or Opt in		
784.1	Intake	Preferences	Third Party or Media Publication Release	Authorization or Agreement		
785.1	Intake	Preferences	Time to Contact	Morning, Early Afternoon, Late Afternoon		
786.1	Intake	Property Development	Settlement Service			
787.1	Intake	Property Development	Subdivision and Condo Development			
788.1	Intake	Subject Profile	Business Mailing Address			
789.1	Intake	Subject Profile	City or County			
790.1	Intake	Subject Profile	City/state of school			
791.1	Intake	Subject Profile	Company Name			
792.1	Intake	Subject Profile	Contact Email			
793.1	Intake	Subject Profile	Public Response to Public Database Entry	Opt out or Opt in		
794.1	Intake	Subject Profile	Doing business as name or fictitious name			
795.1	Intake	Subject Profile	Employee/Agent Information	Employee Email		
796.1	Intake	Subject Profile	Employee/Agent Information	Employee ID		
797.1	Intake	Subject Profile	Employee/Agent Information	Employee Name (First, Last, MI)		
798.1	Intake	Subject Profile	Employee/Agent Information	Employee Phone Number		
799.1	Intake	Subject Profile	Employee/Agent Information	Physical location		
800.1	Intake	Subject Profile	Fax			
801.1	Intake	Subject Profile	Images of financial product			
802.1	Intake	Subject Profile	Merchant Name			
803.1	Intake	Subject Profile	Mortgage Servicer			
804.1	Intake	Subject Profile	Name of school			
805.1	Intake	Subject Profile	Organizational Biography			
806.1	Intake	Subject Profile	Organizational Website URL			
807.1	Intake	Subject Profile	Phone Number			
808.1	Intake	Subject Profile	Physical Office Address	Non-US office address		
809.1	Intake	Subject Profile	Registration			
810.1	Intake	Subject Profile	State			
811.1	Intake	Subject Profile	Type of Service Provider			
812.1	Intake	Subject Profile	Username			
813.1	Intake	Subject Profile	Vendor/Service Provider Name			
814.1	Intake	Subject Profile	Zip Code			
815.1	Intake	Third Party Status	Receipt of Payment - Fee for Service			
816.1	Intake	Third Party Status	Proof of Authorization to Represent Consumer			
817.1	Intake	Third Party Status	Type of Agent for the Consumer			

