

**Testimony before the House Business and Labor Committee**  
**In support of HB 2801**  
February 8, 2023

Chair Holvey and Members of the Committee:

My name is Jessica Lisboa, a consumer living in Troutdale, Oregon. I am testifying in support of HB 2801, because I was a victim of a yo yo practice by a Chrysler dealership in Portland.

I recently went through a divorce and became a single mother. My income was greatly reduced, and I was struggling with my finances. I was making \$428/month on my car, and I decided to trade that car in and downgrade to one with lower monthly payments, somewhere in the range of \$250. I went to a Chrysler dealer but I could not find any cars suitable. The salesman suggested to me that he can refinance my current car. The dealer wrote up a contract where they would buy my car and sell it back to me for the same price. They said this re-purchase of my car was approved for about 13.8% with \$250/month payments. I signed it and thought it was all done.

A few days later I was surprised to hear from the dealer who said I wasn't approved for financing, and I had to come back to sign new paperwork. When I came in, they pressured me to sign new paperwork with higher interest rate and monthly payments. When I refused, they took the keys and they said I could not leave. I was scared and they made me feel like I had no choice but to sign the new paperwork. A few days after signing this new paperwork, the dealership contacted me again saying this second financing also wasn't approved. I told them I wanted to keep this contract, and they told me that wasn't an option. They said if I didn't come in, they would repossess my car.

All I wanted to do was to refinance my car for a lower monthly payment that I can afford after my divorce. Now they were threatening to take my own car away from me. I need this car to take my child to school and get to work to support my family. In total, they had me come back 4 times to sign financing paperwork, ran my credit over 30 times from August to September, and considerably reduced my credit score about 100 points. They falsified paperwork, harassed me, threatened me, and caused me to fear them until finally I was able to sign my final loan agreement with them 4 months later.

I ask you to please support HB 2801. If the dealer says this is how much the financing is going to be, that should be final. They should not be able to change it after we sign the contract. Thank you.

Jessica Lisboa  
Troutdale, Oregon