Credit Card Dashboards

Total Complaints		Timely Response		In Progress	
86,893	Rolling 12 Months **20,202**	**85,934**	Closed % **98.90 %**	**329**	In Progress % **0.38%**

Monthly Trend
Monthly

2,175

Avg : 1,337

Avg : 1,337

38

© 2025 Mapbox © OpenStreetMap

Submitted Via

Email	**0.05%**
Fax	1.00%
Phone	7.48%
Postal mail	5.96%
Referral	16.58%
Web	68.92%

Top Issues

Issue	Count
Billing disputes	14,688
Other	9,049
Identity theft / Fraud / Em..	8,244
Closing/Cancelling account	6,230
APR or interest rate	5,426
Late fee	3,550
Customer service / Custo..	3,424
Delinquent account	3,135
Credit determination	2,976
Advertising and marketing	2,861

Company Response

Company response to consumer	Number of Records	% of Total Number of Reco..
Closed	649	0.75%
Closed with explanation	51,873	59.92%
Closed with monetary reli..	17,942	20.73%
Closed with non-monetar..	9,215	10.65%
Closed with relief	2,500	2.89%
Closed without relief	4,246	4.91%
Untimely response	139	0.16%

Daily Complaints
Month, Yea.. December 2019

Date received

Sunday	Monday	Tuesday	Wednes..	Thursd..	Friday	Saturd..
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				