**GENERIC CLEARANCE INVENTORY**

ID Number	Category	Sub-Category	Service, Product, or Field	Issues	Sub-Issues	Related Issues
1.2	Feedback	All Stakeholders	All CFPB Offerings	Overall Satisfaction	Anticipating Customers Needs	
2.2	Feedback	All Stakeholders	All CFPB Offerings	Transparency	Perception that CFPB's processes are transparent	
3.2	Feedback	All Stakeholders	All CFPB Offerings	Transparency	Perception that sufficient information is provided on the status of complaint	
4.2	Feedback	All Stakeholders	Complaint Intake Form	Overall Satisfaction	All elements Specific elements	
5.2	Feedback	Consumer	CFPB Branding	Understanding of the term "CFPB" and what it represents		
6.2	Feedback	Consumer	CFPB Consumer Communication, generally	Learning	Intended application of learning	Changes in consumer decision-making involving money
7.2	Feedback	Consumer	CFPB Consumer Communication, generally	Overall Satisfaction	Commitment to resolve complaints with the authority of CFPB	
8.2	Feedback	Consumer	CFPB Consumer Communication, generally	Overall Satisfaction	Perceived empowerment to optimize CFPB services	
9.2	Feedback	Consumer	CFPB Consumer Communication, generally	Overall Satisfaction	Perceived expectations	
10.2	Feedback	Consumer	CFPB Consumer Communication, generally	Referral to Another Agency	Consumer satisfaction	
11.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Ease of navigation/finding information	
12.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Recommended improvements	Recommended product or service offerings
13.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Timeliness of delivery	
14.2	Feedback	Consumer	CFPB Consumer Communication, generally	Accessibility	Availability and format of product or service	
15.2	Feedback	Consumer	CFPB Consumer Communication, generally	Accessibility	Quality of visuals/graphics or readability	Vision, hearing, speech impaired users
16.2	Feedback	Consumer	CFPB Consumer Communication, generally	Clarity of instructions		
17.2	Feedback	Consumer	CFPB Consumer Communication, generally	Knowledge base	Relevance, thoroughness, clarity	
18.2	Feedback	Consumer	CFPB Consumer Communication, generally	Learning	Description of what consumer learned	
19.2	Feedback	Consumer	CFPB Consumer Communication, generally	Learning	Inquiry response	Relevance, thoroughness, clarity
20.2	Feedback	Consumer	CFPB Consumer Communication, generally	Learning	Level of understanding after using product or service	FAQ helpfulness
21.2	Feedback	Consumer	CFPB Consumer Communication, generally	Overall Satisfaction	Meeting of expectations	Recommended product or service improvements
22.2	Feedback	Consumer	CFPB Consumer Communication, generally	Referral to Company	Consumer satisfaction	
23.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Clarity of Information	Clarity of "next steps" communications
24.2	Feedback	Consumer	CFPB Recognition	Personal knowledge of authority, Role and Responsibilities		
25.2	Feedback	Consumer	Consumer Experience	Satisfaction with case resolution		
26.2	Feedback	Consumer	CPFB Business Process Satisfaction	Usefulness and satisfaction with complaint progress visualization		
27.2	Feedback	Consumer	All CFPB Offerings	Consumer Experience	Clarity of correspondence	
28.2	Feedback	Consumer	All CFPB Offerings	Consumer Experience	Education from Consumer Response correspondence	

