

Joint Advisory Committee Meeting Presentations

May 1, 2020

Consumer Financial Protection Bureau

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Additionally, this document was used in support of a live discussion. As such, it does not necessarily express the entirety of that discussion nor the relative emphasis of topics therein.

Consumer Complaints and COVID-19

Office of Consumer Response | May 1, 2020



Consumer Complaint Database

An official website of the United States government

Español 中文 Tiếng Việt 한국어 Tagalog Русский العربية Kreyòl Ayisyen (855) 411-2372



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Submit a Complaint

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Practitioner Resources ▾

Data & Research ▾

Policy & Compliance ▾

About Us ▾

Consumer Complaint Database

Complaints are published after the company responds, confirming a commercial relationship with the consumer, or after 15 days, whichever comes first. [Learn more](#)

Complaints are not necessarily representative of all consumers' experiences with a financial product or company. [Learn more](#)

We don't verify all the allegations in complaint narratives. [Learn more](#)

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

Search complaint data (last updated: 4/27/2020)

Search within

Narratives

Enter your search term(s)

Search

Show advanced search tips

Map

List

Filter results by...

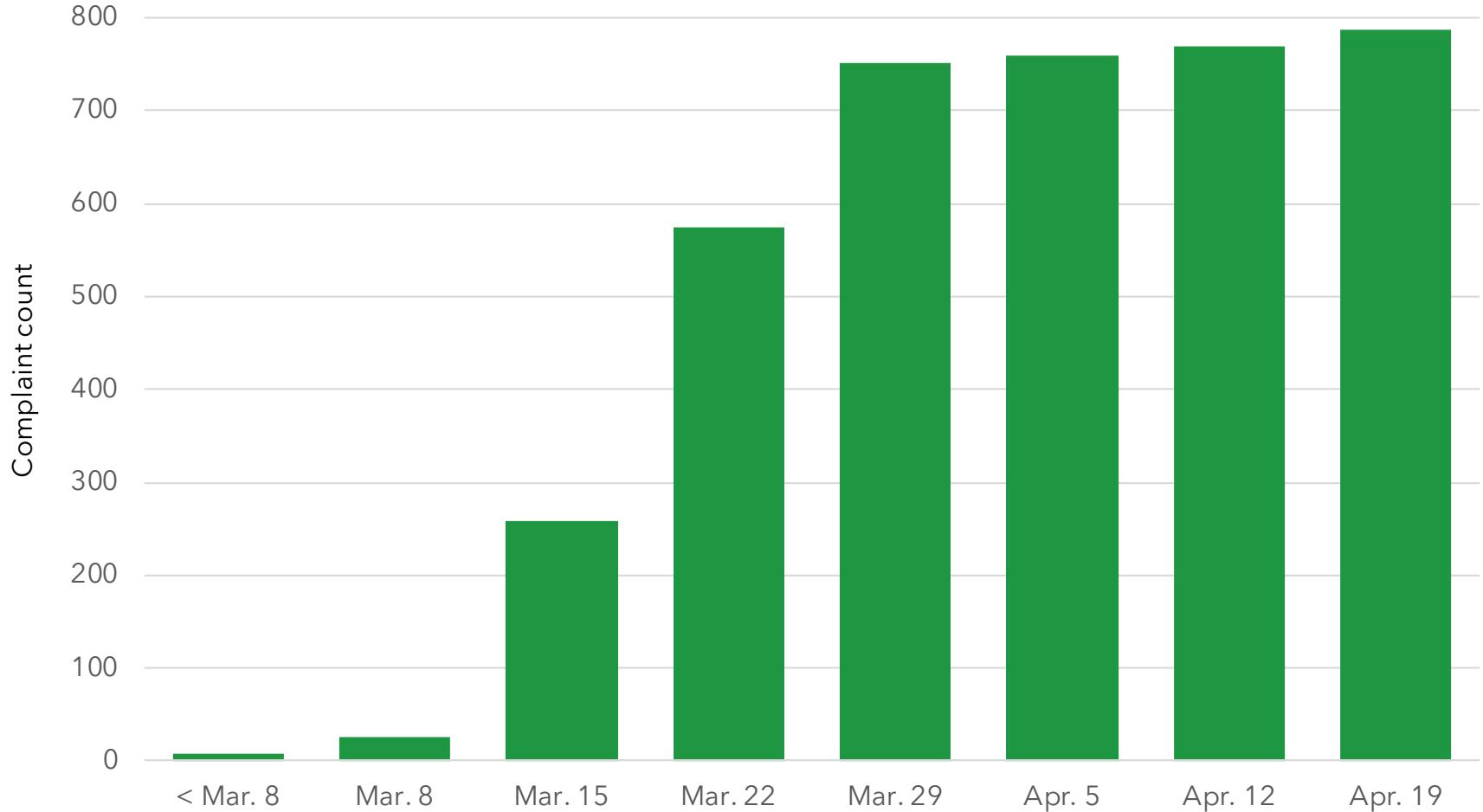
Showing 801,469 matches out of 1,572,771 total complaints

[Export data](#) [Print](#)

