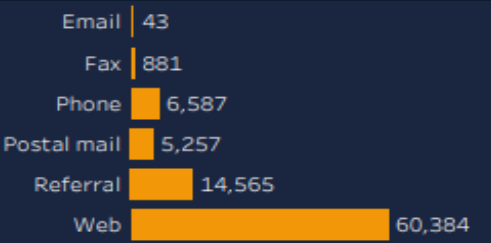


CREDIT CARD COMPLAINTS DASHBOARD

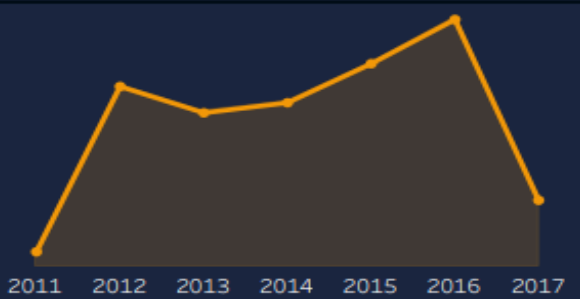
Total Credit Card Complaints
87,718

Sources of Complaints



Year All Month All

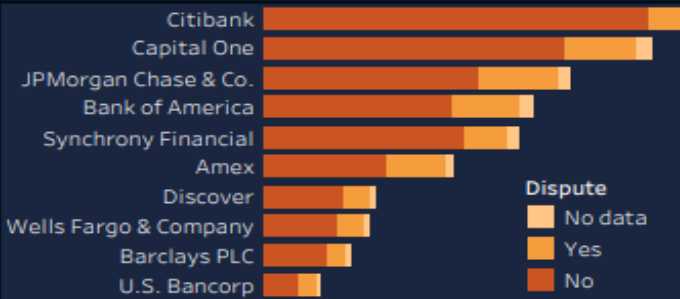
Complaints over Time



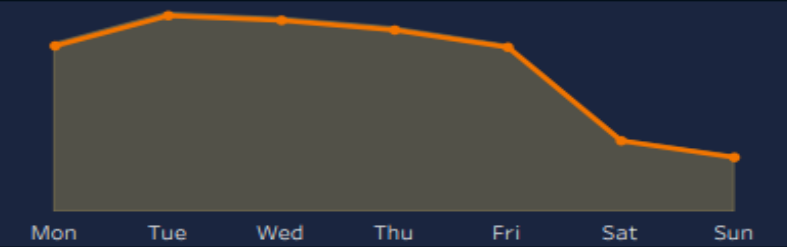
Consumer Disputed
All

On time or late
All

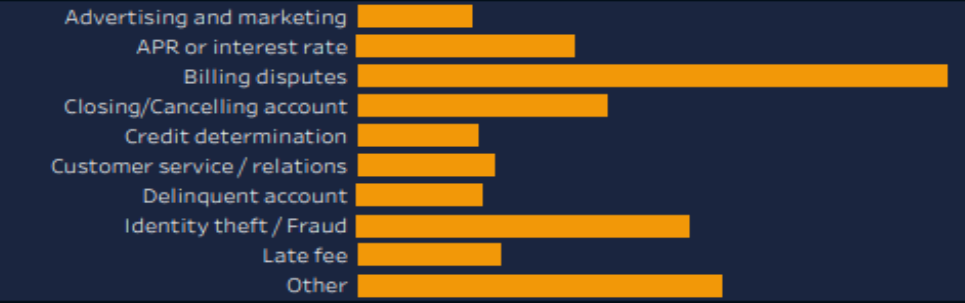
Top 10 Companies by Complaints



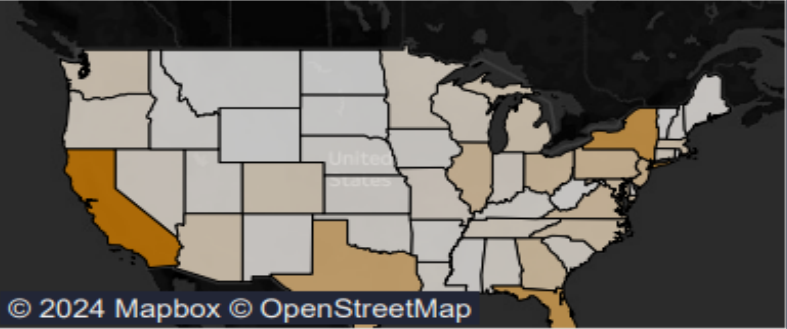
Weekly Complaints trend



Top 10 Complaint Issues



Complaints by State



Complaints by Timely Respond

Company Response	Ontime		Late	
	Total	%	Total	%
Closed with explanation	51,942	59.88%	442	45.66%
Closed with monetary relief	17,986	20.73%	106	10.95%
Closed with non-monetary relief	9,226	10.64%	69	7.13%
Closed without relief	4,195	4.84%	100	10.33%
Closed with relief	2,439	2.81%	81	8.37%
Closed	630	0.73%	24	2.48%
In progress	332	0.38%	5	0.52%
Untimely response			141	14.57%