

CREDIT CARD COMPLAINTS DASHBOARD

Total Complaints

86,893

Rolling 12 Months

20,202

Timely Response

85,934

Closed %

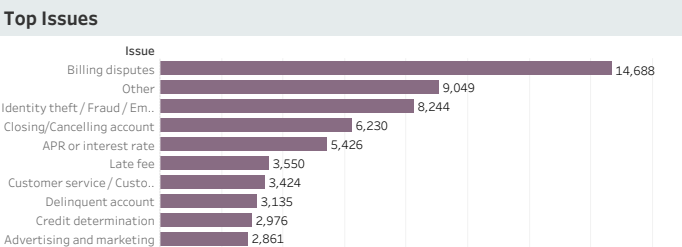
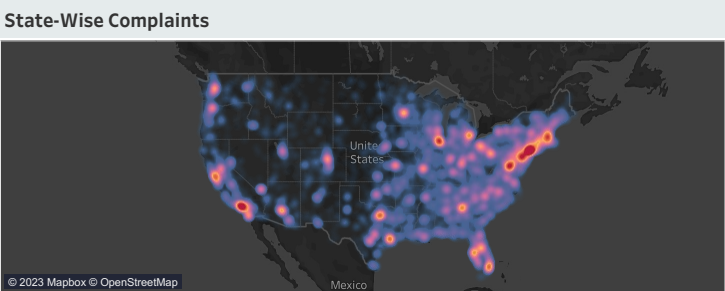
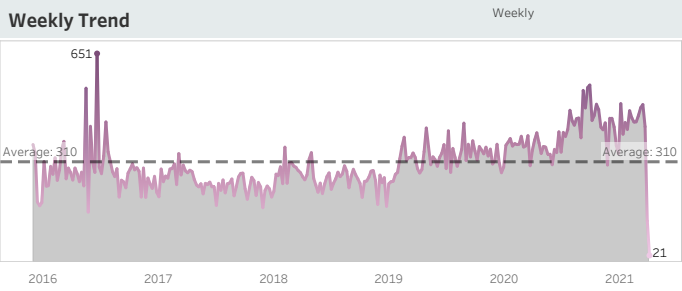
98.90%

In Progress

329

In Progress %

0.38%



Company Response

Company response to consumer	Number of Records	% of Total
Closed with explanation	51,873	59.92%
Closed with monetary reli..	17,942	20.73%
Closed with non-monetar..	9,215	10.65%
Closed without relief	4,246	4.91%
Closed with relief	2,500	2.89%
Closed	649	0.75%
Untimely response	139	0.16%