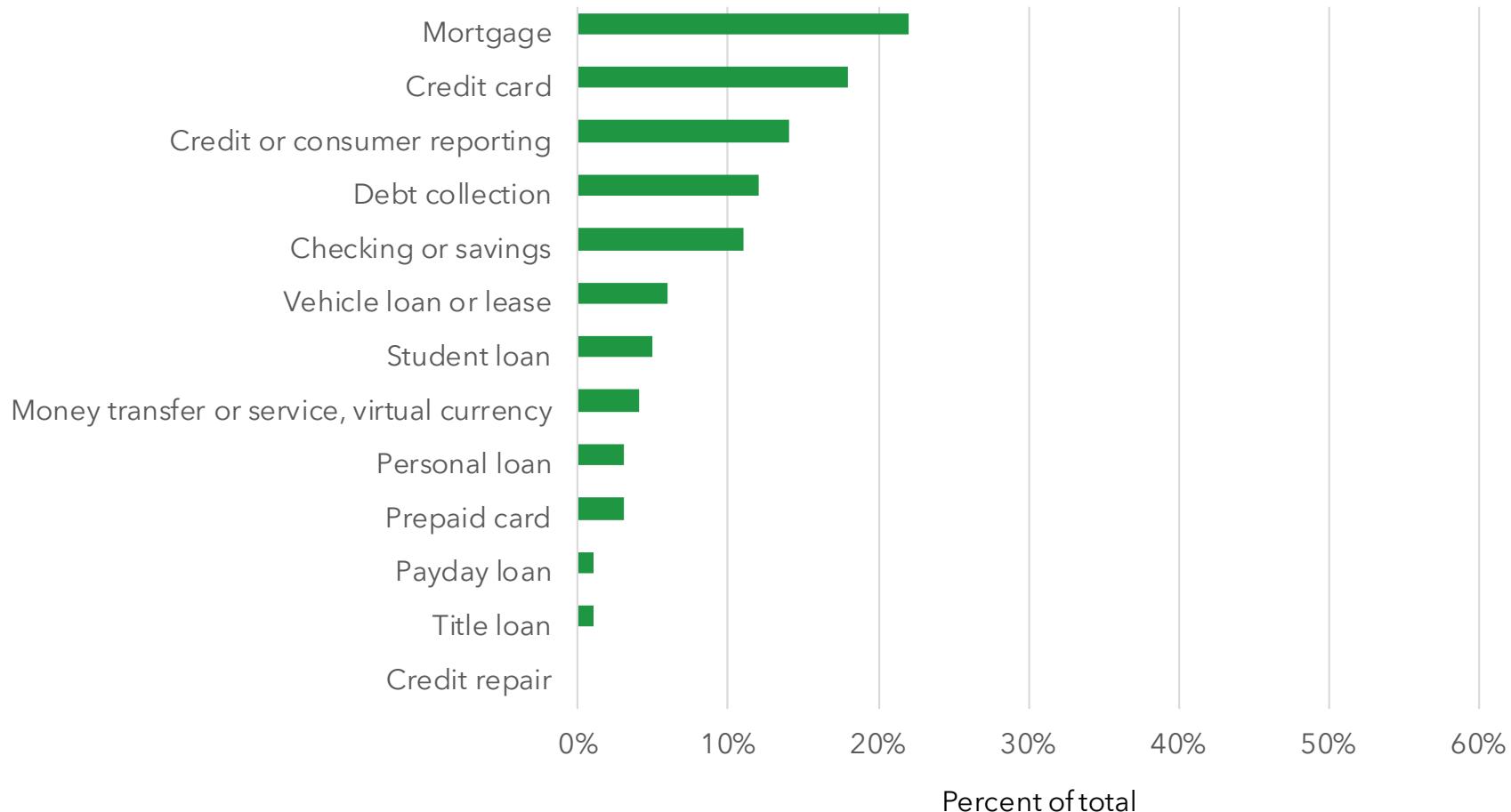
Example of identifying complaints mentioning coronavirus

The screenshot shows the CFPB Consumer Complaint Database interface. At the top, there is a navigation bar with links for Home, About, News, Press Room, Consumer Protection, and Contact Us. Below the navigation bar is a search bar containing the query "covid OR coronavirus OR pandemic OR (corona AND virus) OR (global AND virus)". To the right of the search bar are "Clear" and "Search" buttons. The main content area displays a search result page with a green header bar stating "Showing 801,469 matches out of 1,572,771 total complaints". The results are presented in a grid format with several columns, though the text is too blurry to read individual entries. On the left side of the results area, there are filter options for "New CFPB received the complaint" (from "Today" to "Last year") and "Product categories" (with a link to "View all product categories").

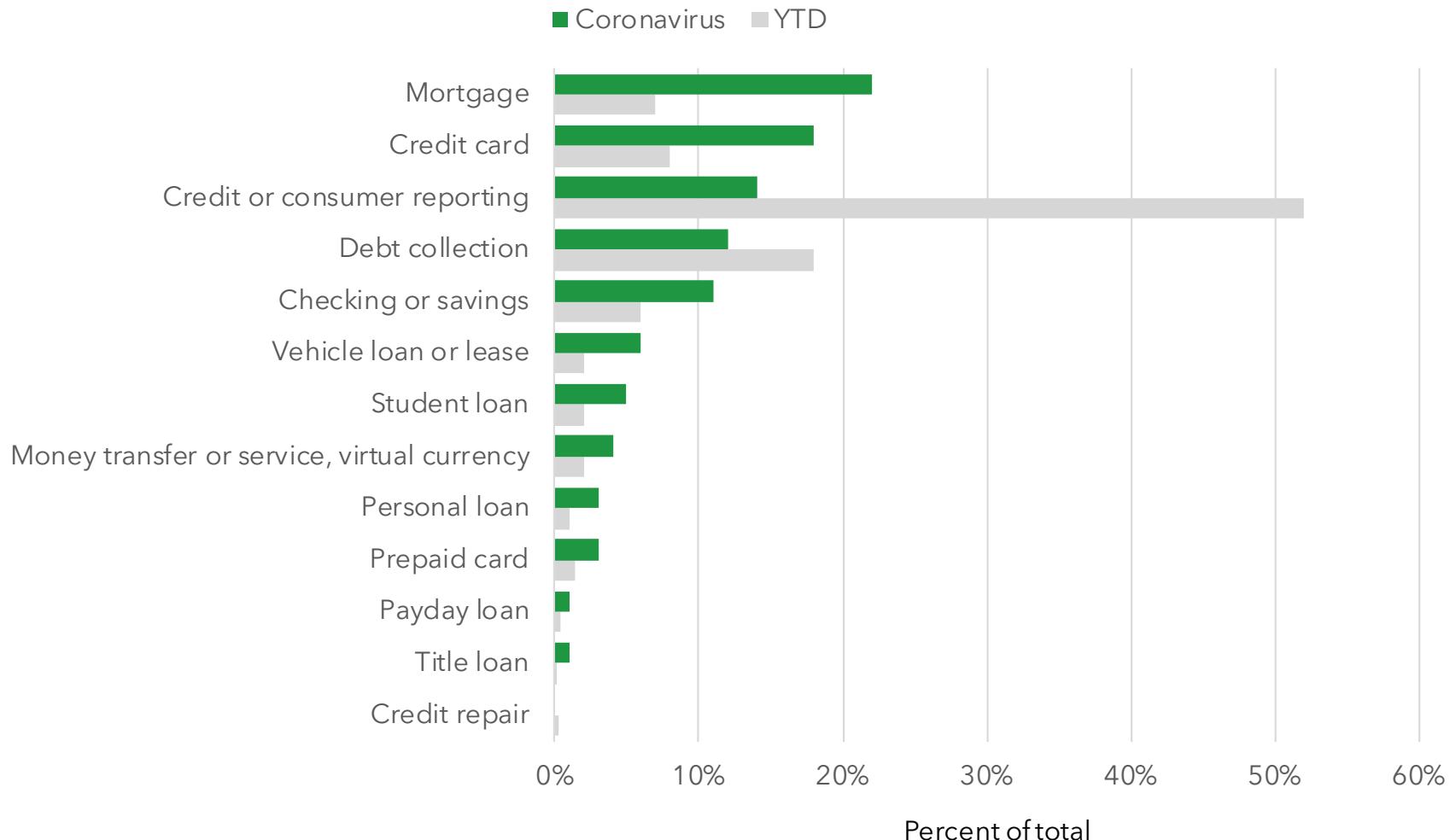
Complaints mentioning coronavirus, by week