29.2	Feedback	Consumer	All CFPB Offerings	Consumer Experience	Likelihood of future contact	
30.2	Feedback	Consumer	All CFPB Offerings	Consumer Experience	Usefulness of Consumer Response correspondence	
31.2	Feedback	Consumer	All Communication Channels (phone, web, etc.)	Consumer Experience	Availability of needed information	
32.2	Feedback	Consumer	All Communication Channels (phone, web, etc.)	Consumer Experience	Comprehension of nomenclature or terminology	
33.2	Feedback	Consumer	All Communication Channels(phone, web, etc.)	Satisfaction	Satisfaction with CFPB consumer contact experience	
34.2	Feedback	Consumer	CFPB Consumer Complaint Communication	Close out or final disposition	Consumer satisfaction	
35.2	Feedback	Consumer	CFPB Consumer Complaint Communication	Consumer Complaint Processing	Gathering information, financial institution review, consumer review	
36.2	Feedback	Consumer	CFPB Consumer Complaint Communication	Consumer Complaint Submission	Phone, Web, Mail, Fax, etc.	
37.2	Feedback	Consumer	CFPB Consumer Complaint Communication	Consumer Response investigation	Consumer satisfaction	
38.2	Feedback	Consumer	CFPB Consumer Complaint Communication	Interactive Voice Response (IVR)	Responsiveness	Relevance, thoroughness, clarity
39.2	Feedback	Consumer	CFPB Consumer Complaint Communication	Status checks	Consumer satisfaction	
40.2	Feedback	Consumer	CFPB consumer Complaint Communication	Intake	Consumer satisfaction	
41.2	Feedback	Consumer	Consumer Education	Online Tools	Consumer satisfaction	
42.2	Feedback	Consumer	Consumer Education	Other Resources	Consumer satisfaction	
43.2	Feedback	Consumer	Consumer Portal	Consumer Experience	Ease of use	
44.2	Feedback	Consumer	Consumer Portal	Consumer Experience	Logging in	
45.2	Feedback	Consumer	Consumer Portal	Consumer Experience	Setting up account	
46.2	Feedback	Consumer	Consumer Portal	Consumer Experience	Uploading/downloading	
47.2	Feedback	Consumer	Consumer Portal	Technical support	Consumer satisfaction	
48.2	Feedback	Consumer	Consumer Portal	Upload/download	Consumer satisfaction	
49.2	Feedback	Consumer	Phone	Clarity of Information	Clarity of "next steps" communications	
50.2	Feedback	Consumer	Phone	Clarity of Information	Clarity of information relayed by customer service rep	
51.2	Feedback	Consumer	Phone	Courteousness	Courteousness of customer service rep	
52.2	Feedback	Consumer	Phone	Desired outcome	Objective in contacting the CFPB	Consumer rights education
53.2	Feedback	Consumer	Phone	Desired outcome	Objective in contacting the CFPB	Financial product education
54.2	Feedback	Consumer	Phone	Desired outcome	Objective in contacting the CFPB	Obtaining complaint assistance
55.2	Feedback	Consumer	Phone	Desired outcome	Objective in contacting the CFPB	Story sharing and empathy
56.2	Feedback	Consumer	Phone	Helpfulness	Helpfulness of customer service rep	
57.2	Feedback	Consumer	Phone	Knowledge base	Demonstration of knowledge of relevant information by customer service rep	
58.2	Feedback	Consumer	Phone	Prior contact	Channel of prior contact with CFPB for customer service related concerns	Web, Telephone, Mail, Fax, Chat contact
59.2	Feedback	Consumer	Phone	Problem Solving	Ability to resolve problem or re-direct consumer to appropriate channel	
60.2	Feedback	Consumer	Phone	Reason for contact	Credit/Credit Card Education or Assistance	
61.2	Feedback	Consumer	Phone	Reason for contact	Mortgage or Loan Education or Assistance	
62.2	Feedback	Consumer	Phone	Reason for contact	Senior Citizen Financial Planning Education or Assistance	
63.2	Feedback	Consumer	Phone	Reason for contact	Service member Financial Planning Education or Assistance	
64.2	Feedback	Consumer	Phone	Reason for contact	Student Loan or Repayment Education or Assistance	
65.2	Feedback	Consumer	Phone	Satisfactory referral	Satisfaction with CFPB complaint referral	
66.2	Feedback	Consumer	Web	Accessibility	Ease or difficulty in finding information on web	
67.2	Feedback	Consumer	Web	Consumer Experience	Clarity of instructions	
68.2	Feedback	Consumer	Web	Consumer Experience	Ease or difficulty in using web functions	

