

Complaint Snapshot

Office of Consumer Response // August 2021



Consumer complaint bulletins

CONSUMER FINANCIAL PROTECTION BUREAU | MAY 2021

Complaint Bulletin

Mortgage forbearance issues described in consumer complaints



CONSUMER FINANCIAL PROTECTION BUREAU | JULY 2021

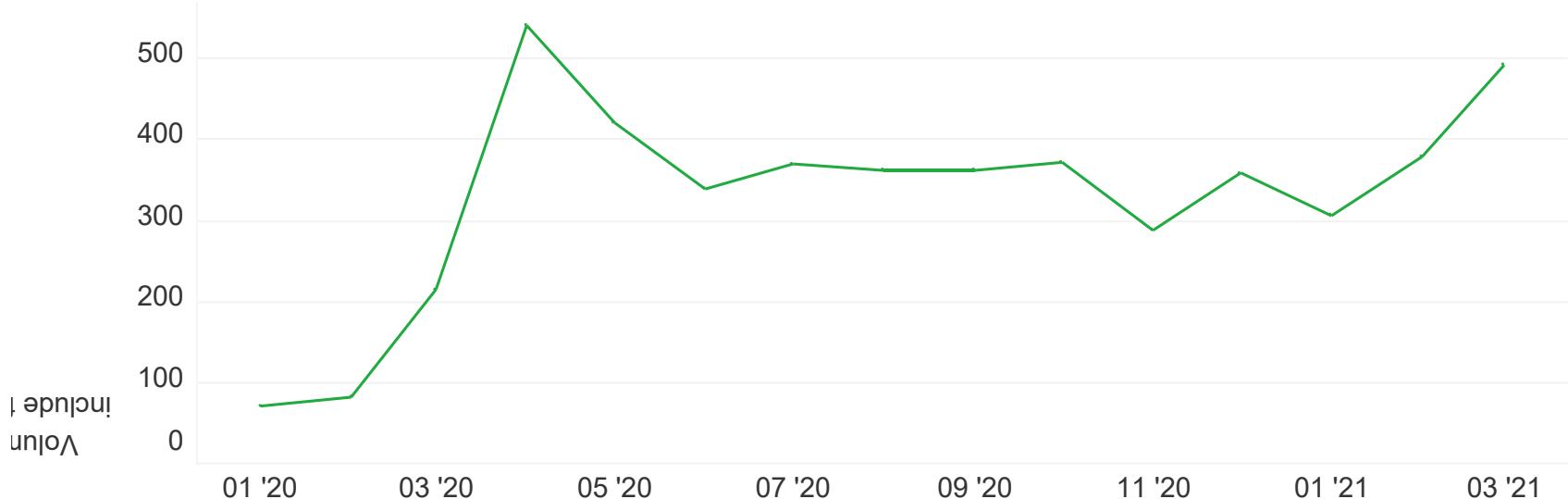
Complaint Bulletin

COVID-19 issues described in consumer complaints



Mortgage complaints

FIGURE 1: VOLUME OF MORTGAGE FORBEARANCE COMPLAINTS, BY MONTH



Mortgage forbearance complaints are defined in this presentation as mortgage complaints where the consumer used certain keywords, such as forbearance and deferment, in their narrative text.

