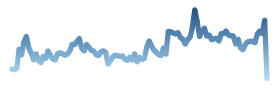


# FINANCIAL COMPLAINTS | OVERVIEW

Date Submitted  
01-12-2011 to 13-10-2020

TOTAL COMPLAINTS

75,513



IN PROGRESS

283

0.37%

TIMELY RESPONSE

98.1%



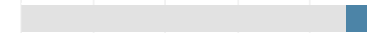
Resolved at No  
Cost

84.52%

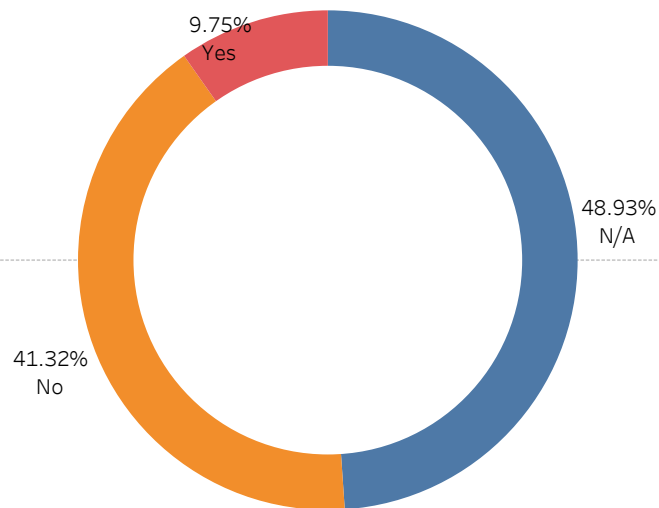


DISPUTED RATE

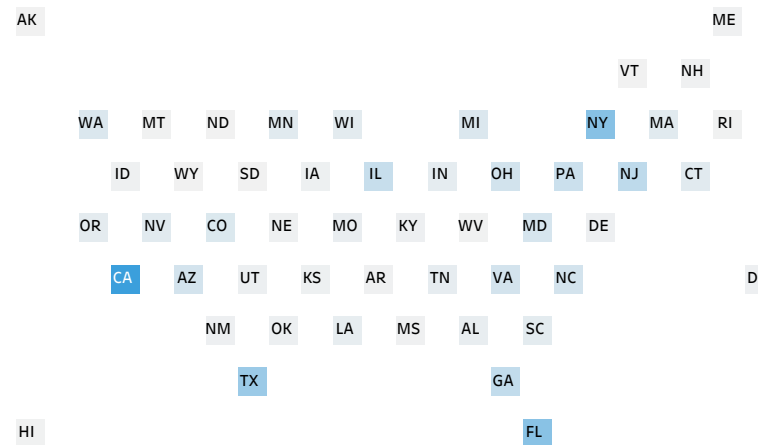
9.75%



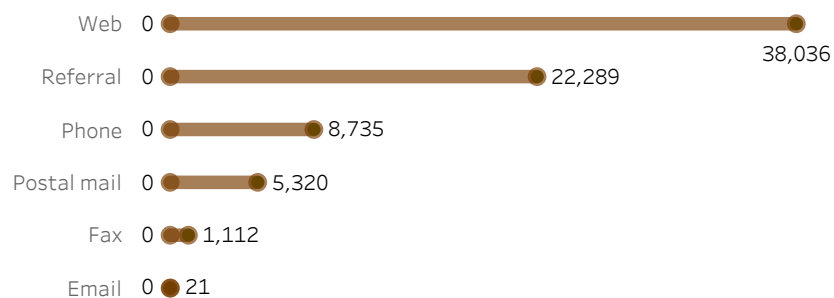
% CUSTOMER DISPUTED



COMPLAINTS BY STATES



COMPLAINTS BY MEDIA



COMPLAINTS BY PRODUCTS

