



# Consumer Financial Complaints Analysis

Complaints Overview

Company Performance

Complaint Deep Dive & Trends



## FILTERS

Years

All

Months

All

States

All

Regions

All

Products

All

Sub-products

All

Apply

Clear All

Total Complaints

62,516

Select Year to See YoY Changes

Avg. Response Days

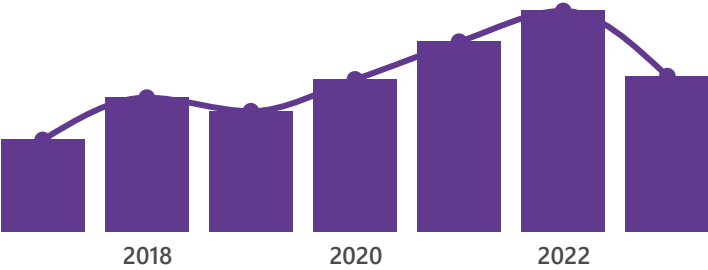
15.09

Select Year to See YoY Changes

Total Response %

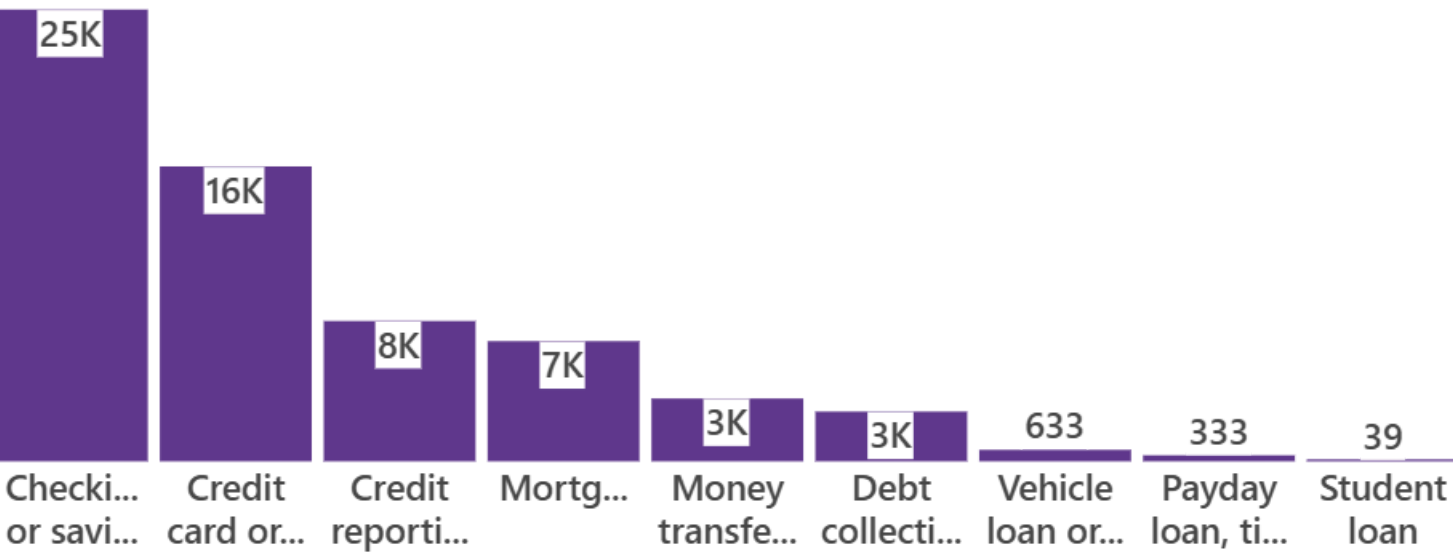
