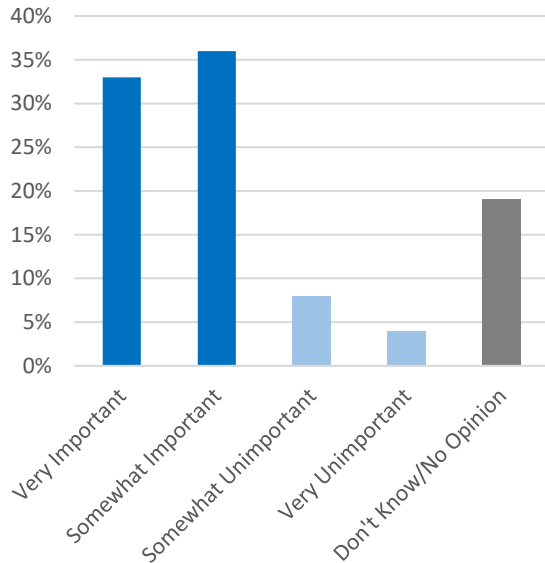


U.S. Consumers During COVID-19

Consumers during the pandemic:

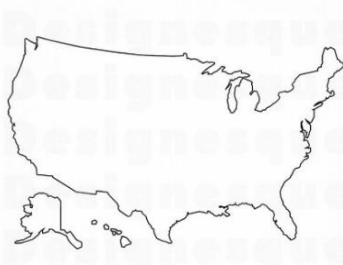
- 35% of nonprime Americans believe it is harder to obtain credit compared to a year ago, a 4% increase during COVID.
- 68% of nonprime Americans have more debt than savings, a 2% decrease during COVID.
- 69% of Americans believe it is important for those who are underbanked or credit-challenged have 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 Loan: 0.4%

Complaints about personal loans, including online installment loans, decreased slightly during the pandemic relative to the year before. Total complaints about personal loans encompass a mere 0.9 percent of total complaints submitted to the Consumer Financial Protection Bureau (CFPB). Complaints about installment loans (a narrower category of personal loans) captured only 0.4 percent of total complaints during the pandemic.

Categories	Number of Complaints	2019-20 % Change	COVID Trend
<i>Credit reporting</i>	152,154	93.0%	↗
<i>Debt collection</i>	28,841	9.0%	↗
<i>Credit card or prepaid card</i>	18,922	33.0%	↗
<i>Checking or savings account</i>	13,293	9.8%	↗
<i>Mortgage</i>	13,157	3.3%	↗
<i>Money transfer, v. currency</i>	5,220	79.9%	↗
<i>Vehicle loan or lease</i>	3,806	23.1%	↗
<i>Personal loans</i>	2,376	-0.1%	↘
<i>Student loan</i>	2,211	-41.6%	↘
Total	239,980	53.3%	↗