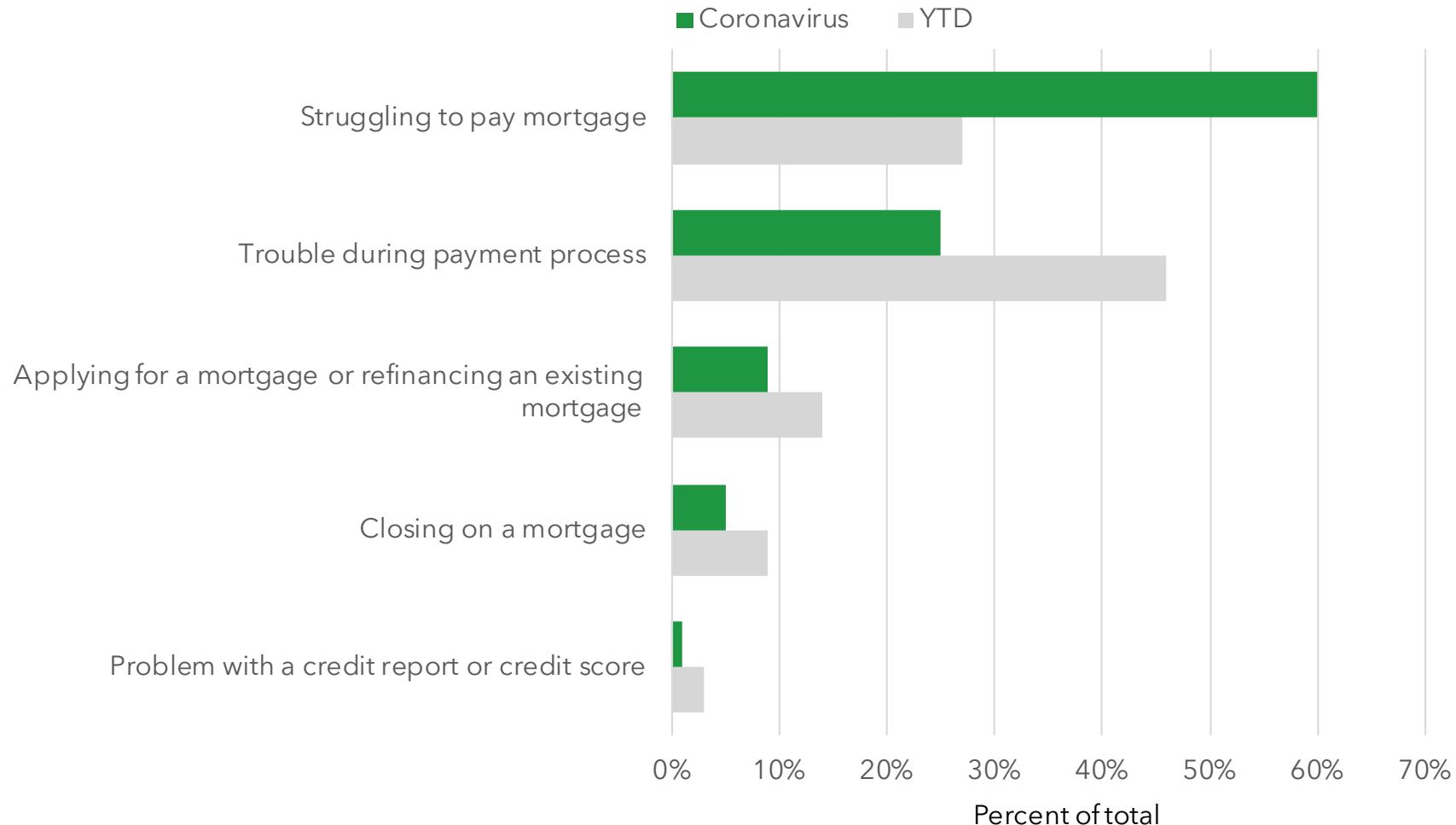
Complaints mentioning coronavirus, by product