69.2	Feedback	Consumer	Web	Consumer Experience	Helpfulness of search functions	
70.2	Feedback	Consumer	Web	Consumer Experience	Level of effort to navigate to desired information	
71.2	Feedback	Consumer	Web	Consumer Experience	Navigation buttons, tabs, links, etc.	
72.2	Feedback	Consumer	Web	Consumer Experience	Organization confusing or easy to understand	
73.2	Feedback	Consumer	Web	Technical support	Consumer satisfaction	
74.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Expertise of staff	
75.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Expertise of staff	
76.2	Feedback	Consumer	Consumer Satisfaction	Recommendations to friends and family with similar complaints		
77.2	Feedback	Consumer	Consumer Satisfaction	Recommendations to friends and family with similar complaints		
78.2	Feedback	Consumer	Referral	How consumer learned about CFPB	Information provided by agency or other entity	
79.2	Feedback	Consumer	Referral	How consumer learned about CFPB	Information provided by agency or other entity	
80.2	Feedback	Consumer	Referral	What contact information received by consumer about CFPB on referral		
81.2	Feedback	Consumer	Referral	What contact information received by consumer about CFPB on referral		
82.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Professionalism and courtesy	
83.2	Feedback	Consumer	CFPB Consumer Communication, generally	Responsiveness	Professionalism and courtesy	
84.2	Feedback	Consumer	Consumer Experience	Privacy	Understanding that CFPB only shares PII with company that is subject of complaint	
85.2	Feedback	Consumer	Consumer Experience	Privacy	Understanding that CFPB only shares PII with company that is subject of complaint	
86.2	Feedback	Consumer	Consumer Web-based Complaint Portal	Overall Satisfaction		
87.2	Feedback	Consumer	Consumer Web-based Complaint Portal	Overall Satisfaction		
88.2	Feedback	Referral - Agency	All Communication Channels (phone, web, etc.)	Agency Experience	Clarity of Consumer Response correspondence	Agency satisfaction
89.2	Feedback	Referral - Agency	All Communication Channels (phone, web, etc.)	Agency Experience	Education from Consumer Response correspondence	
90.2	Feedback	Referral - Agency	All Communication Channels (phone, web, etc.)	Agency Experience	Usefulness of Consumer Response correspondence	Agency satisfaction
91.2	Feedback	Referral - Agency	All Products/Services	Consumer Response Expertise	Referral	Agency satisfaction
92.2	Feedback	Referral - Agency	Government Portal	Accessibility	Agency satisfaction	
93.2	Feedback	Referral - Agency	Government Portal	Clarity of instructions	Agency satisfaction	
94.2	Feedback	Referral - Agency	Government Portal	Government Portal technical support	Inquiry Response	Timeliness, relevance, thoroughness, clarity
95.2	Feedback	Referral - Agency	Government Portal	Ease of Use	Agency satisfaction	
96.2	Feedback	Referral - Agency	Government Portal	Logging in	Agency satisfaction	
97.2	Feedback	Referral - Agency	Government Portal	Overall Service	Documentation, support, training	Agency satisfaction
98.2	Feedback	Referral - Agency	Government Portal	Report generation	Agency satisfaction	
99.2	Feedback	Referral - Agency	Government Portal	Setting up account	Agency satisfaction	
100.2	Feedback	Referral - Agency	Government Portal	Upload/download	Agency satisfaction	
101.2	Feedback	Referral - Representative or Nongovernmental organization	All Communication Channels (phone, web, etc.)	Agency Experience	Clarity of Consumer Response correspondence	Agency satisfaction

102.2	Feedback	Referral - Representative or Nongovernmental organization	All Communication Channels (phone, web, etc.)	Agency Experience	Education from Consumer Response correspondence	
103.2	Feedback	Referral - Representative or Nongovernmental organization	All Communication Channels (phone, web, etc.)	Agency Experience	Usefulness of Consumer Response correspondence	Agency satisfaction
104.2	Feedback	Referral - Representative or Nongovernmental organization	All Products/Services	Consumer Response Expertise	Referral	Agency satisfaction
105.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Accessibility	Agency satisfaction	
106.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Clarity of instructions	Agency satisfaction	
107.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Company Portal technical support	Inquiry Response	Timeliness, relevance, thoroughness, clarity
108.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Ease of Use	Agency satisfaction	
109.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Ease of Use	Agency satisfaction	
110.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Logging in	Agency satisfaction	
111.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Overall Service	Documentation, support, training	Agency satisfaction
112.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Report generation	Agency satisfaction	
113.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Setting up account	Agency satisfaction	
114.2	Feedback	Referral - Representative or Nongovernmental organization	Government Portal	Upload/download	Agency satisfaction	
115.2	Feedback	Referral - Subject of/Respondent to Complaint	All Communication Channels (phone, web, etc.)	Consumer Experience	Clarity of correspondence	
116.2	Feedback	Referral - Subject of/Respondent to Complaint	All Communication Channels (phone, web, etc.)	Consumer Experience	Education from Consumer Response correspondence	
117.2	Feedback	Referral - Subject of/Respondent to Complaint	All Communication Channels (phone, web, etc.)	Consumer Experience	Likelihood of future contact	
118.2	Feedback	Referral - Subject of/Respondent to Complaint	All Communication Channels (phone, web, etc.)	Consumer Experience	Usefulness of Consumer Response correspondence	
119.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Accessibility	Company satisfaction	
120.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Appropriateness of resource materials provided to users	Company satisfaction	
121.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Clarity and logic in training users	Company satisfaction	
122.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Clarity of instructions	Company satisfaction	
123.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Company Portal technical support	Inquiry Response	Timeliness, relevance, thoroughness, clarity
124.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Data security and software compatibility		
125.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Ease of Use	Company satisfaction	
126.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Knowledge, preparedness, professionalism in training users	Company satisfaction	
127.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Logging in	Company satisfaction	
128.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Overall Service	Documentation, support, training	
129.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Recommendations for improvement	Suggested training, presentations and topics	
130.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Report generation	Company satisfaction	
131.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Resolution Time Frame	Direct to company or other company channels compared to Consumer Response	
132.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Setting up account	Company satisfaction	
133.2	Feedback	Referral - Subject of/Respondent to Complaint	Company Portal	Upload/download	Company satisfaction	

