

CONSUMER FINANCIAL COMPLAINTS

Complaint Overview : 01 May 2017 - 21 Sep 2023

Complaint Overview

Company Performance Insights

57.83

Avg Complaints per Co

15.09

Avg Response Time

1,081

Company Count

62,516

Complaint Count

25.09%

Complaint YOY Growth %

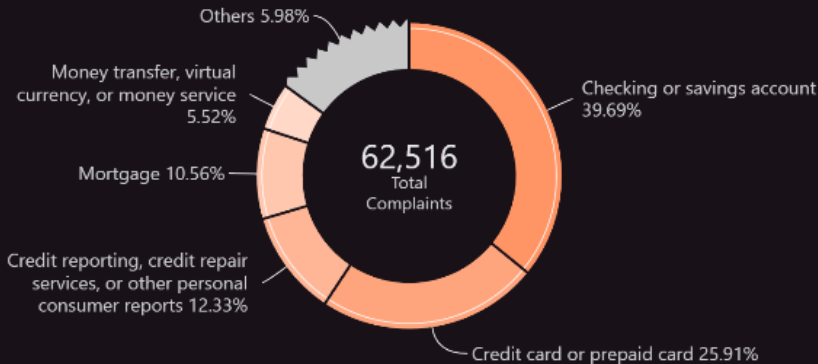
93.77%

Timely Response %

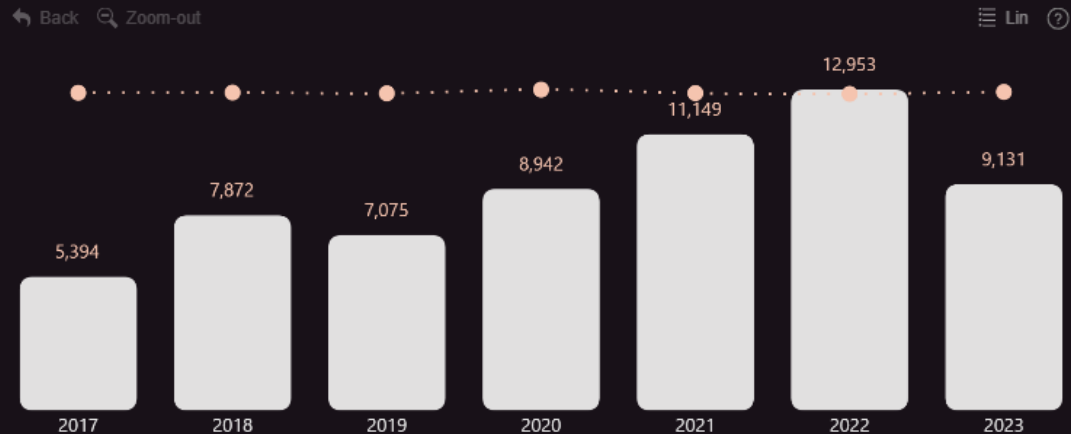
9.25%

Avg Market Share %

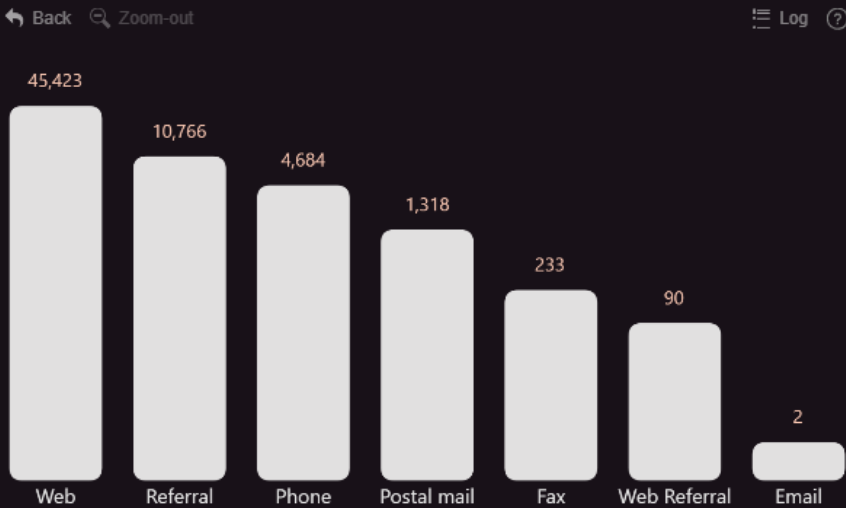
What are the most common complaint categories and issues?
by Product, Sub-product, Issue and Sub-issue



How complaint volume and response time trend over months/years?
by Year, Quarter, Month and Day



How are complaints submitted? - web, referral, etc.



