

Product	Sub-product (applies to all sub-products listed)
Vehicle loan or lease	Loan, lease
Vehicle loan or lease	Loan, lease
Vehicle loan or lease	Loan, lease
Vehicle loan or lease	Loan, lease
Vehicle loan or lease	Loan, lease
Vehicle loan or lease	Loan, lease
Credit card or prepaid card	Store credit card (can use only at specific store or chain of stores)
Credit card or prepaid card	General-purpose prepaid card (can use anywhere; often sold at stores)
Credit card or prepaid card	Student prepaid card (prepaid card that is linked to your school account or student ID that may be used to pay for books, meals or tuition)
Credit card or prepaid card	General-purpose prepaid card, Gift card, Payroll card, Government benefit card, Student prepaid card
Checking or savings account	Checking account, Savings account, Debit card, Other banking product or service

Money transfer, virtual currency, or money service      Mobile or digital wallet

Debt collection      Credit card debt, Mortgage debt, Medical debt, Payday loan debt, Auto debt, Federal student loan debt, Private student loan debt, Other debt, I do not know

**(product data driven questions)**

**Issue**

Was the loan for a new or used vehicle? [New/Used]

Problem at the end of the loan or lease (title, refinancing, extending a lease)

Problem at the end of the loan or lease (title, refinancing, extending a lease)

Problem at the end of the loan or lease (title, refinancing, extending a lease)

Problem at the end of the loan or lease (title, refinancing, extending a lease)

Is your paycheck or government benefit payment automatically loaded onto the card (often called "direct deposit")? [yes/no]

Is your student loan automatically loaded onto the card? [yes/no]

Trouble using the card

Problem caused by your funds being low

Are you able to store an account balance on the wallet that you can add to or draw from to use for purchases or payments?  
[yes/no/not sure]

Took or threatened to take negative or legal action (threatened to sue, arrest you, seize property, deport you, collect exempt funds, damage your credit)

## Sub-issues

(issue data-driven questions)

Problem related to refinancing

Problem while selling or giving up the vehicle

Problem when attempting to purchase vehicle at the end of the lease

Problem extending the lease

Problem with a check written from your prepaid card account

Non-sufficient funds and associated fees

Threatened or suggested your  
credit would be damaged

1 of 8 sub-issues

1 of 8 sub-issues

1 of 8 sub-issues

1 of 8 sub-issues

1 of 8 sub-issues

1 of 4 sub-issues

1 of 8 sub-issues