

CREDIT CARDS COMPLAINTS DASHBOARD

Total Complaints

86,893

Rolling 12 Months  
20,202

Timely Response

85,934

Closed%  
98.90%

In Progress

329

In Progress %  
0.38%

WeeklyTrend

Weekly

651

Avg: 310

21

State wise Complaints

United States

Mexico

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Top Issues

Billing disputes	14,688
Other	9,049
Identity theft / F..	8,244
Closing/Cancelli..	6,230
APR or interest r..	5,426
Late fee	3,550
Customer servic..	3,424
Delinquent acco..	3,135
Credit determin..	2,976
Advertising and ..	2,861

Company Response

Closed with expl..	51,873	59.92%
Closed with mon..	17,942	20.73%
Closed with non-..	9,215	10.65%
Closed without r..	4,246	4.91%
Closed with relief	2,500	2.89%
Closed	649	0.75%
Untimely respon..	139	0.16%

Daily Complaints

S	M	T	W	T	F	S
			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	

FILTER PANEL

Year of Date received  
All

Company  
All

State  
All

EXPORT

PDF

Submitted Via

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