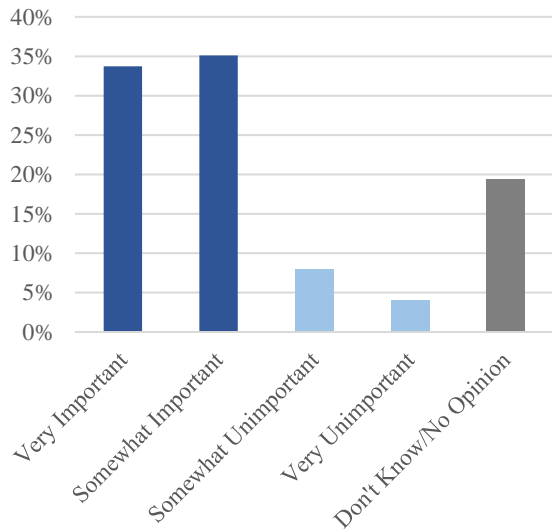


Nevada Consumers During COVID-19

Consumers during the pandemic:

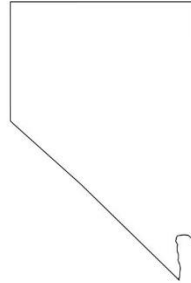
- 35% of nonprime Americans believe it is harder to obtain credit compared to a year ago, a 4% increase during COVID.
- 68% of nonprime Americans have more debt than savings, a 2% decrease during COVID.
- 69% of Nevadans believe it is important for those who are underbanked or credit-challenged have 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: 0.9%
Installment Loans: 0.5%

Nevadans submitted only 30 complaints about personal loans to the Consumer Financial Protection Bureau between March 15 and September 30, 2020, encompassing a mere 0.9 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	Number of Complaints 2020	Share of Total Complaints 2020
<i>Credit reporting</i>	1,329	2,119	64.5%
<i>Debt collection</i>	418	429	13.1%
<i>Credit card or prepaid card</i>	181	259	7.9%
<i>Checking or savings account</i>	186	168	5.1%
<i>Mortgage</i>	160	146	4.4%
<i>Vehicle loan or lease</i>	51	59	1.8%
<i>Money transfer, v. currency</i>	30	48	1.5%
<i>Personal loans</i>	27	30	0.9%
<i>Student loan</i>	36	25	0.8%
Total	2,418	3,283	100%