



Payday and Auto Title Store Survey

1. COMPANY

Company

Address

Address 2

City/Town

Website Address

Email Address

Phone Number

GENERAL EXPERIENCE

2. Were loan interest and fees for all products offered posted prominently at the location?

Yes

No

3. Was contact information for Office of the Consumer Credit Commissioner posted prominently?

Yes

No

4. What loan products were offered? Please enter the APR for each of the loan types offered

Payday Loan

Payday Installment loan

Auto Title Loan

Auto Title Installment

5. If they offer other types of loans, please describe APR and Loan Features

6. Was the following text posted: “An advance of money obtained through a payday or auto title loan is not intended to meet long-term financial needs. A payday or auto title loan should only be used to meet immediate short-term cash needs. Refinancing the loan rather than paying the debt in full when due will require the payment of additional charges.”

Yes

No

7. How many rollovers are allowed?

8. Did they ask if you were an active member of the military?

Yes

No

9. Did they offer any special loan products to members of the military?

Yes

No

Collect any brochures, advertisements, or financial education materials available at the location. Also, collect copies of disclosures and contracts if you are able to obtain them (see questions below).

CUSTOMER EXPERIENCE

WHAT HAPPENED WHEN YOU ASKED THEM EACH OF THESE QUESTIONS?

10. How much would a \$500 loan cost me? When would I have to pay it back?

11. What happens if I cannot pay the loan back in two weeks/one month? (whatever term they're offering you)

12. How many times can I renew it if I can't afford to pay the whole thing back at once?

13. Do you have this in writing somewhere? (They are required to give you a loan cost disclosure. Collect any disclosures they give to you and note whether they were provided before you asked about them).

14. Is there some sort of contract I sign?

15. Can I get a copy before signing anything so I can look it over?

16. Are you registered as a Credit Services Organization with the state?

17. Can I see a copy of your registration form?

IMPRESSIONS

18. Write your impressions of the visit. Were the fees and other disclosures easy to read and in a prominent location? Describe the advertisements at and near the store location. If you have a camera, please ask if you can take photos. Do they advertise in Spanish? Do they provide any of the cost or loan information in Spanish? Did they give you the pricing disclosures and other forms when you asked about them?