Complaints mentioning coronavirus compared to YTD



Mortgage complaints by issues



Household and Market Impacts of COVID-19

Division of Research, Markets, and Regulations | May 1, 2020

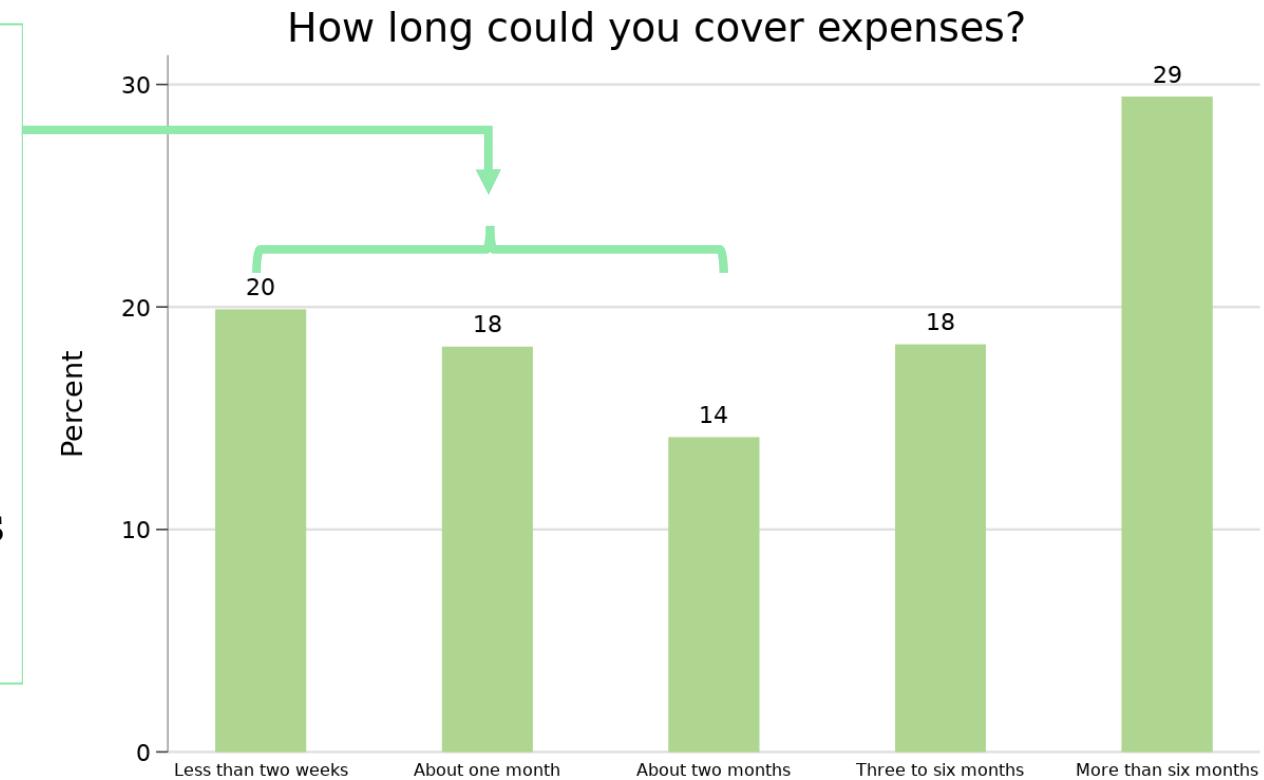
Presentation Overview

- Household Challenges
- Consumer Relief
- Consumer Credit Challenges
- Collection during pandemic

Prior to the pandemic, many households were not prepared to weather an extended period of income drop.

- According to the Bureau's Making Ends Meet survey (2019):

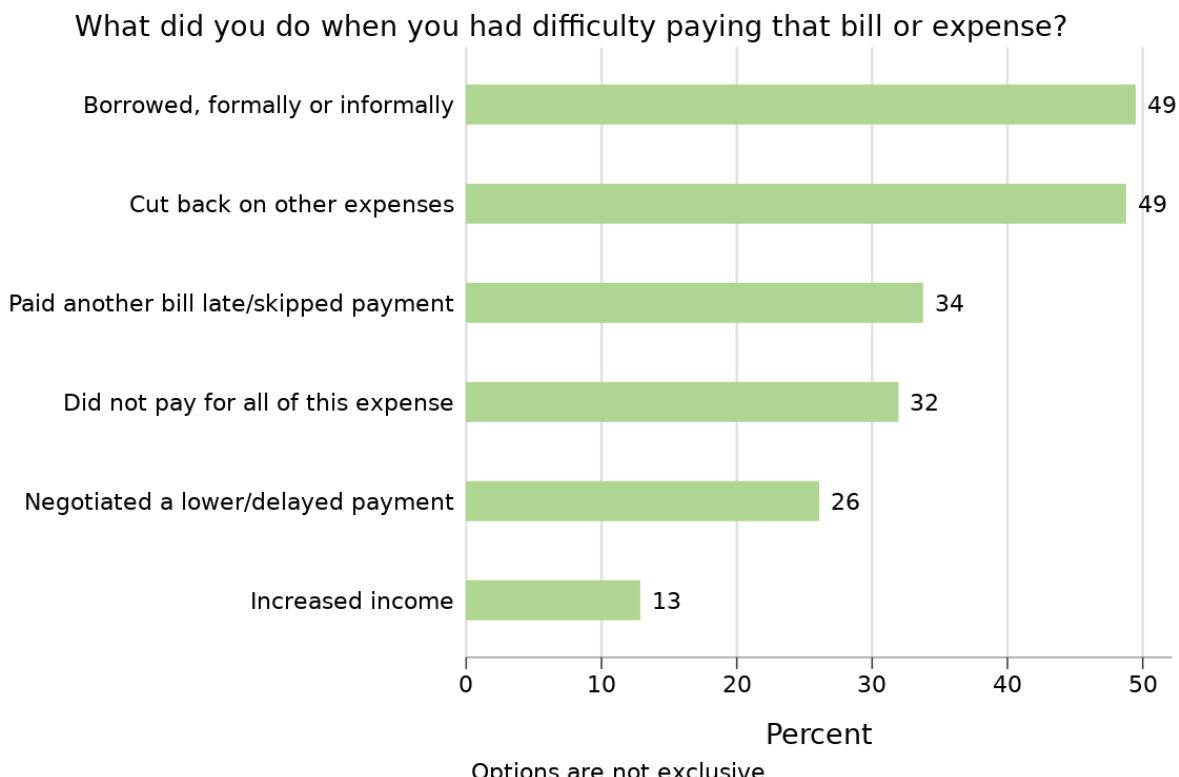
52 percent of households would not be able to cover expenses for more than two months if they lost their main source of income by borrowing, using savings, selling assets or seeking help from friends or family.



Results from the survey are preliminary.