93.77 %

Select Year to See YoY Changes

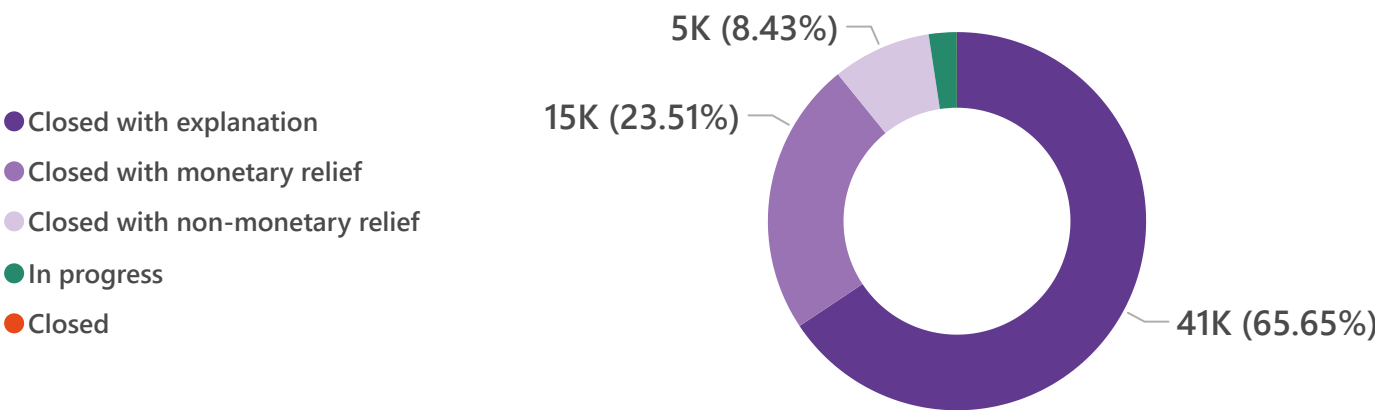


Total Complaints by Product and Sub-product

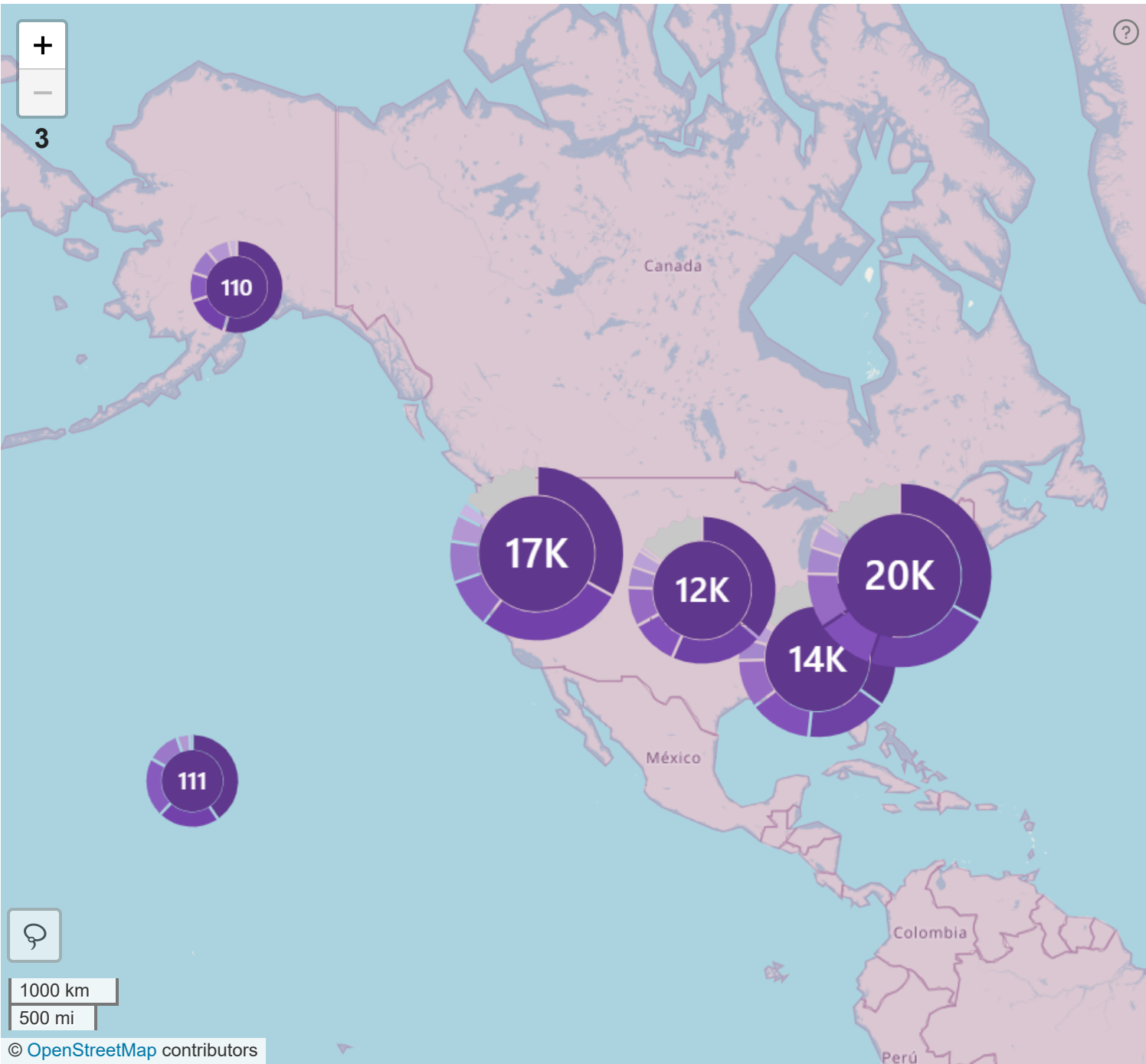
Back



Company-response to Consumer Distribution



Total Complaints by States Latitude & Longitude





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All

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Clear All

Total Companies

1,081

Avg. Timely Response Rate

