

Attachment 3- Net New Complaint Form Fields and Values

New fields and values are highlighted below

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
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)
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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	Other notes
Problem related to refinancing	1 of 8 sub-issues
Problem while selling or giving up the vehicle	1 of 8 sub-issues
Problem when attempting to purchase vehicle at the end of the lease	1 of 8 sub-issues
Problem extending the lease	1 of 8 sub-issues
Problem with a check written from your prepaid card account	1 of 8 sub-issues
Non-sufficient funds and associated fees	1 of 4 sub-issues
Threatened or suggested your credit would be damaged	1 of 8 sub-issues