**GENERIC CLEARANCE INVENTORY**

ID Number	Category	Sub-Category	Service, Product, or Field	Issues	Sub-Issues	Related Issues
1.3	Referral	Referral - Agency	Data security	Related procedures used by referral agency in receipt of CFPB referrals		
2.3	Referral	Referral - Agency	Exigent circumstances	Referred complaint involves fraud in progress or suspicion of imminent harm		
3.3	Referral	Referral - Agency	Government Portal	Access Administrator	Name, title, and contact information	
4.3	Referral	Referral - Agency	Government Portal	Applicant or authorized officer	Name, title, contact information and source of authority	
5.3	Referral	Referral - Agency	Government Portal	Authorized users	Name, title, contact information	
6.3	Referral	Referral - Agency	Information privacy	Related procedures used by referral agency in receipt of CFPB referrals		
7.3	Referral	Referral - Agency	Legal authority to access CFPB data and information			
8.3	Referral	Referral - Agency	Name of agency and official address			
9.3	Referral	Referral - Agency	Software compatibility with CFPB technology			
10.3	Referral	Referral - Representative or Non-governmental organization	Data security	Related procedures used in receipt of CFPB referrals		
11.3	Referral	Referral - Representative or Non-governmental organization	Exigent circumstances	Referred complaint involves suicidal ideation or suspicion of imminent harm		
12.3	Referral	Referral - Representative or Non-governmental organization	Government Portal	Access Administrator	Name, title, and contact information	
13.3	Referral	Referral - Representative or Non-governmental organization	Government Portal	Applicant or authorized officer	Name, title, contact information and source of authority	
14.3	Referral	Referral - Representative or Non-governmental organization	Government Portal	Authorized users	Name, title, contact information	
15.3	Referral	Referral - Representative or Non-governmental organization	Information privacy	Related procedures used in receipt of CFPB referrals		
16.3	Referral	Referral - Representative or Non-governmental organization	Legal authority to access information			
17.3	Referral	Referral - Representative or Non-governmental organization	Name of representative and official address			
18.3	Referral	Referral - Representative or Non-governmental organization	Software compatibility with CFPB technology			
19.3	Referral	Referral - Subject of/Respondent to Complaint	Counsel	Contact information		
20.3	Referral	Referral - Subject of/Respondent to Complaint	Data security	Related procedures		
21.3	Referral	Referral - Subject of/Respondent to Complaint	Point-of-contact	Contact information		
22.3	Referral	Referral - Subject of /Respondent to Complaint	Software compatibility with CFPB technology			
23.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Application, forms and marketing materials		
24.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Associated email addresses and websites		
25.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Associated phone numbers		
26.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Company biography		
27.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Fictitious names		
28.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Images of consumer products		
29.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	NMLS Identifier		
30.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Other unique identifier		
31.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Third party service providers	Telemarketers	
32.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Third party service providers and Vendors	Servicing contract	
34.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Affiliates Parent Company Equity Owner		
35.3	Referral	Referral - Subject of/Respondent to Complaint	Subject/Respondent Identifiers	Corporate headquarters Physical office Mailing address		