93.77%

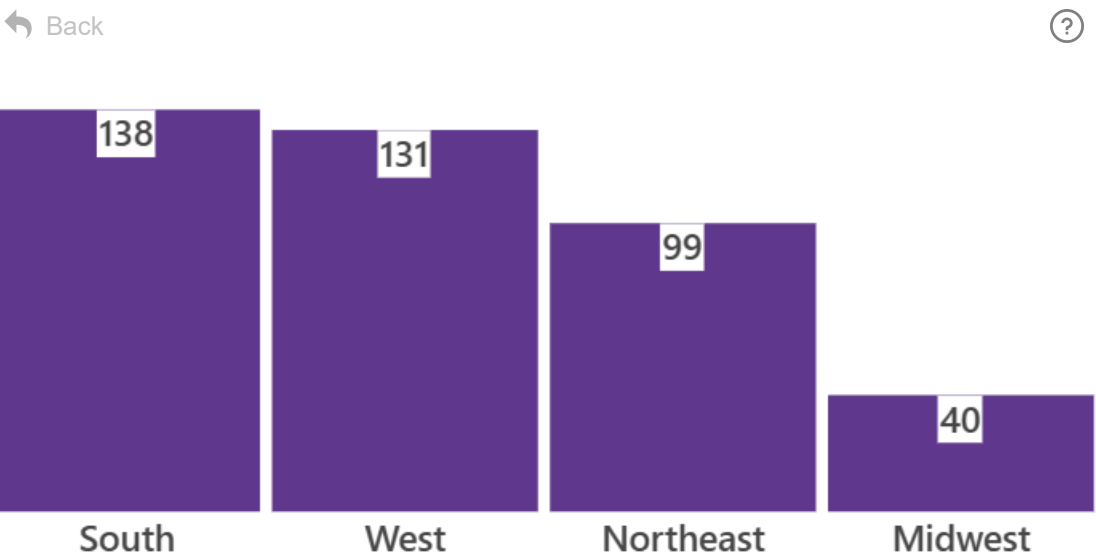
Highest Complaint Company

COMP-0342

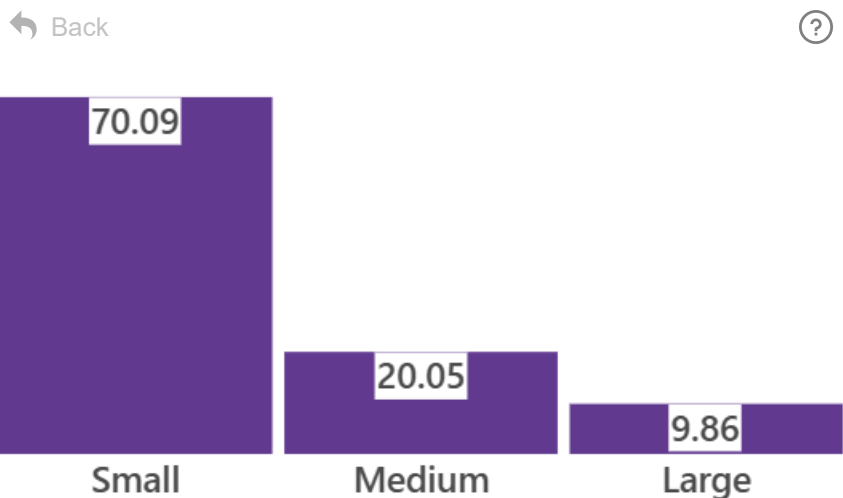
Highest No. of Complaints

83

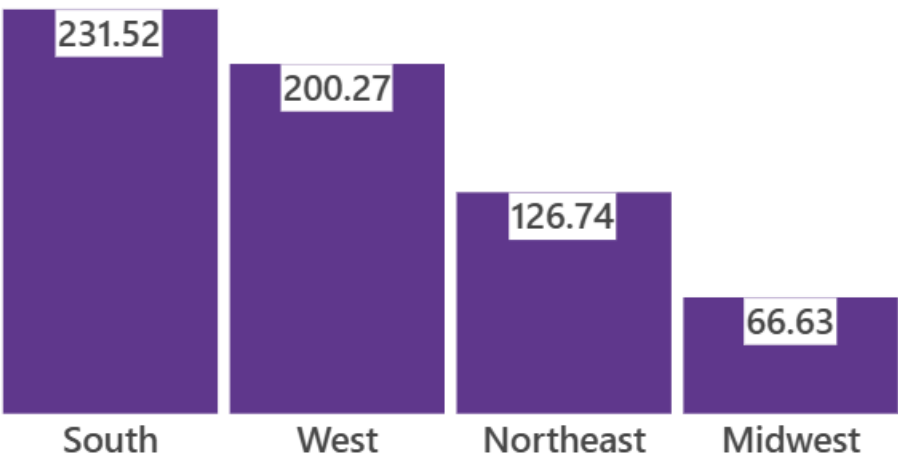
Total Complaints by Company\_ID and Census\_Region



Market Share % by Company Size and Census\_Region

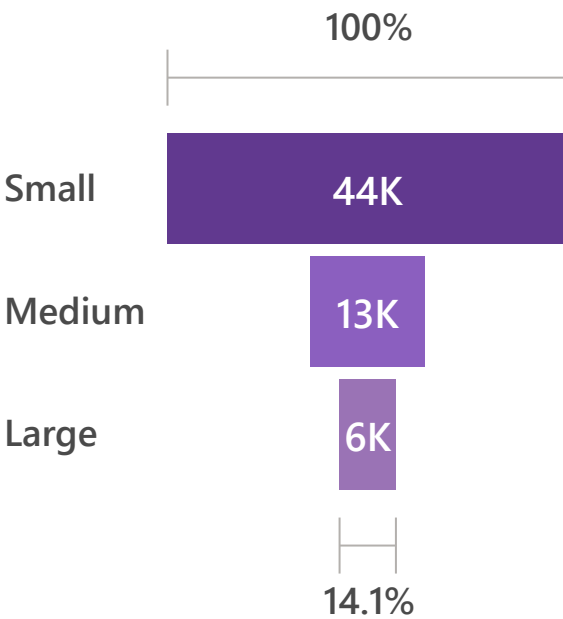


Complaints per 1% Share by Census\_Region



Company_ID	Total Complaints	Timely Response %	Avg Response Days	Market Share %	Complaints 1% Share	Reputation Score
COMP-0001	50	90.00	14.60	0.04	1,298.70	75
COMP-0002	63	92.06	13.29	0.08	806.66	82
COMP-0003	61	96.72	13.28	0.02	3,609.47	63
COMP-0004	56	94.64	16.16	0.03	2,066.42	95
COMP-0005	70	95.71	15.23	0.03	2,564.10	69
COMP-0006	68	94.12	16.65	0.06	1,190.89	60
COMP-0007	63	95.24	14.10	0.02	2,916.67	56
COMP-0008	58	96.55	15.72	0.02	2,478.63	62
COMP-0009	40	95.92	11.76	0.20	242.30	88