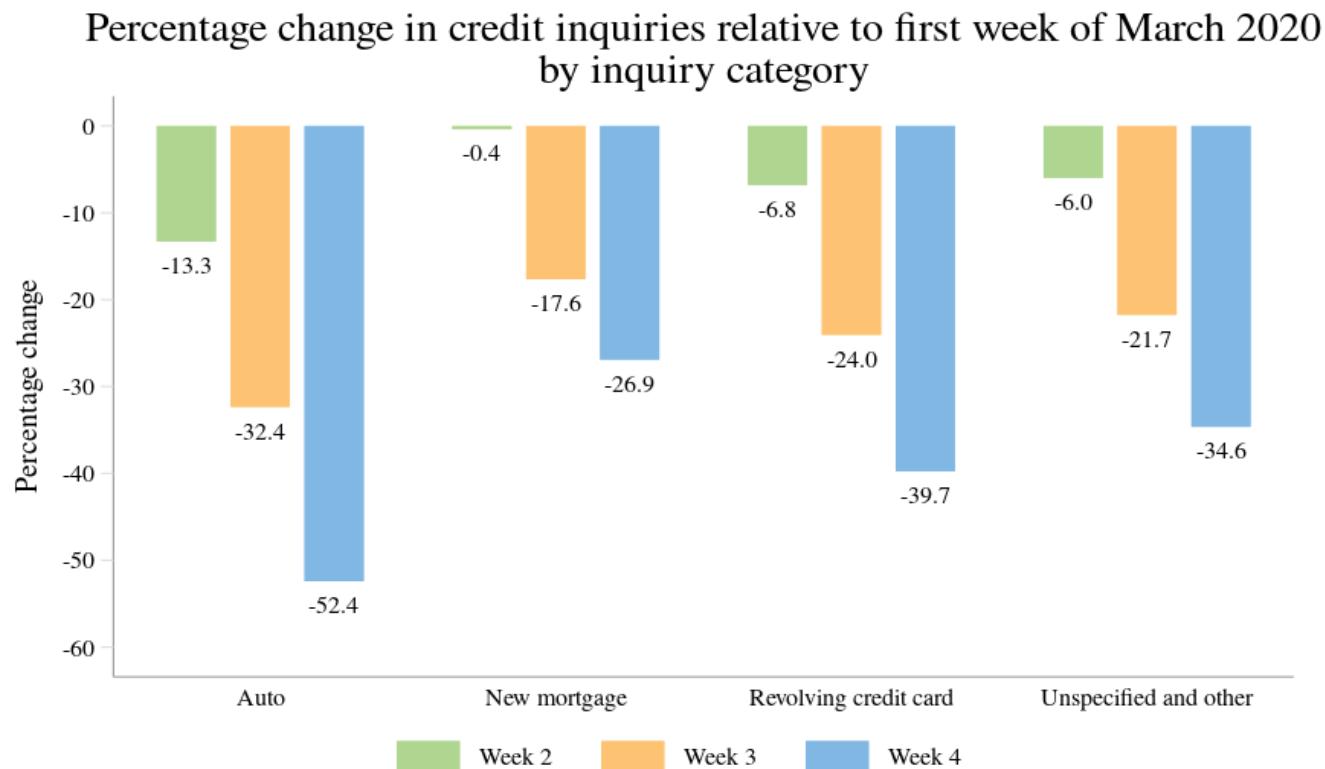
When households have trouble paying bills, what do they do?

- According to Making Ends Meet, about 40 percent of households reported having difficulty paying a bill or an expense in the year prior to May 2019.
- Of those that could not pay a bill or an expense:



The Office of Research is monitoring consumer credit impacts of the pandemic with its Consumer Credit Panel.

- Credit inquiries plunged during March for several categories of credit.



For further details see: The Early Effects of the COVID-19 Pandemic on Credit Inquiries, published May 1 at <https://www.consumerfinance.gov/about-us/newsroom/>

