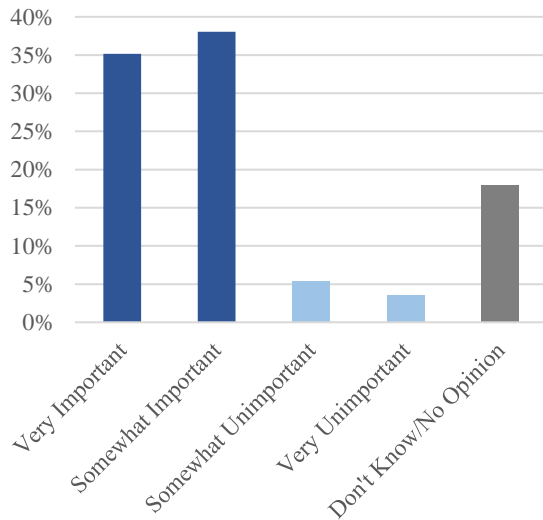


## Illinois Consumers During COVID-19

### Consumers during the pandemic:

- 35% of nonprime Americans believe it is harder to obtain credit compared to a year ago, a 4% increase during COVID.
- 68% of nonprime Americans have more debt than savings, a 2% decrease during COVID.
- 73% of Illinoisans believe it is important for those who are underbanked or credit-challenged have access to credit.

How important is it that those who are underbanked or credit-challenged have access to credit?



### OLA lenders during the pandemic:

- 20% decrease in new customer applications.
- 43% decrease in new customer accounts.
- 27% decrease in lender approval rates for new customers.



Share of all Consumer Complaints

Personal Loans: 1.1%  
Installment Loans: 0.5%

Illinoisans submitted only 87 complaints about personal loans to the Consumer Financial Protection Bureau between March 15 and September 30, 2020, encompassing a mere 1.1 percent of total complaints. Complaints about installment loans (a narrower category of personal loans) captured only 0.5 percent of total complaints during the pandemic. More than half of all complaints were about credit reporting and debt collection.

Categories	Number of Complaints	2019-20 % Change	COVID Trend
<i>Credit reporting</i>	4,671	54%	↗
<i>Debt collection</i>	818	12%	↗
<i>Checking or savings account</i>	612	13%	↗
<i>Credit card or prepaid card</i>	607	18%	↗
<i>Mortgage</i>	432	-4%	↘
<i>Money transfer, v. currency</i>	228	130%	↗
<i>Vehicle loan or lease</i>	97	1%	↗
<i>Student loan</i>	97	-39%	↘
<i>Personal loans</i>	87	-6%	↘
<b>Total</b>	<b>7,649</b>	<b>34%</b>	↗