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).

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

captures
Nov 2017 – 1 Jul 2020

DEC **JAN** FEB
◄ **05** ►
2019 **2020** 2021

Submit a Complaint

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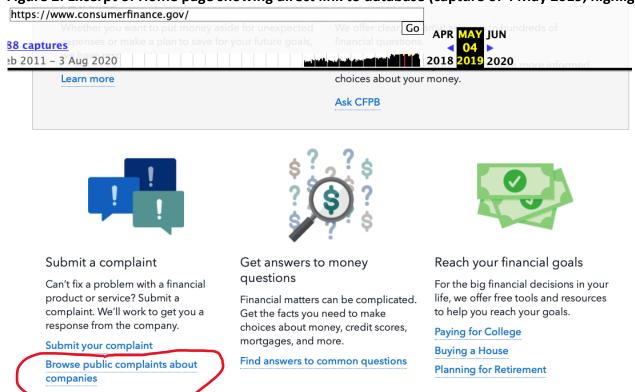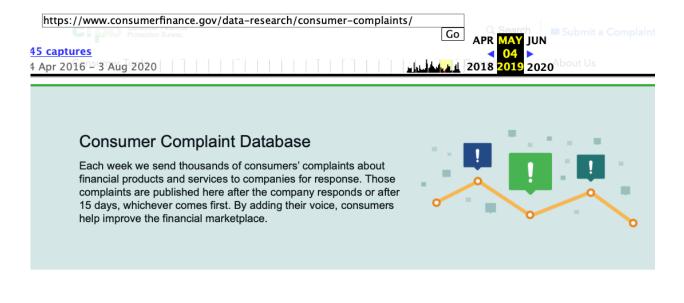
Figure 3: Excerpt of database landing page with both a "Read consumer narratives" and a "View complaint data" button (Capture of 4 May 2019, highlight added).

https://www.consumerfinance.gov/data-research/consumer-complaints/   Go   Search   Submit a Complaint

45 captures
4 Apr 2016 – 3 Aug 2020

APR **MAY** JUN
◄ **04** ►
2018 **2019** 2020   About Us

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.

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

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

Read consumer narratives

View complaint data

Download options and API