CFPB Consumer Complaints During COVID-19

The Bureau's consumer complaint tool has been successful in providing consumers with a means to seek answers and accountability on their most pressing consumer finance needs. However, the current economic crisis reveals the urgent need for further action to empower consumers to get help when they need it.

Complaints stemming from the fallout of the coronavirus pandemic are already beginning to surface in the complaint data. These initial consumer reports suggest alarming trends in the consumer finance marketplace as consumers struggle to get the help they need.

Consumer Voices: Mortgage Servicing

I have been trying to contact my mortgage company (Union Home Mortgage) for at least 1 week to request relief due to COVID. I have called numerous times and there is no ability to leave a message or even hold for an agent. I have submitted online requests for assistance as well. I simply cannot get any communication from them and I am in need of assistance.

“... [T]hey will put my loan on forbearance for 3 months, but I have to pay a balloon payment . . . if they can not find other workout for me. . . . How can I pay almost $6000 in [three months] if do not have $1.00 as income today?”

They are requesting that borrowers pay the entire amount of the three delayed payments immediately after the forbearance. Most borrowers will simply not have the available funds. Midland Mortgage wrote: COVID-19 update for our customers For customers who may not be able to make their mortgage payments because of the COVID-19 outbreak, Midland Mortgage has implemented a plan that delays mortgage payments required to make any regular monthly mortgage payments. . . . Thank you for your patience while weve worked on ways to assist our customers during this crisis.

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Consumer Voices: Student Loans

President Trump signed the Coronavirus Relief ACT, which stopped all student loan wage garnishments for 6 months. Despite this stoppage, many consumers are still paying interest on their loans after the Agreement went into effect. They owe me a refund of $640 for two paychecks. In addition, the Delta Management Associates is denying me of the law.

I am currently at school and starting school this fall. I work as a [redacted] to sustain myself in the interim. Due to the COVID-19 outbreak, all of my hospital interpretation assignments got canceled. In light of the pandemic, I reached out to my private student loan issuer Sallie Mae to ask for forbearance. I have two loans with them, one at 10.375% and the other at 10.875%, respectively. Considering that the government has dropped the interest to ZERO, I deem Sallie Mae’s usurious interest rates as unconscionable and un-American. You have the authority to investigate any such immoral behavior and I urge you to do it and advocate on behalf of the American people who are working tirelessly to put bread on a table and pay taxes. I don’t know where to start about my frustration and am fully aware of the term “private” loan, but to charge interest at such dire economic downturn is absurd. Please please stand up for us.

I have consolidated my federal educational loans through College Ave. While I am grateful for the opportunity to consolidate my loans, I am deeply concerned about the level of service being provided to borrowers during the global coronavirus pandemic. Three months of emergency forbearance (while interest continues to accrue) is simply inadequate and downright immoral. Why has College Ave chosen to not align with new federal guidelines? My sincere hope is that College Ave revisits and revises its treatment of its borrowers during these unprecedented times. This is a moment in history when companies that care about their customers are set apart from the companies that show an utter disregard for consumers.

“Delta Management Associates continued to garnish my wages after the law went into effect. They owe me a refund of $640 for two paychecks...”

“Due to the COVID-19 outbreak, all of my hospital interpretation assignments got canceled. In light of the pandemic, I reached out to my private student loan issuer Sallie Mae to ask for forbearance... they refused...”

“Three months of emergency forbearance (while interest continues to accrue) is simply inadequate and downright immoral.”
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Consumer Voices: Debt Collection

Mariner Finance is calling me during the COVID 19 National Emergency and threatening to file a lawsuit against me if I don’t make a payment. I haven’t been able to work in 3 weeks and let them know that. Mariner is hard pressing me to get the money from family, friends and even go out and get a job somewhere else during a time when nobody is hiring and threaten me.

“Mariner Finance is calling me during the COVID 19 National Emergency and threatening to file a lawsuit against me if I don’t make a payment. I haven’t been able to work in 3 weeks…”

I thought that them calling me about a debt during the coronavirus pandemic crisis and them calling me the day after I received the letter from them was completely inappropriate. People can’t pay their bills now as it is and to call me when they did with what is going on in the world is completely improper, unprofessional, and biased.

“…[T]he person on the phone didn’t ask for any information and gave me another number to call to speak to a supervisor, I called the number and received a recording.”

I received a court summons today for a debt in an amount I do not feel that I owe. The summons is from Synchrony Bank. Late this evening, I was quite shocked when someone came to my door unannounced to serve these papers — especially considering the current Coronavirus pandemic we are experiencing. The amount the summons is stating is much more than I remember accruing. Also, no one had contacted me regarding this debt prior to the man arriving unannounced.

“[S]omeone came to my door unannounced to serve these papers [amid] the current Coronavirus pandemic we are experiencing. . . . Also, no one had contacted me regarding this debt prior to the man arriving unannounced.”
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Consumer Voices: Credit Cards

Both me and my wife were laid off do to the Coronavirus outbreak and I called Citibank for days and waited on hold for hours to get a customer representative on the phone. Finally today after a wait of 1hr and 35 minutes on hold a customer representative answered the call . . . her answer was ‘We dont have any type of guidelines in place right now to help you with a payment deferral, call back on your due date and see if have one then.’”

“I called Citibank for days and waited on hold for hours to get a customer representative on the phone. Finally today after a wait of 1hr and 35 minutes on hold a customer representative answered the call . . . her answer was ‘We dont have any type of guidelines in place right now to help you with a payment deferral, call back on your due date and see if have one then.’”

“I have called Synchrony Bank/ Care Credit repeatedly 3 days in a row while I hold on the line for 3 hours and no success. . . . We as citizens are reaching out for help to no avail to this bank.”

“I requested a supervisor. Again was told that the initial representative was wrong and there was nothing they could do about it. . . . I had the funds to make the payments but was erroneously advised by a representative of CitiBank that my payments were deferred.”