

Harry and Ari's Interview

Harry: My son Ari has been in the military for over 3 years.

Ari: Before I deployed, I reached out to my father and asked if he could have my Power of Attorney to help me to help take care of things while I was overseas.

Ari: A couple of financial concerns I had before deploying, one in particular, was a car loan I got myself into when I was first stationed in El Paso, TX.

Ari: I found out about the program that gave me the car loan just by driving off base. There's car dealerships everywhere and they all have programs tailored towards servicemembers.

Ari: When the dealership found out that I was a soldier, they promised me...they'd put me in a car I could afford.

Harry: From looking at the whole program, I found that the loan was unsustainable.

Harry: At some point I decided there would be a need to lodge a formal complaint against this company because they were victimizing soldiers. And I wrote to the Consumer Financial Protection Bureau in Washington, DC, a detailed letter of my son's experience and my knowledge of other soldiers who had been victimized in this way.

Harry: I'm very glad that my story started an investigation, I had kind of given up hope on getting a response from anybody, but it turns out that when I did, the CFPB had been investigating my story...

Harry: It's very important to speak up because there are people in government that are there to help- us. Help us get through challenging financial situations. It's important for us to speak up and tell your story.

Ari: The fact that the CFPB took action in the name of servicemembers across the country, it shows us that someone's in our corner. As a soldier you think that you have to fight, but you can't always fight. It's great to know we have someone in our corner too.