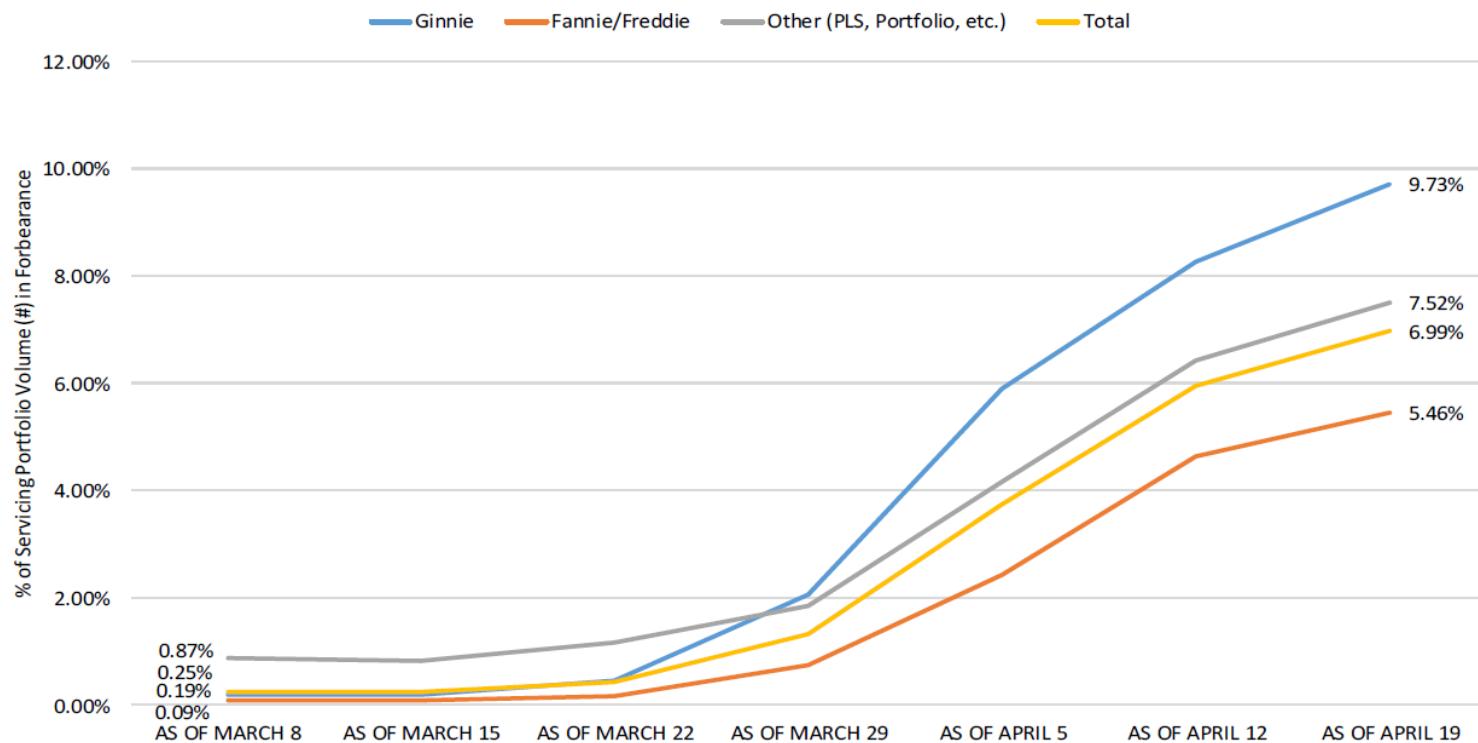
Consumer Relief in the Market

- Government Relief
 - Forbearance offered in major markets such as mortgage, student
 - Collection of defaulted federal student loans suspended
 - Credit reporting direction
- Relief offered by industry and firms
 - Deposit account fee waivers and refunds, as well as explicit protection of stimulus relief funds
 - Protection of stimulus relief funds from offset
 - Forbearances, extensions, interest deferrals, being offered across credit products in varying forms
 - Auto servicers offering extensions, suspending vast majority of reposessions
 - Credit card issuers offering payment deferral and reduction or waiver of interest

Forbearance in Mortgage Market

- Nearly 7% of mortgages were in a forbearance plan as of April 19, according to a Mortgage Bankers Association survey.

% of Servicing Portfolio Volume in Forbearance by Investor Type over Time

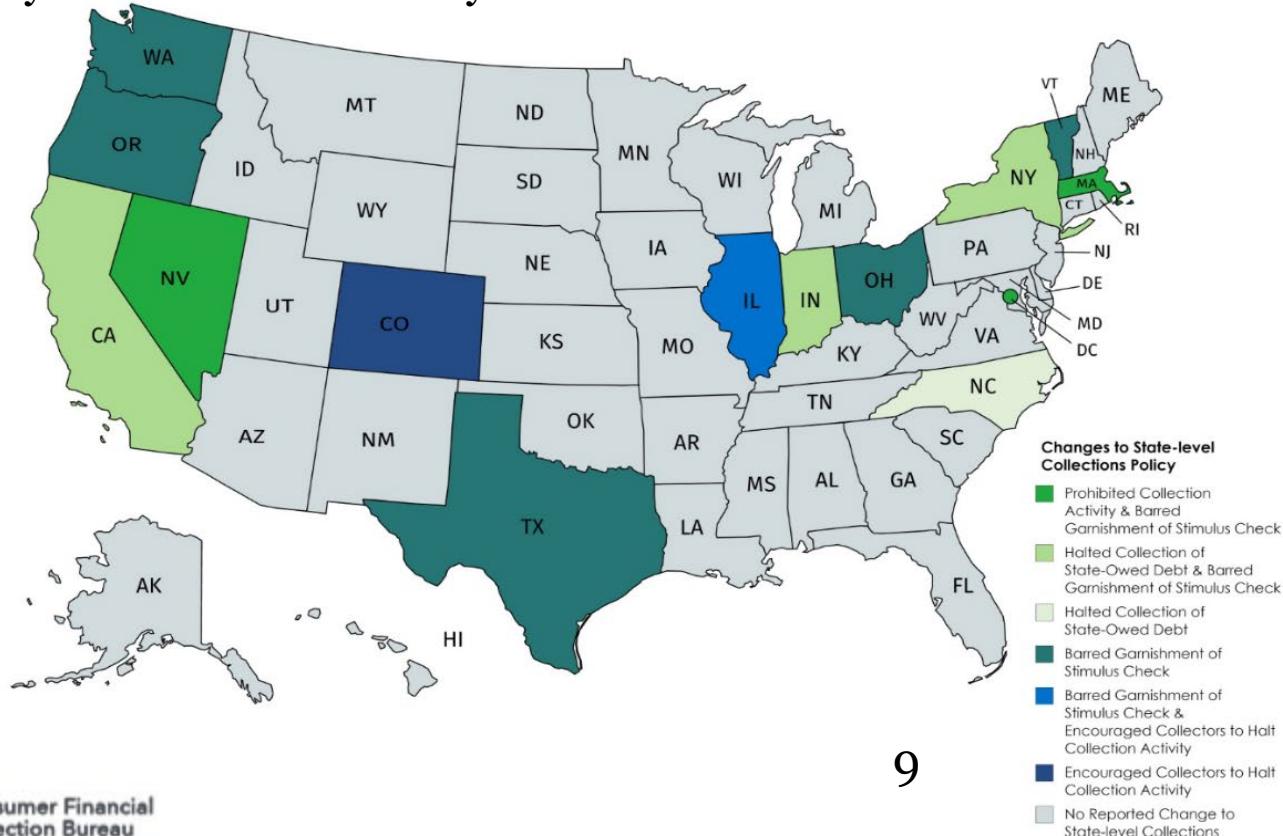


Consumer Credit Challenges

- Servicing
 - High volume of requests, long wait times
 - Operational difficulty of implementing relief
 - Liquidity management
- Origination
 - Traditional sales channels closed or have gone virtual
 - Obtaining required loan documentation difficult
 - Adjusting credit standards

Collection Activities During the Crisis

- **States' actions on collections (as of 4/24):**
 - DC, MA, and NV are restricting collections activity
 - CA, IN, MA, NY, and NC are halting the collection of medical and/or student debt owed to the state
 - 10 States and DC have issued guidance prohibiting garnishment of CARES stimulus funds
- **Industry has also taken voluntary actions**



