

Consumer Complaints on Financial Products and Services

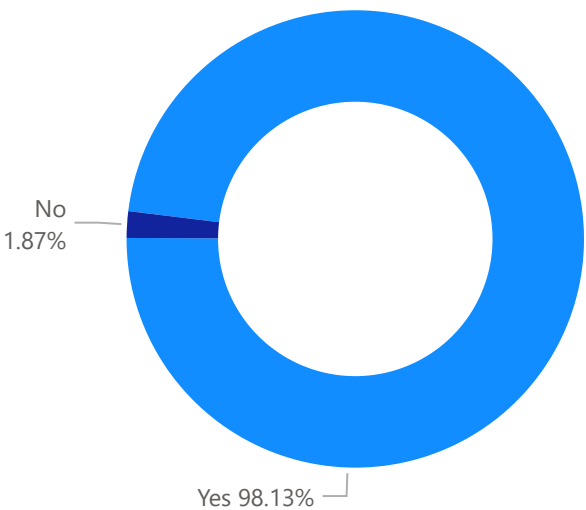
Total Complaints

2M

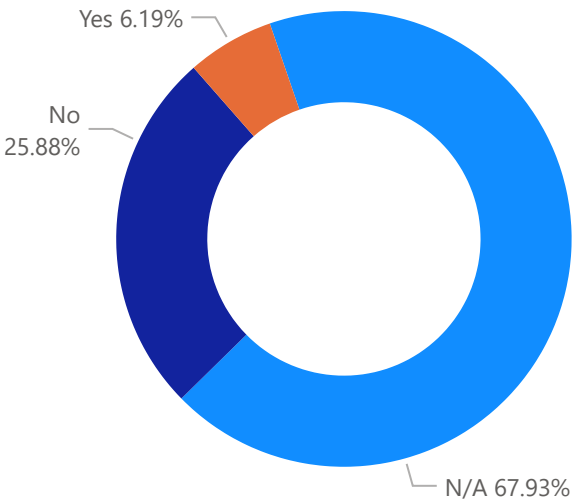
Total Companies

6233

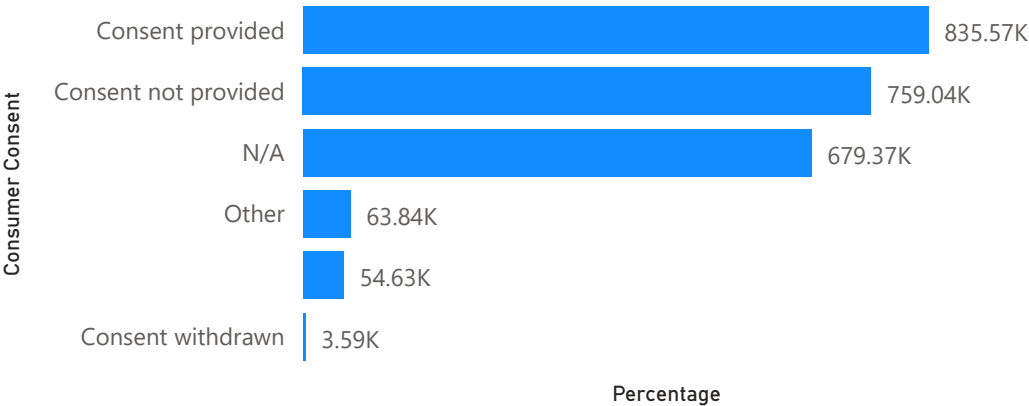
Timely Response by Companies



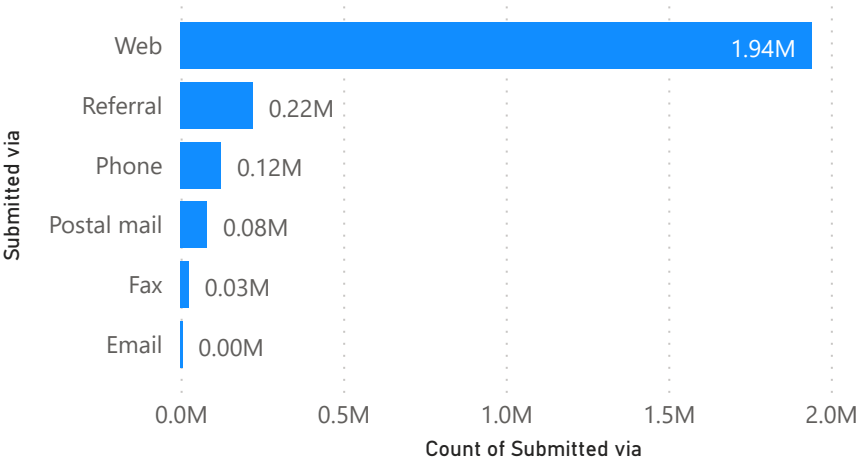
Consumer Disputed



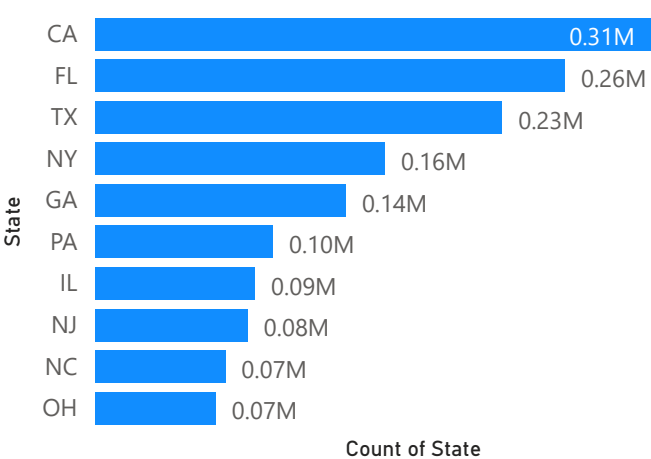
Consumer Consent Type



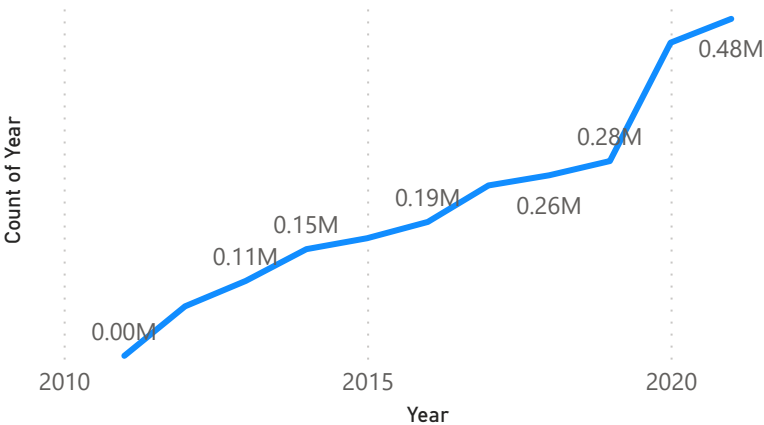
Complaint Submitted Via



Top 10 States by Complaints



Year wise Complaints



Company Response to Consumer

Company response to consumer	%GT Count of Company response to consumer
Closed with explanation	82.35%
Closed with non-monetary relief	10.37%
Closed with monetary relief	4.51%
Closed without relief	0.75%
Closed	0.74%
In progress	0.69%
Untimely response	0.39%
Closed with relief	0.22%
	0.00%
Total	100.00%

Complaints by Product Percentage

Product	%GT Count of Product
Credit reporting, credit repair services, or other personal consumer reports	37.78%
Debt collection	16.60%
Mortgage	14.33%
Credit reporting	5.86%
Credit card or prepaid card	5.41%
Checking or savings account	4.50%
Credit card	3.72%
Bank account or service	3.60%
Student loan	2.68%
Money transfer, virtual currency, or money service	1.48%
Consumer Loan	1.32%
Vehicle loan or lease	1.23%
Payday loan, title loan, or personal loan	0.83%
Payday loan	0.23%
Money transfers	0.22%
Prepaid card	0.16%
Other financial service	0.04%
Total	100.00%