Complaints by Company Size





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All

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All

Products

All

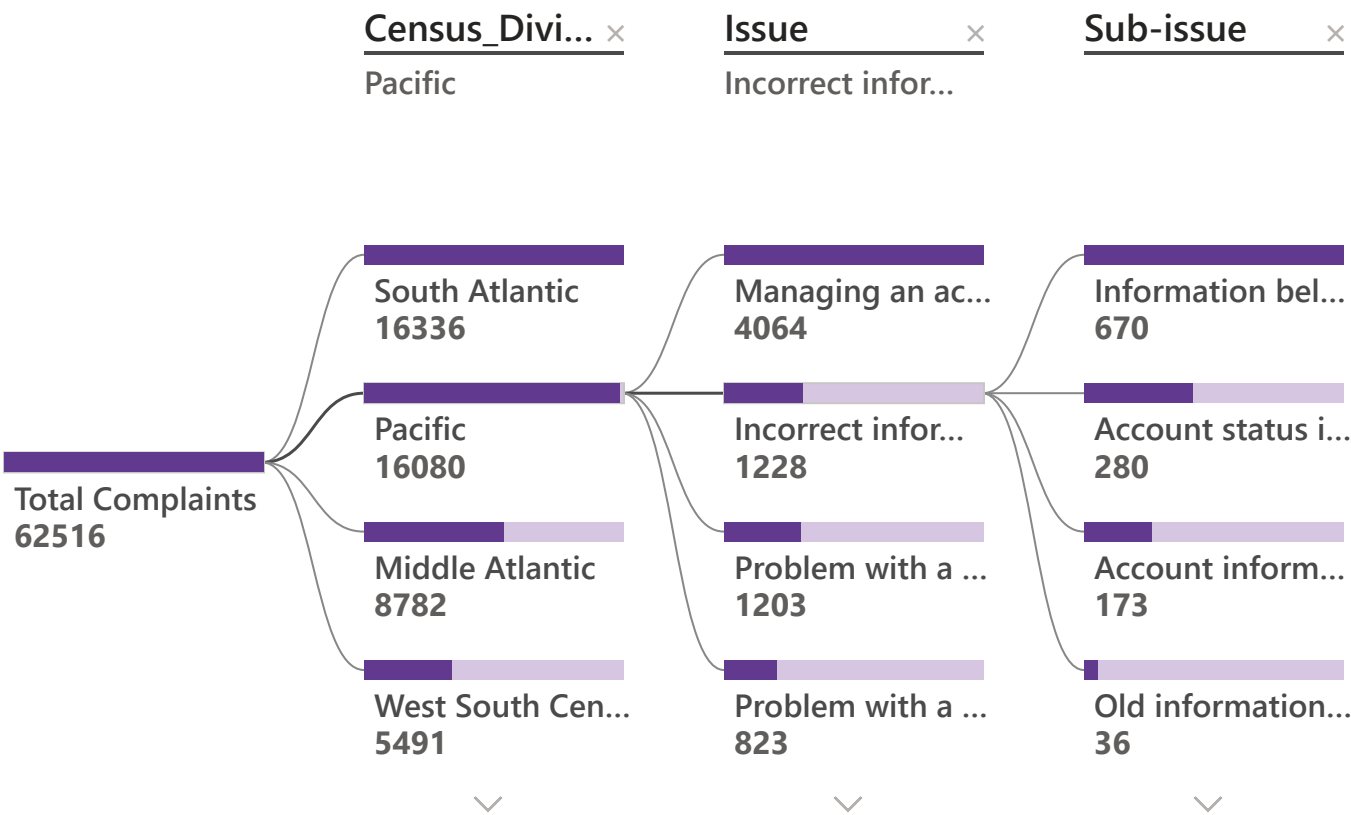
Sub-products

All

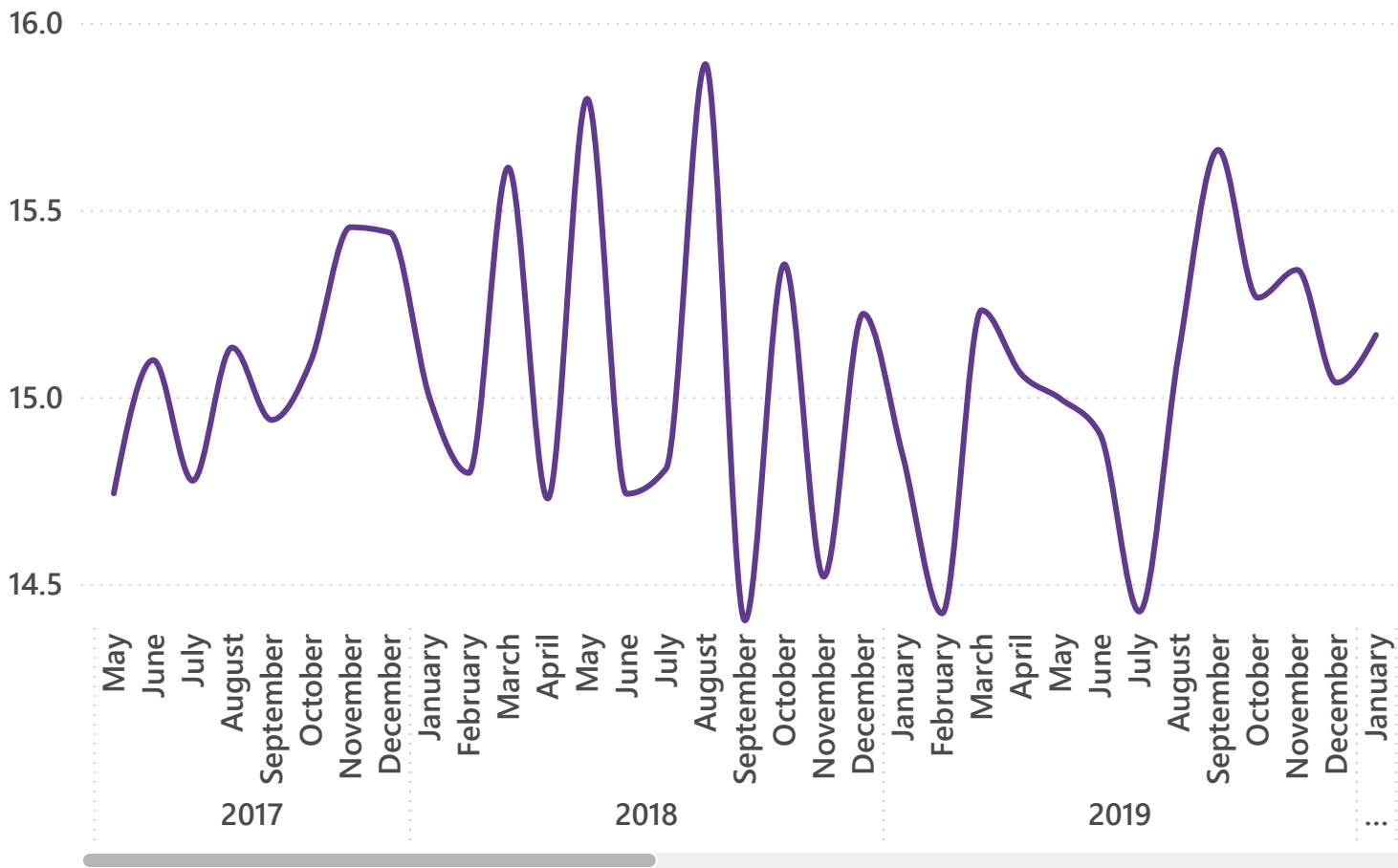
Apply

Clear All

## Complaints by Issue & Sub-Issue



## Avg Response Days by Year and Months



Complaint ID	Date Received	Product	Issue	Response to Consumer	Timely Response
2471340	01 May 2017	Credit reporting, credit repair services, or other personal consumer reports	Incorrect information on your report	Closed with explanation	Yes
2471377	04 May 2017	Checking or savings account	Problem with a lender or other company charging your account	Closed with explanation	Yes
2471473	01 May 2017	Checking or savings account	Managing an account	Closed with non-monetary relief	Yes
2471476	01 May 2017	Mortgage	Trouble during payment process	Closed with explanation	Yes
2471498	01 May 2017	Debt collection	Communication tactics	Closed with non-monetary relief	Yes
2471544	04 May 2017	Money transfer, virtual currency, or money service	Incorrect exchange rate	Closed with monetary relief	Yes
2471582	01 May 2017	Checking or savings account	Managing an account	Closed with explanation	Yes