Reports

2020

- **Predatory Installment Lending in the States: 2020**, February 2020
- **Obtaining Mortgage Relief for Survivors of Disasters: A Practice Guide for Advocates**, February 2020 [Note: To print, please select “Fit to Page” under Scale; for best online viewing, please open in Internet Explorer or Firefox]
  - **Appendix A**: Flow Chart: Homeowner Post-Disaster Road to Recovery [Note: To print, please select “Fit to Page” under Scale.]
  - **Appendix B**: Short Summaries of Loss Mitigation Rules for Government-Backed Loans
  - **Appendix C**: Long Summaries of Loss Mitigation Rules for Government-Backed Loans
- **2020 Tax Season: More Delays and Higher Costs for Struggling Taxpayers**, January 2020
- **Smart Thermostats: Assessing Their Value in Low-Income Weatherization Programs**, January 2020

2019

- **Broken Records Redux: How Errors by Criminal Background Check Companies Continue to Harm Consumers Seeking Jobs and Housing**, December 2019
- **Don’t Add Insult to Injury: Medical Debt & Credit Reports**, November 2019
- **No Fresh Start in 2019: How States Let Debt Collectors Still Push Families into Poverty**, November 2019
- **Gainful Employment: A Civil Rights Perspective**, October 2019
- **Time to Stop Racing Cars: The Role of Race and Ethnicity in Buying and Using a Car**, April 2019 (2-Page Overview)
- **Inequitable Judgments Examining Race and Federal Student Loan Collection Lawsuits**, April 2019
- **Final Report of the ABI Commission on Consumer Bankruptcy**. (NCLC attorneys’ John Rao and Tara Twomey were Commissioners), April 2019
- **2019 Tax Season: The Return of the Interest-Bearing Refund Anticipation Loan and other Perils Faced by Consumers**, April 2019
- **Commercialized (In)Justice: Consumer Abuses in the Bail and Corrections Industry**, March 2019
- **Fintech and Consumer Protection: A Snapshot**, March 2019
- **Reversing Energy System Inequity: Urgency and Opportunity During the Clean Energy Transition**, March 2019
- **Automated Injustice Redux: Ten Years after a Key Report, Consumers Are Still Frustrated Trying to Fix Credit Reporting Errors**, February 2019
- **The Rent-to-Own Racket: Using Criminal Courts to Coerce Payments from Vulnerable Families**, February 2019
- **Consumer Complaints about Debt Collection: Analysis of Unpublished Data from the FTC**, February 2019 National, State, and D.C. fact sheets, Press Release
2018

- **Criminal Justice Debt in the South: A Primer for the Southern Partnership to Reduce Debt.** Dec. 2018
- **A Larger and Longer Debt Trap?: Analysis of States’ APR Caps for a $10,000 Five-Year Installment Loan,** October 2018 Press Release
- **Competing to Overcharge Customers: The Competitive Energy Supplier Market in Massachusetts,** April 2018
- **Tax-Time Products 2018: A New Generation of Tax-Time Loans Surges in Popularity,** March 2018
- **Voices of Despair: Student Borrowers Trapped in Poverty When Government Seizes Their Earned Income Tax Credit,** March 2018
- **Consumer Protection in the States: A 50-State Evaluation of Unfair and Deceptive Practices Laws,** March 2018

2017

- **Auto Add-Ons Add Up: How Dealer Discretion Drives Excessive, Arbitrary, and Discriminatory Pricing,** October 2017
- **Predatory Installment Lending in 2017: States Battle to Restrain High-Cost Loans,** Aug. 2017
- **Pushed into Poverty: How Student Loan Collections Threaten the Financial Security of Older Americans,** May 2017
- **Big Changes Burden Taxpayers: New Law Delays Refunds, Drives Demand for Loans; Immigrant Taxpayers Face Challenges,** March 2017

2016

- **Misaligned Incentives: Why High-Rate Installment Lenders Want Borrowers Who Will Default,** July 2016
- **Toxic Transactions: How Land Installment Contracts Once Again Threaten Communities of Color,** July 2016
- **Defusing Debt: A Survey of Debt-Related Civil Legal Aid Programs in the United States,** June 2016
- **Snapshots of Struggle Saving the Family Home after a Death or Divorce,** March 2016

2015

- **Deceptive Bargain: The Hidden Trap of Deferred Interest Credit Cards,** Dec. 2015
- **Updated Report:** Ensuring Educational Integrity: 10 Steps to Improve State Oversight of For-
2015

- Profit Schools, June 2014,
- Update to Step 2: Protecting Online Education Students, Dec. 2015
- Rating State Government Payroll Cards, November 2015
- Account Screening Consumer Reporting Agencies (Cities for Financial Empowerment Fund, NCLC and Bank On), Oct. 2015
- Installment Loans: Will States Protect Borrowers from a New Wave of Predatory Lending?, July 2015
- Payday Lender Prepaid Cards: Overdraft and Junk Fees Hit Cash-Strapped Families Coming and Going, July 2015
- Debt Collection Communications: Protecting Consumers in the Digital Age, June 2015
- Prepared in Error: Mystery Shoppers in Florida and North Carolina Uncover Serious Tax Preparer Problems, April 2015
- Taxpayer Beware: Unregulated Tax Preparers and Taxtime Financial Products Put Taxpayers at Risk, March 2015
- Why the CFPB Should Ban Zombie Debt, Jan. 2015