The Impact of the COVID-19 Pandemic on Special Populations

Desmond Brown

May 1, 2020

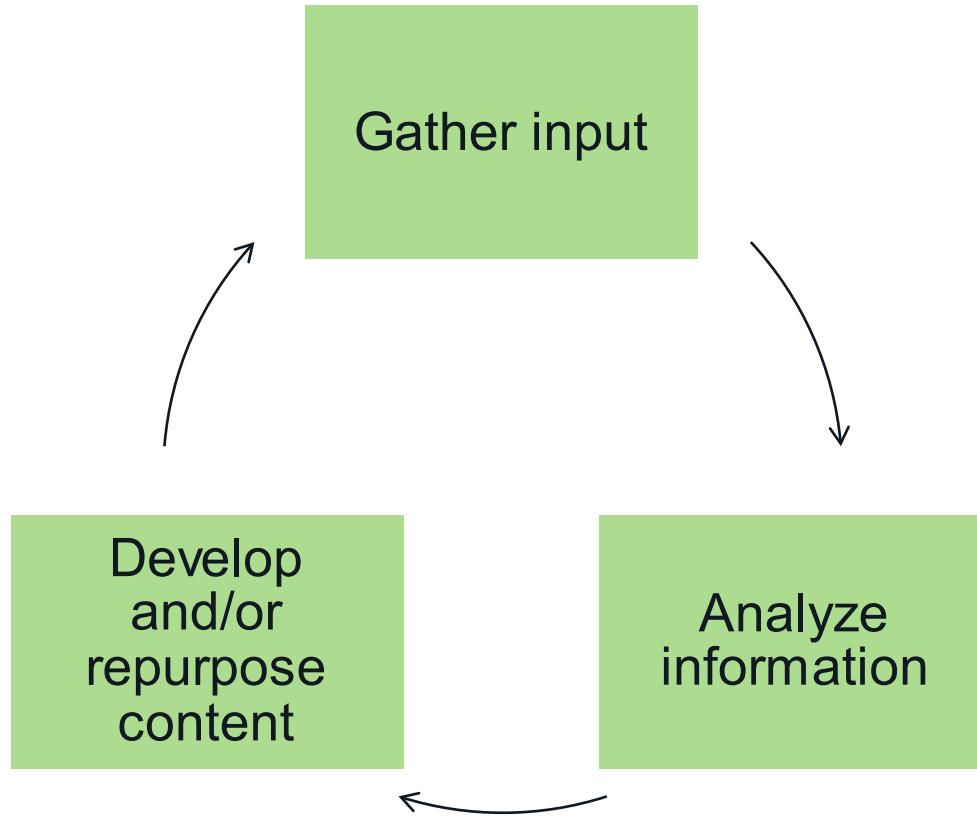


Commitment to supporting consumers

The CFPB is committed to providing consumers with up-to-date information and resources to protect and manage their finances during this difficult time and as the situation evolves.

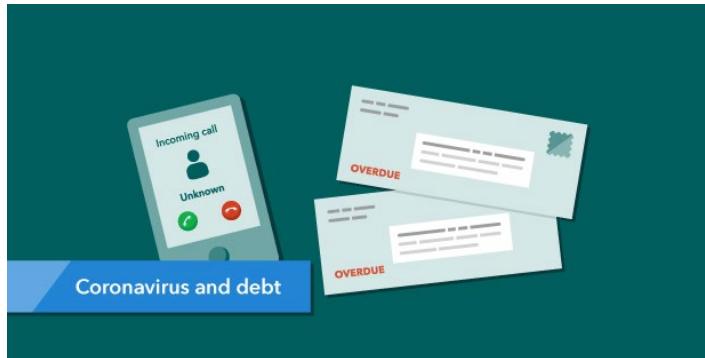


How the CFPB is supporting consumers



Content topics and themes

- Protect yourself financially
- Submit a complaint if you are having a problem with a financial product or service
- Protecting your credit
- Tips for financial caregivers
- Dealing with debt: Tips to help ease the impact
- Student loan repayment
- Be aware of scams
- Mortgage relief options
- A guide to COVID-19 economic stimulus relief



*For a full list of topics visit:
consumerfinance.gov/coronavirus*

consumerfinance.gov/coronavirus a hub for critical content

- Central hub on consumerfinance.gov
- Resources in English, Spanish, Traditional Chinese, Simplified Chinese, Korean, Vietnamese, and Tagalog

The screenshot shows the homepage of the consumerfinance.gov/coronavirus website. At the top, there's a navigation bar with links for different languages (Español, 中文, Tiếng Việt, 한국어, Tagalog, Русский, العربية, Kreyòl Ayisyen), a search bar, and a "Submit a Complaint" button. Below the navigation is a main heading: "Protecting your finances during the Coronavirus Pandemic". Underneath this, there are links for "Español | 中文 | Tiếng Việt | 한국어 | Tagalog". A sub-section titled "Mortgage and housing assistance" provides information for those impacted by the pandemic, with a link to "Learn about your options for mortgage and housing assistance". There are also sections for "Resources by topic" (Protecting your finances, Mortgage and housing assistance, Student loans, Avoiding scams), "Resources by audience" (Servicemembers, Parents and kids, Small business owners), and "Other resources" (How the CFPB is helping, Unemployment, leave, and health benefits, Social security, Food assistance). At the bottom, there's a "Protecting your finances" section and a "FURTHER READING" section with links to news articles from the CFPB and USAGov.

An official website of the United States government

Español 中文 Tiếng Việt 한국어 Tagalog Русский العربية Kreyòl Ayisyen (855) 411-2372

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Search Submit a Complaint

Consumer Tools Practitioner Resources Data & Research Policy & Compliance About Us

Protecting your finances during the Coronavirus Pandemic

Español | 中文 | Tiếng Việt | 한국어 | Tagalog

The CFPB is committed to providing consumers with up-to-date information and resources to protect and manage their finances during this difficult time as the situation evolves.

Mortgage and housing assistance

If you're among those financially impacted by the coronavirus pandemic, you might be concerned about how to pay your mortgage or rent.

