

# CRM Event Performance

date\_received (Year)

2011

2012

2013

2014

2015

2016

2017

issue

Account opening, closing, or mana...

Advertising and marketing

Application processing delay

APR or interest rate

Arbitration

Balance transfer

Balance transfer fee

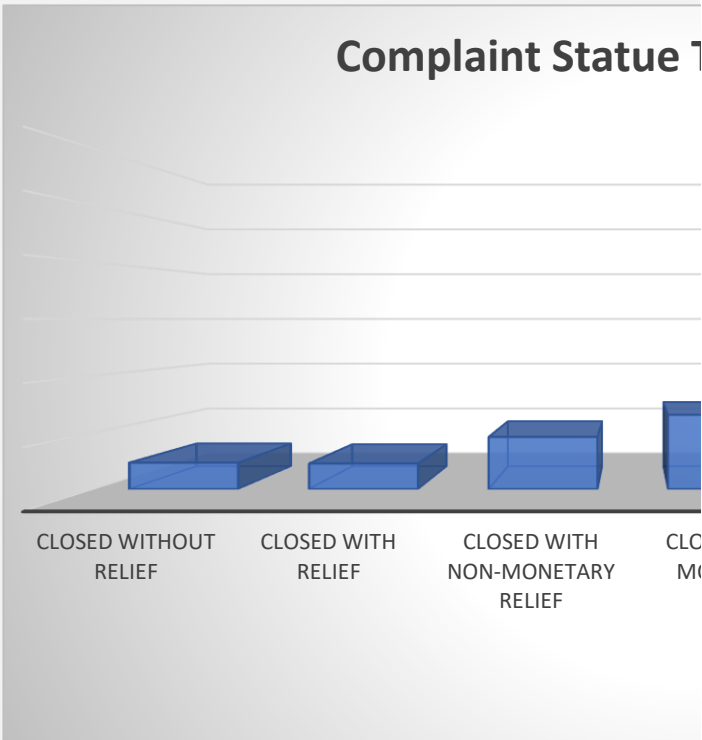
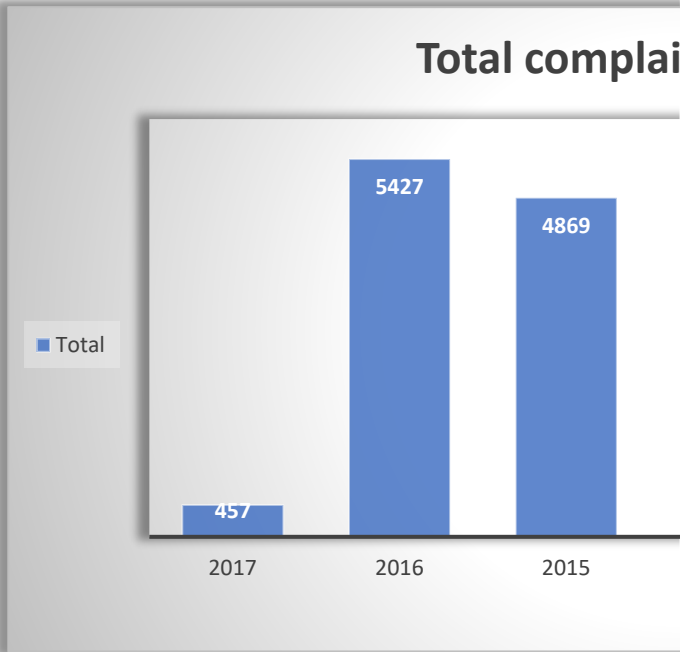
Bankruptcy

product

Bank account or service

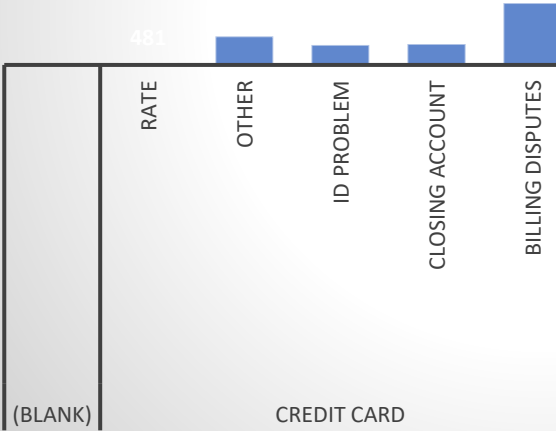
Credit card

(blank)



