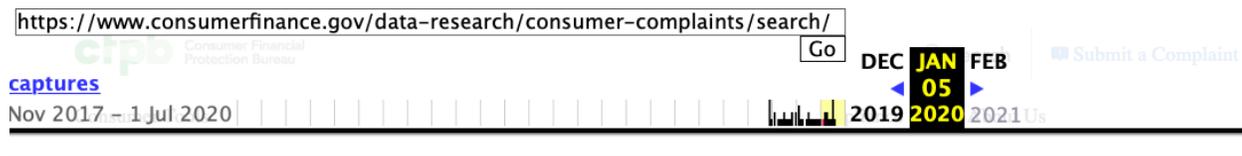


Attachment: Screenshots (3 August 2020) of archived CFPB pages from archive.org.

Figure 1: How complaints search page had narratives at top of left column filter list (screenshot of archive.org page captured on 5 Jan 2020, highlight added).



Consumer Complaint Database ^{BETA}

Consumer complaints are added to this public database after the company has responded to the complaint, confirming a commercial relationship with the consumer, or after they've had the complaint for 15 calendar days, whichever comes first. We don't verify all the facts alleged in complaints, but we do give companies the opportunity to publicly respond to complaints by selecting responses from a pre-populated list. Company-level information should be considered in the context of company size and/or market share.

[More about the complaint database](#) | [How we use complaint data](#) | [Technical documentation](#) | [View complaint data in Socrata](#)

Search complaint data (last updated: 3/11/2020)

Search Within

All Data

Q Enter your search term(s)

Search

[Show advanced search tips](#)

Filter results by...

Only show complaints with narratives?

Yes

Showing 1,525,339 total complaints

SHOW 25 RESULTS

SORT BY NEWEST TO OLDEST

[EXPORT RESULTS](#)

3561258

Date received: 3/10/2020

Figure 2: Excerpt of Home page showing direct link to database (capture of 4 May 2019, highlight added).

<https://www.consumerfinance.gov/>

Whether you want to put money aside for unexpected expenses or make a plan to save for your future goals, We offer clear answers to hundreds of financial questions.

Go

APR MAY JUN

04

2018 2019 2020

Learn more

choices about your money.

[Ask CFPB](#)



Submit a complaint

Can't fix a problem with a financial product or service? Submit a complaint. We'll work to get you a response from the company.

[Submit your complaint](#)

[Browse public complaints about companies](#)



Get answers to money questions

Financial matters can be complicated. Get the facts you need to make choices about money, credit scores, mortgages, and more.

[Find answers to common questions](#)



Reach your financial goals

For the big financial decisions in your life, we offer free tools and resources to help you reach your goals.

[Paying for College](#)

[Buying a House](#)

[Planning for Retirement](#)

Figure 3: Excerpt of database landing page with both a “Read consumer narratives” and a “View complaint data” button (Capture of 4 May 2019, highlight added).

https://www.consumerfinance.gov/data-research/consumer-complaints/

Protection Bureau

Go Search Submit a Complaint

APR MAY JUN

04

2018 2019 2020

About Us

45 captures

4 Apr 2016 - 3 Aug 2020

Consumer Complaint Database

Each week we send thousands of consumers' complaints about financial products and services to companies for response. Those complaints are published here after the company responds or after 15 days, whichever comes first. By adding their voice, consumers help improve the financial marketplace.





Consumers have let us know they want to share their complaint descriptions so others can learn from their experience.

[Read consumer narratives](#)



View, sort, and filter data right in your browser.

[View complaint data](#)



All complaint data we publish is freely available for anyone to use, analyze, and build on.

[Download options and API](#)