Which states have the most complaints?



CONSUMER FINANCIAL COMPLAINTS

Company Performance Insights : 01 May 2017 - 21 Sep 2023

Complaint Overview

Company Performance Insights

57.83
Avg Complaints per Co

15.09
Avg Response Time

1,081
Company Count

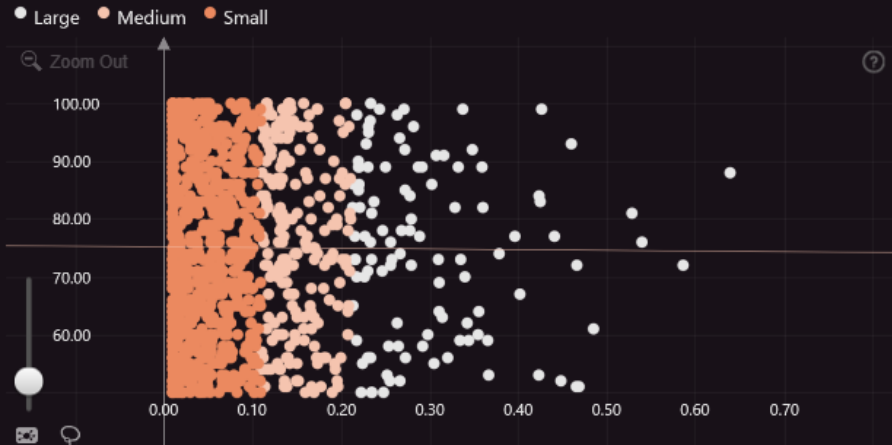
62,516
Complaint Count

25.09%
Complaint YOY Growth %

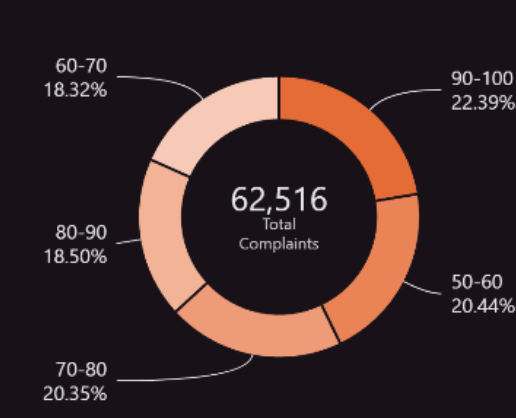
93.77%
Timely Response %

9.25%
Avg Market Share %

Market Share vs Reputation Score by Company Size



Do low reputation scores correlate with more complaints?



Complain Status	Total Complaints
Closed with explanation	41044
Closed with monetary relief	14697
Closed with non-monetary relief	5273
In progress	1494
Closed	8

Top 15 Companies responsiveness and speed



Company ID	Total Complaints	Market Share %	Complaints per 1% Share	Enforcement History	Timely Response %	Avg Response Time
COMP-0001	50	3.85%	1,298.70	No	90.00%	14.60
COMP-0002	63	7.81%	806.66	No	92.06%	13.29
COMP-0003	61	1.69%	3,609.47	No	96.72%	13.28
COMP-0004	56	2.71%	2,066.42	No	94.64%	16.16
COMP-0005	70	2.73%	2,564.10	No	95.71%	15.23
COMP-0006	68	5.71%	1,190.89	No	94.12%	16.65
COMP-0007	63	2.16%	2,916.67	Yes	95.24%	14.10
COMP-0008	58	2.24%	2,678.62	No	96.55%	15.77

