

## DoD Data Call Summary

DoD asked questions of 841 officers who do financial counseling for the 4 main branches of the armed forces. This was not a formal survey and should be referred to as a “data call.”

*The vast majority (79%) of military counselors are seeing clients with auto financing problems.*

- Only 21% of respondents had not seen a client in the past 6 months who had a problem with auto financing.
  - 41% of respondents said 1-10% of clients in the past 6 months had come about auto financing problems
  - 35% of respondents said 11% or more of clients in the past 6 months had come about auto financing problems
    - 16% said 11-20% of clients had such problems
    - 9% said 21-30%
    - 4% said 41-50%
    - 3% said more than 50%

*Nearly half of counselors said that half or more of their clients are concerned that they cannot make car payments.*

- Regarding counseling sessions in general (% reflects respondents of who answered the question (609 of 841 total)):
  - 45% said about half the time or more frequently clients could not make car payments
    - 3% said almost every time clients could not make car payments
    - 22% said frequently clients could not make car payments
  - Only 12% of respondents said that clients not being able to make car payments was not a concern

*Counselors cite loan packing and yo-yo financing as the most frequent auto lending abuses.*

- Regarding sessions in which auto financing was an issue, respondents said clients had the following concerns (% reflects respondents of who answered the question (657 of 841 total)):
  - 32% said loan packing was a problem about half the time or more frequently (7% said almost all the time)
  - 20% said “yo-yo” financing was a problem “frequently” or “almost all the time” (12% said “about half the time”)
  - 11% said falsification of loan docs was a problem half the time or more
  - 15% said failure to pay off liens was a problem half the time or more
  - 13% said discriminatory lending half the time or more frequently
  - 25% said other abusive practice half the time or more frequently