2014

- Lean and Green: The Massachusetts Low-Income Energy Affordability Network (LEAN), Nov. 2014
- Strong Medicine Needed: What the CFPB Should Do to Protect Consumers from Unfair Collection and Reporting of Medical Debt, Sept. 10, 2014
- Pounding Student Loan Borrowers: The Heavy Costs of the Government’s Partnership with Debt Collection Agencies, Sept. 2014
- Ensuring Educational Integrity: 10 Steps to Improve State Oversight of For-Profit Schools, June 2014
- Shifting into Gear: A Revised Guide to Creating or Improving a Car Ownership Program, April 2014
- Going to School on Robo-signing: How to Help Borrowers and Stop the Abuses in Private Student Loan Collection Cases, April 2014
- Review and Recommendations for Implementing Water and Wastewater Affordability Programs in the United States, March 2014
- Big Data: A Big Disappointment for Scoring Consumer Credit Risk, March 2014
- No Lost Causes: Practical Ideas to Help Low-Income Students Succeed in College, March 2014
- It’s a Wild World: Consumers at Risk from Tax-Time Financial Products and Unregulated Preparers, Feburary 2014
- Fast Track Foreclosure Laws: Are They Headed in the Right Direction?, January 2014
- The Sallie Mae Saga: A Government-Created, Student Debt Fueled Profit Machine, January 2014

2013

- Solving the Credit Conundrum: Helping Consumers’ Credit Records Impaired by the Foreclosure Crisis and Great Recession, Dec. 2013
- Helping Low-Income Utility Customers Manage Overdue Bills through Arrearage Management Programs (AMP), September 2013
- Searching for Relief: Desperate Borrowers and the Growing Student Loan “Debt Relief” Industry, June 2013
- Borrowers on Hold: Student Loan Collection Agency Complaint Systems Need Massive
Improvement, May 2012; 2013 Update

- Why 36%? The History, Use, and Purpose of the 36% Interest Rate Cap, April 2013
- Restoring the Wisdom of the Common Law: Applying the Historical Rule Against Contractual Penalty Damages to Bank Overdraft Fees, April 2013
- 2013 Survey of Unemployment Compensation Prepaid Cards, January 2013
- At a Crossroads: Lessons from the Home Affordable Modification Program (HAMP), January 2013

2012

- Low-Income Weatherization: Stimulus-Funded Program Shines but Storm Clouds Are on the Horizon, November 2012
- The Student Loan Default Trap: Why Borrowers Default and What Can Be Done, July 2012
- The Other Foreclosure Crisis: Property Tax Lien Sales, July 10, 2012
- Rethinking Prepaid Utility Service: Customers at Risk, June 2012
- Borrowers on Hold: Student Loan Collection Agency Complaint Systems Need Massive Improvement, May 2012
- Broken Records: How Errors by Criminal Background Checking Companies Harm Workers and Businesses, April 2012
- Why Responsible Mortgage Lending Is a Fair Housing Issue, Feb. 2012

2011

- Unemployment Compensation Prepaid Cards May 2011
- 2011 Refund Anticipation Loans (RALs) Report, February 2011
- Piling It On: The Growth of Proprietary School Loans and the Consequences for Students, January 2011

2010

- Up The Chimney: How HUD’s Inaction Costs Taxpayers Millions and Drives Up Utility Bills for Low-Income Families, August 2010
- The Debt Machine: How the Collection Industry Hounds Consumers and Overwhelms the Courts: Debt Collection Abuses Widespread, July 2010
- Runaway Bandwagon: How the Government’s Push for Direct Deposit of Social Security Exposes Seniors to Predatory Bank Loans, July 2010
- Stopping the Payday Loan Trap: Alternatives That Work, Ones That Don’t, June 2010
- Small Dollar Loan Products Scorecard – Update, May 2010
- Repo Madness: How Automobile Repossessions Endanger Owners, Agents and the Public, March 2010
2009

- State and Local Foreclosure Mediation Programs: Can They Save Homes?, Sept 2009
- Desperate Homeowners: Loan Mod Scammers Step in When Servicers Refuse to Provide Relief, July 2009
- Fueling Fair Practices – A Roadmap to Improved Public Policy for Used Car Sales and Financing, March 2009
- Automated Injustice: How a Mechanized Dispute System Frustrates Consumers Seeking to Fix Errors in Their Credit Reports, Jan. 2009

2008

- Avoiding Home Repair Fraud: Lessons From Hurricane Katrina, Nov. 2008
- Small Dollar Loan Products Introduction to the Scorecard, August 2008
- Small Dollar Loan Products Scorecard: Statutory Backup, August 2008
- Tax Preparers Take a Bite out of Refunds: Mystery Shopper Test Exposes Refund Anticipation Loan Abuses in Durham and Philadelphia, April 2008

2007

- Fee-Harvesters: Low-Credit, High-Cost Cards Bleed Consumers, Nov. 2007
- Credit Scoring and Insurance: Costing Consumers Billions and Perpetuating the Economic Racial Divide, July 2007
- New Burdens but Few Benefits: An Examination of the Bankruptcy Counseling and Education Requirements in Massachusetts, June 2007
- Utilities and Payday Lenders: Convenient Payments, Killer Loans, June 2007
- One Step Forward, One Step Back: Progress Seen in Efforts Against High-Priced Refund Anticipation Loans, but Even More Abusive Products Introduced, Feb. 2007