Federal student loan complaints

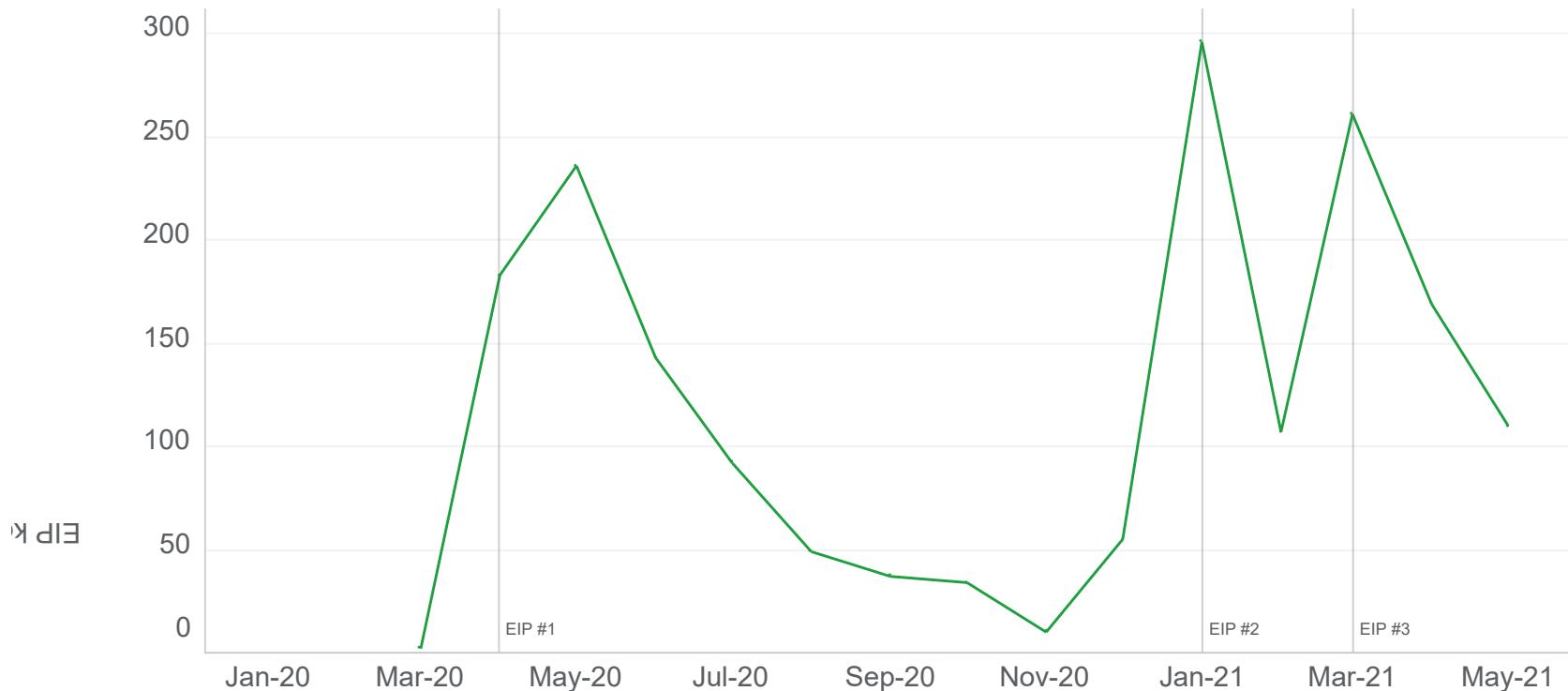
FIGURE 2: FEDERAL STUDENT LOAN COMPLAINTS, BY MONTH



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Complaints about economic impact payments

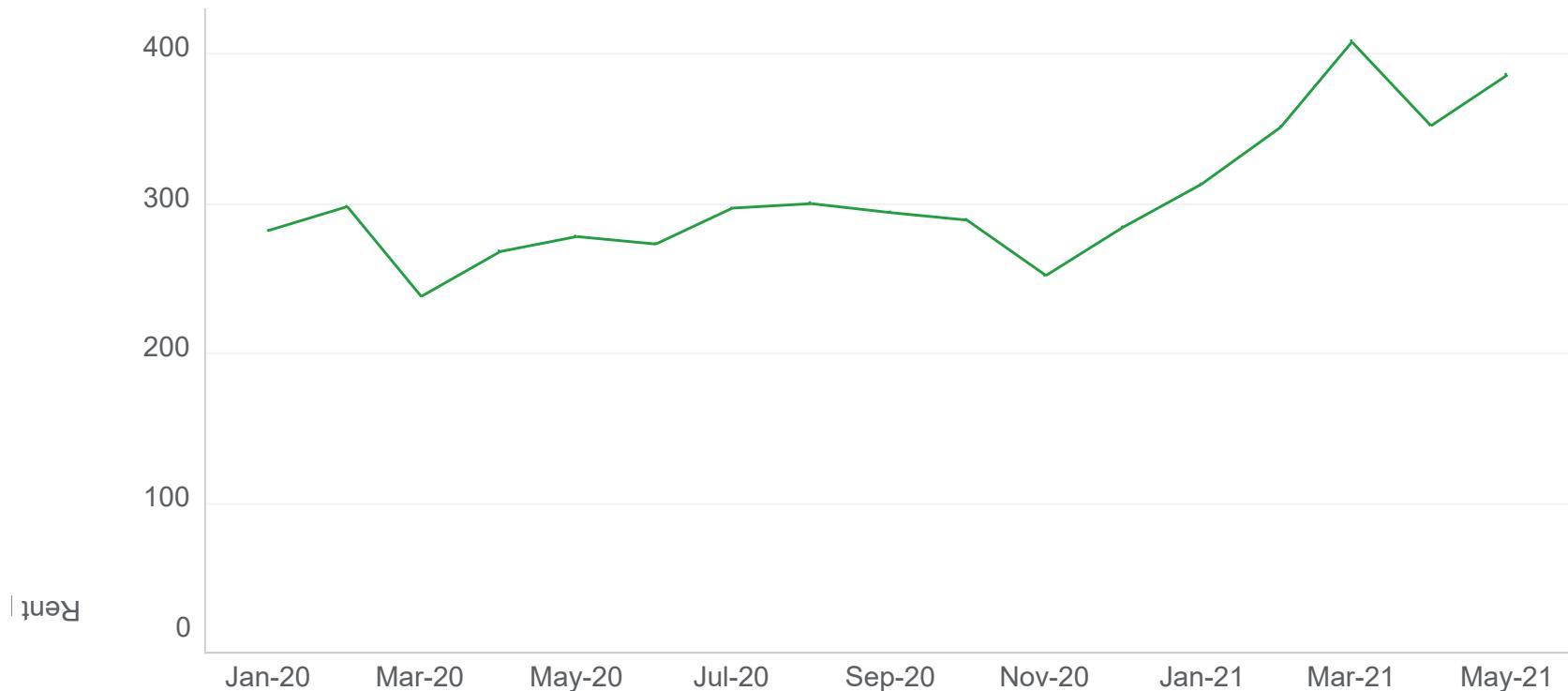
FIGURE 3: COMPLAINTS MENTIONING ECONOMIC IMPACT PAYMENTS OR RELATED KEYWORDS, BY MONTH



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Debt collection complaints about evictions

FIGURE 4: COMPLAINTS MENTIONING EVICTION OR RELATED KEYWORDS IN DEBT COLLECTION COMPLAINTS, BY MONTH



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