As the House considers the next coronavirus funding bill, the Heroes Act, an analysis by U.S. PIRG of recent complaints to the U.S. Consumer Financial Protection Bureau (CFPB) shows an alarming need for Congressional action to protect consumers from the pandemic’s repercussions. In April, more than 33,000 complaints were filed with CFPB, setting a new monthly record since the database went live in 2011.

Figure 1. March and April both set new records for complaint volume since 2011
Figure 2. Credit reporting complaints accounted for nearly 60% of complaints in March and April

- Credit reporting, credit repair services, or other...
- Debt collection
- Credit card or prepaid card
- Mortgage
- Checking or savings account
- Money transfer, virtual currency, or money serv...
- Vehicle loan or lease
- Student loan
- Payday loan, title loan, or personal loan

Complaints

Figure 3. Among complaints that mention the coronavirus crisis, mortgages are the most complained-about product in March and April

- Mortgage
- Credit card or prepaid card
- Credit reporting, credit repair services, or other...
- Debt collection
- Checking or savings account
- Vehicle loan or lease
- Payday loan, title loan, or personal loan
- Student loan
- Money transfer, virtual currency, or money serv...

Complaints mentioning coronavirus term
Figure 4. More than half of debt collection complaints in March and April alleged attempts to collect debt not owed

Figure 5. More than 70 percent of credit reporting complaints in March and April alleged incorrect information on credit reports