[Learn about your options for mortgage and housing assistance](#)

Resources by topic

- [Protecting your finances](#)
- [Mortgage and housing assistance](#)
- [Student loans](#)
- [Avoiding scams](#)

Resources by audience

- [Servicemembers](#)
- [Parents and kids](#)
- [Small business owners](#)

Other resources

- [How the CFPB is helping](#)
- [Unemployment, leave, and health benefits](#)
- [Social security](#)
- [Food assistance](#)

Protecting your finances

If you are facing financial difficulties as a result of the pandemic, we have resources to protect and manage your finances.

FEDERAL CORONAVIRUS RESOURCES

White House Coronavirus Task Force
Information about COVID-19 from the White House Coronavirus Task Force in conjunction with CDC, HHS, and other agency stakeholders.
[Visit coronavirus.gov](#)

Centers for Disease Control and Prevention
The latest public health and safety information for United States consumers and the medical and health provider community on COVID-19.
[Visit the CDC COVID-19 page](#)

USAGov
Information on what the U.S. Government is doing in response to COVID-19.
[Visit usa.gov \(English\)](#)
[Visit usa.gov \(Spanish\)](#)

FURTHER READING

[Newsroom](#)

Media Advisory: Consumer Financial Protection Bureau Releases Video for Non-Filers on Economic Impact Payments
APR 21, 2020

Consumer Financial Protection Bureau Advisory Committees to Meet on May 1, 2020



Consumer Financial
Protection Bureau

CARES Act Mortgage Forbearance



Consumer Financial
Protection Bureau

General and Special Population Resources

Mortgage relief options under the CARES Act

Steps to take:

1. Figure out who services your mortgage. This is who you need to contact.
2. Figure out if your mortgage is federally backed.

If your mortgage is:

- **Federally-backed:** Call your servicer and let them know your situation immediately. Ask them what “forbearance” or “hardship” options may be available.
- **NOT federally-backed:** You still may have relief options through your mortgage servicer or from your state.



*Guide to coronavirus mortgage relief options:
consumerfinance.gov/coronavirus*

Economic Impact Payments (EIPs)

The CARES Act authorized Economic Impact Payments to majority of Americans.

- For most people:
 - EIPs are based on your income and tax filing status
 - EIPs will automatically be deposited directly into your bank account or sent to you by check
 - The status of your EIP can be viewed online with the IRS “Get My Payment Tool”:
<https://www.irs.gov/coronavirus/get-my-payment>
- For Social Security, SSEB, SSDI, Railroad Retirement or veterans disability beneficiaries who do not need to file taxes, you’ll receive your EIP the same way you receive your benefits
- Non-filers will need to take action to receive their EIP by submitting information on the IRS “Non Filers Enter Payment Info” portal:
<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>



*Read CFPB's guide to COVID-19 economic stimulus relief and FAQs:
consumerfinance.gov/coronavirus*

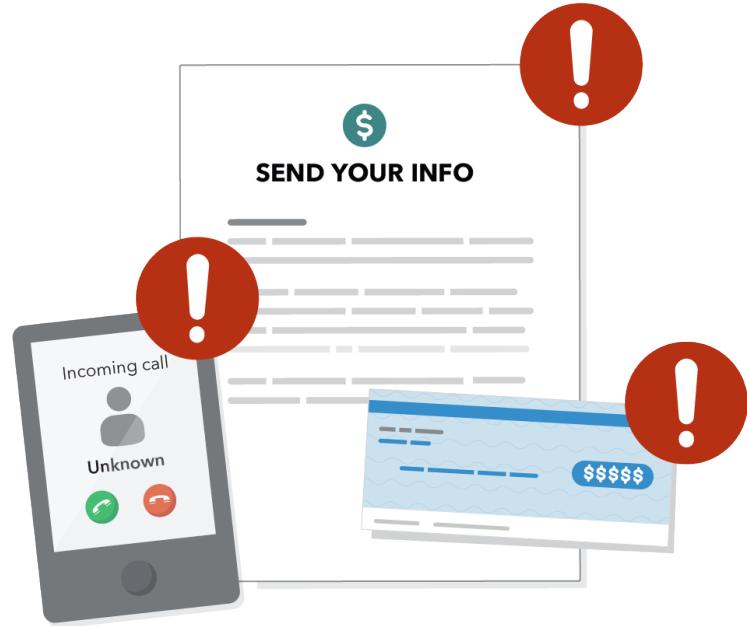
Avoiding Scams

Common coronavirus-specific scams:

- Scams offering COVID-19 vaccine, cure, air filters, testing
- Fake coronavirus-related charity scams
- “Person in need” scams
- Scams targeting your Social Security benefits
- Scammers are offering help with errands, and running off with your money

Addressing Fraud and Scams

- Best defense is to say NO
- Report scams to the Federal Trade Commission at ftc.gov/coronavirus



For more resources visit:

[*consumerfinance.gov/coronavirus*](http://consumerfinance.gov/coronavirus)

Student loan repayment options under the CARES Act

- If your loan is held by the **federal government**, your loan payments are postponed with no interest until September 30, 2020.
- For **other kinds of student loans**, contact your student loan servicer to find out more about your options.



*What you need to know about student loans and the coronavirus pandemic:
consumerfinance.gov/coronavirus*

Managing debt and credit

Dealing with Debt

- **Know your rights.** The Fair Debt Collection Practices Act says that a debt collector is not allowed to use unfair practices in trying to collect a debt.
- **Settling your debt.** Consider all of your options, including working with:
 - a nonprofit credit counselor
 - negotiating directly with the creditor or debt collector yourself.

Protecting your Credit

- **Routinely check your reports.** Monitor your credit report and dispute inaccurate information.
- **COVID-19 accommodations.** The CARES Act places special requirements on companies that report your payment information to credit reporting companies.



Consumer Financial
Protection Bureau

Resources: consumerfinance.gov/consumer-tools/debt-collection
[and consumerfinance.gov/coronavirus](https://consumerfinance.gov/coronavirus)

Thank you!

For more information visit:
consumerfinance.gov/coronavirus