

# FINANCIAL COMPLAINTS | OVERVIEW

DECEMBER 2011 - OCTOBER 2020



TOTAL COMPLAINTS

**75,513**



TIMELY RESPONSE

**98.1%**



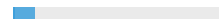
IN PROGRESS

**283**

(0.37%)

DISPUTED RATE

**9.8%**

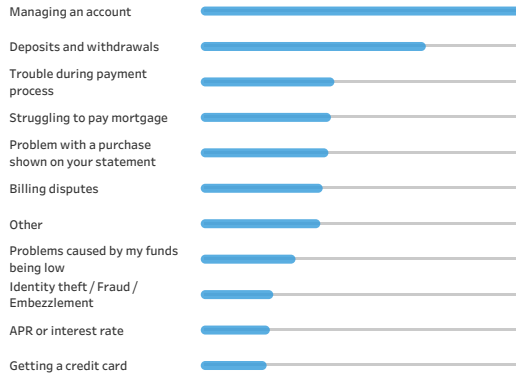


RESOLVED AT NO COST

**84.5%**

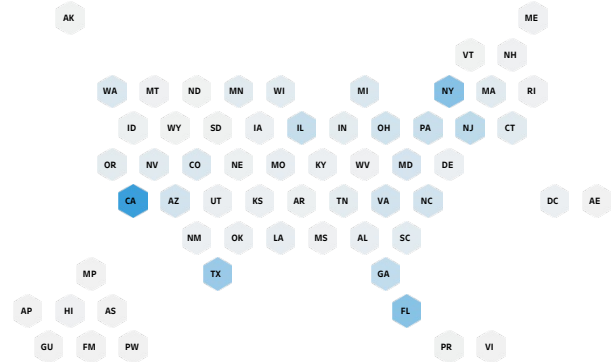


## COMPLAINTS BY ISSUE

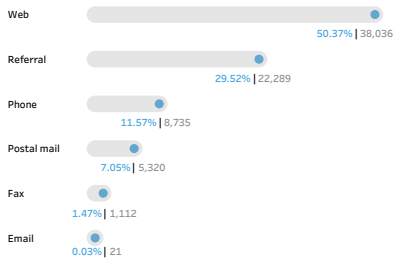


## COMPLAINTS BY STATES

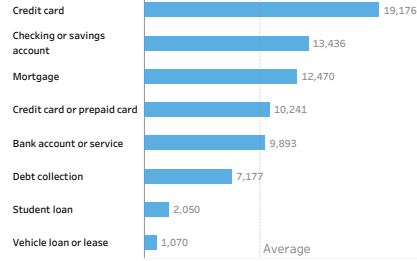
Click any states to filter the dashboard



## COMPLAINTS BY MEDIA



## COMPLAINTS BY PRODUCT



## % CONSUMER DISPUTED

