

### Top 5 Companies Max complaint

Company Names	Max of No. of Complaints
Bank of America	1066
Citibank	764
Equifax	531
JPMorgan Chase & Co.	877
Wells Fargo & Company	947
<b>Grand Total</b>	<b>1066</b>

### Monthly Trends of Number of Complaints

Months	Count of Company
1	1184
2	1155
3	1269
4	1281
5	1191
6	1258
7	1339
8	1348
9	1101
10	1170
11	858
12	846
<b>Grand Total</b>	<b>14000</b>

### Inference

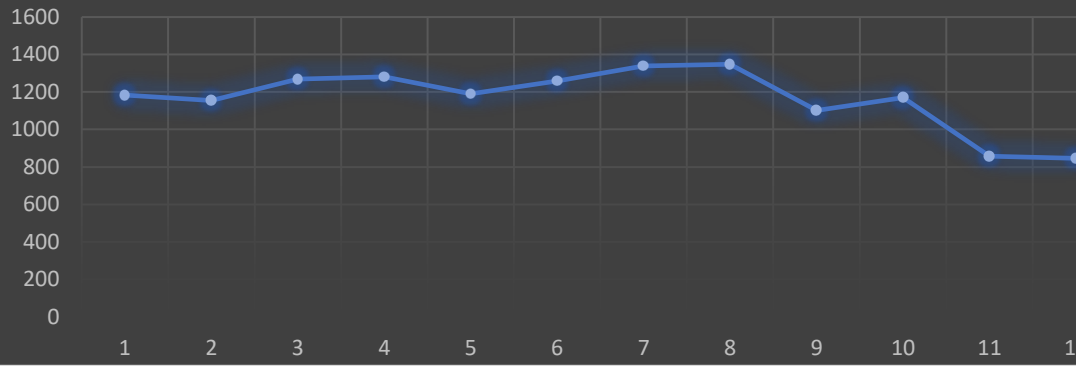
Bank of America is getting most complaints, needs to significantly enhance its service and product.

The majority of complaints are related to loan servicing, payments, and escrow accounts and Account opening, closing or management. Therefore, organisations must improve their service and address these issues as soon as possible with high priority.

The majority of complaints are received in the months of March, April, June, July, August, and October, thus companies should provide enhanced consumer service during these months.

Count of Company

## Monthly Trends of Number of Complaints



Month

**Top 5 Issues with Max complaint**

Issues	Count of Company
Account opening, closing, or management	1047
Communication tactics	814
Deposits and withdrawals	618
Loan modification, collection, foreclosure	883
Loan servicing, payments, escrow account	2354
<b>Grand Total</b>	<b>5716</b>