Consumer Issues by Percentage

Issue	%GT Count of Issue
Incorrect information on your report	23.19%
Problem with a credit reporting company's investigation into an existing problem	10.37%
Attempts to collect debt not owed	5.18%
Loan modification,collection,foreclosure	4.69%
Incorrect information on credit report	4.29%
Improper use of your report	3.61%
Loan servicing, payments, escrow account	3.23%
Managing an account	2.83%
Cont'd attempts collect debt not owed	2.53%
Written notification about debt	2.43%
Trouble during payment process	2.24%
Communication tactics	1.93%
Account opening, closing, or management	1.58%
Struggling to pay mortgage	1.39%
Problem with a purchase shown on your statement	1.35%
False statements or representation	1.34%
Disclosure verification of debt	1.29%
Managing the loan or lease	1.05%
Deposits and withdrawals	0.95%
Took or threatened to take negative or legal action	0.89%
Dealing with your lender or servicer	0.86%
Dealing with my lender or servicer	0.74%
Application, originator, mortgage broker	0.72%
Credit reporting company's investigation	0.70%
Applying for a mortgage or refinancing an existing mortgage	0.65%
Billing disputes	0.63%
Other	0.62%
Other features, terms, or problems	0.61%
Fees or interest	0.59%
Unable to get your credit report or credit score	0.59%
Problem when making payments	0.58%
Fraud or scam	0.58%
Closing an account	0.56%
Getting a credit card	0.50%
Problems caused by my funds being low	0.49%
Total	100.00%