**GENERIC CLEARANCE INVENTORY**

ID Number	Category	Sub-Category	Service, Product, or Field	Issues	Sub-Issues	Related Issues
1.4	Monitoring	Referral - Agency	Post-referral status	Closed complaints	Number of closed complaints Quality of closed complaints	
2.4	Monitoring	Referral - Agency	Post-referral status	Complaints pending response from company	Number of pending complaints Quality of pending complaints	
3.4	Monitoring	Referral - Agency	Post-referral status	Complaints referred to another entity	Number of referred complaints Quality of referred complaints	
4.4	Monitoring	Referral - Agency	Post-referral status	Complaints under review	Number of complaints under review Quality of complaints under review	
5.4	Monitoring	Referral - Agency	Post-referral status	Complaints withdrawn post-referral	Number of complaints withdrawn Quality of complaints withdrawn	
6.4	Monitoring	Referral - Agency	Post-referral status	Resolution or other disposition	Number of days to resolution or other disposition	
7.4	Monitoring	Referral - Representative or NGO	Post-referral status	Closed complaints	Number of closed complaints Quality of closed complaints	
8.4	Monitoring	Referral - Representative or NGO	Post-referral status	Complaints pending response from company	Number of pending complaints Quality of pending complaints	
9.4	Monitoring	Referral - Representative or NGO	Post-referral status	Complaints referred to another entity	Number of referred complaints Quality of referred complaints	
10.4	Monitoring	Referral - Representative or NGO	Post-referral status	Complaints under review	Number of complaints under review Quality of complaints under review	
11.4	Monitoring	Referral - Representative or NGO	Post-referral status	Complaints withdrawn post-referral	Number of complaints withdrawn Quality of complaints withdrawn	
12.4	Monitoring	Referral - Representative or NGO	Post-referral status	Resolution or other disposition	Number of days to resolution or other disposition	
13.4	Monitoring	Referral - Subject/Respondent	Complaint management	Closed complaints	Number of closed complaints Quality of closed complaints	
14.4	Monitoring	Referral - Subject/Respondent	Complaint management	Complaint categorization		
15.4	Monitoring	Referral - Subject/Respondent	Complaint management	Complaint issue identification	Multi-issue or secondary issue	
16.4	Monitoring	Referral - Subject/Respondent	Complaint management	Complaints referred to another entity	Number of referred complaints Quality of referred complaints	
17.4	Monitoring	Referral - Subject/Respondent	Complaint management	Complaints under review	Number of complaints under review Quality of complaints under review	
18.4	Monitoring	Referral - Subject/Respondent	Complaint management	Complaints withdrawn post-referral	Number of complaints withdrawn Quality of complaints withdrawn	
19.4	Monitoring	Referral - Subject/Respondent	Complaint management	Disposition or resolution time frame		
20.4	Monitoring	Referral - Subject/Respondent	Complaint management	Internal service changes	Impact on resolution time frame	
21.4	Monitoring	Referral - Subject/Respondent	Complaint management	Prior or pending communication with consumer		

## Glossary

Accessibility	Accessibility of consumer complaint processes to public
Authority	Information related to CFPB authority to process the complaint; information needed to help CFPB determine whether the financial activity at issue is one over which the CFPB has jurisdiction
Consumer	Relating to person who may be characterized as a consumer, e.g., an individual who purchases a financial product or service for personal use
Consumer Profile	Information needed to identify consumer or consumer's third party representative for purpose of, among other things, establishing a business relationship with the company that is the subject of the complaint
Feedback	Stakeholder feedback (e.g., consumer, company, agency)
Financial Activity	Market activity that involves the financial product or service at issue in a complaint
Intake	Consumer complaint and inquiry intake
Monitoring	CFPB oversight of consumer complaint processes
Preferences	Consumer preferences collected at complaint intake
Referral	Processes related to complaint referral to companies and agencies
Referral - Agency	Agency receiving CFPB referred complaint
Referral - Representative or Non-governmental organization	Representative of consumer or non-governmental organization receiving CFPB referred complaint
Referral - Subject of/Respondent to Complaint	Company receiving consumer complaint for purpose of responding to complaint
Subject Profile	Information related to the subject of the consumer complaint (e.g., company)