Complaint Volume

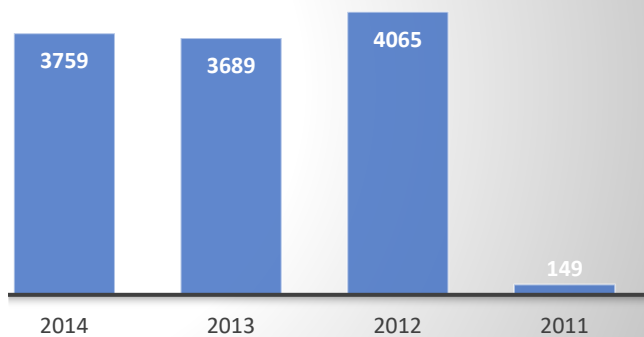
Complaint vo



(BLANK)

CREDIT CARD

## Int Cross year



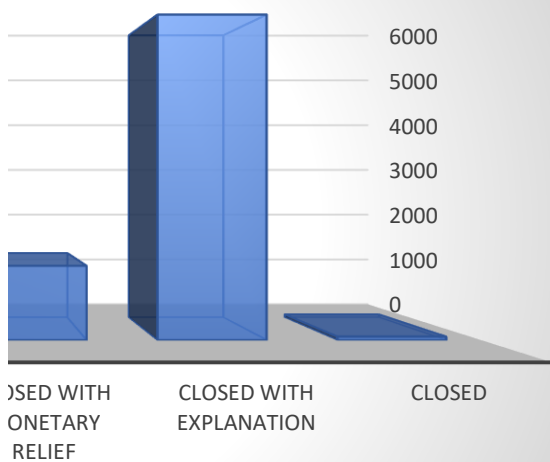
To

consumer\_disputed

■ No

■ Yes

## Through Response



C

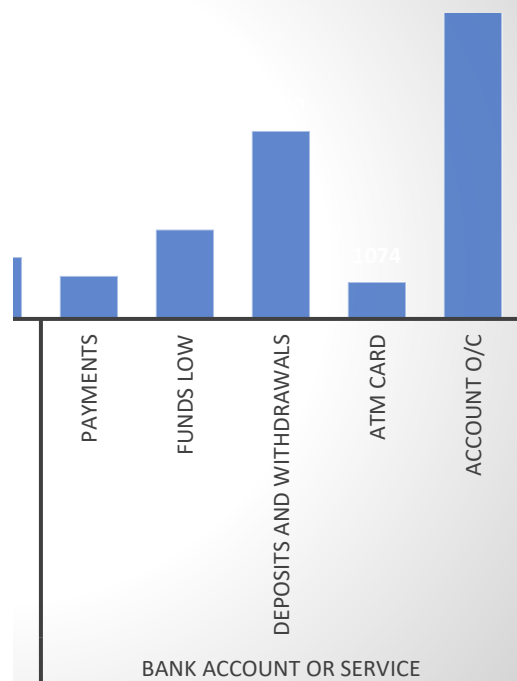
timely\_response

■ No

■ Yes

## Volume Trend

## Volume trend



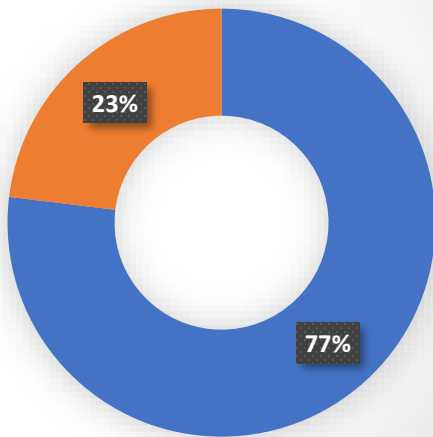
Count of complaint\_id

submitted\_via

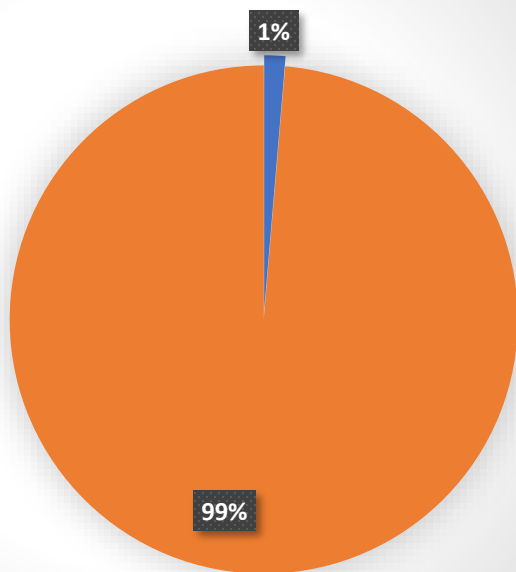
- Email
- Fax
- Phone
- Postal mail
- Referral
- Web

56%

## total consumer disputed



## Complaint Handle Time



Total submitted via