Company public response	Total Complaints
No Response to the Public	2,175
Company has responded to the consumer and the CFPB and chooses not to provide a public response	60,311
Company disputes the facts presented in the complaint	2
Company believes the complaint provided an opportunity to answer consumer's questions	12
Company believes the complaint is the result of a misunderstanding	7
Company believes it acted appropriately as authorized by contract or law	6
Company believes complaint caused principally by actions of third party outside the control or direction of the company	3

CONSUMER FINANCIAL COMPLAINTS

Complaint Overview : 01 May 2017 - 21 Sep 2023

Complaint Overview

Company Performance Insights

57.83

Avg Complaints per Co

15.09

Avg Response Time

1,081

Company Count

62,516

Complaint Count

25.09%

Complaint YOY Growth %

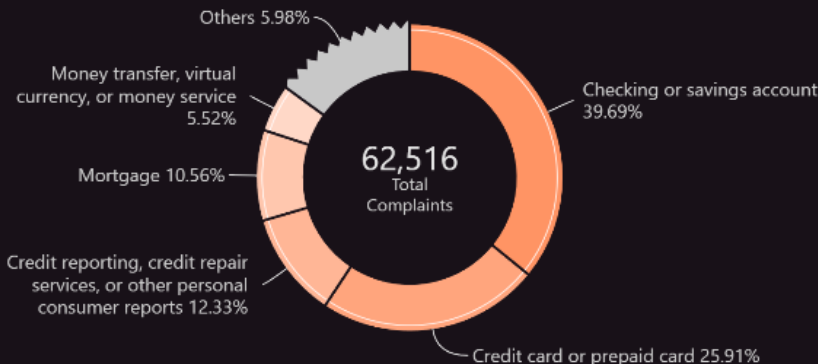
93.77%

Timely Response %

9.25%

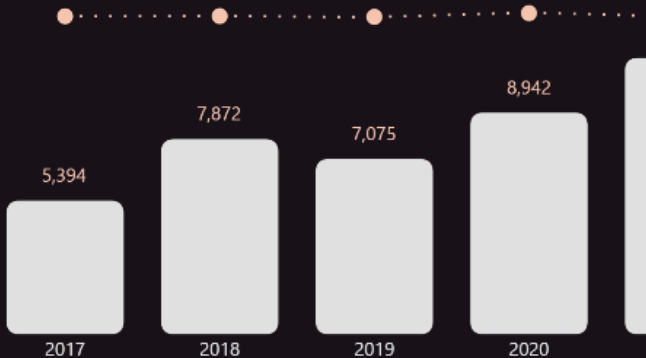
Avg Market Share %

What are the most common complaint categories and issues?
by Product, Sub-product, Issue and Sub-issue



How complaint volume and response time trend over months/years?
by Year, Quarter, Month and Day

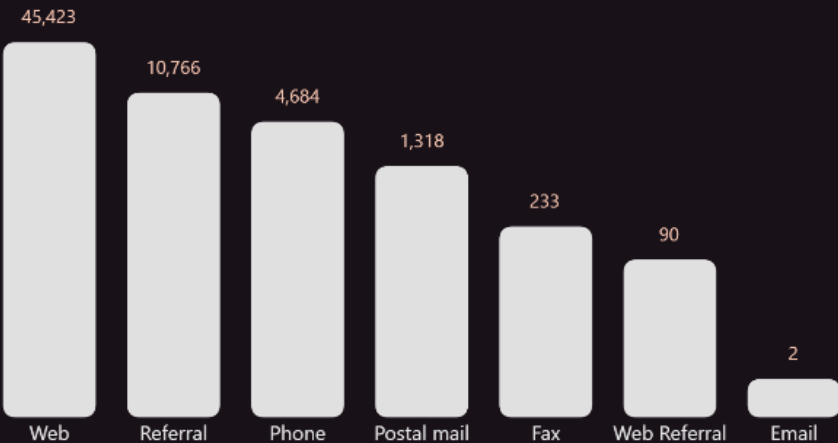
Back Zoom-out



How are complaints submitted? - web, referral, etc.

Back Zoom-out

Log ?



Which states have the most complaints?



FILTER PANE

Select Date Range

01-05-2017 21-09-2023

Select Company Size

All

Select Product

All

Select Sub - Product

All

Clear Slicers

Close Filter Pane

October 2025 Challenge:



Created By:
Crystal Andrea Dsouza