

Total Complaints

Total Complaints

,893

Total Complaints

Rolling 12 months complaints

Rolling 12
20,2

Rolling 12 months complaints

12 Months
202

Timely Response

,934

Timely Response

Closed %

Close
98.9

Closed %

ed %
10%

In progress

In progress

9

In progress %

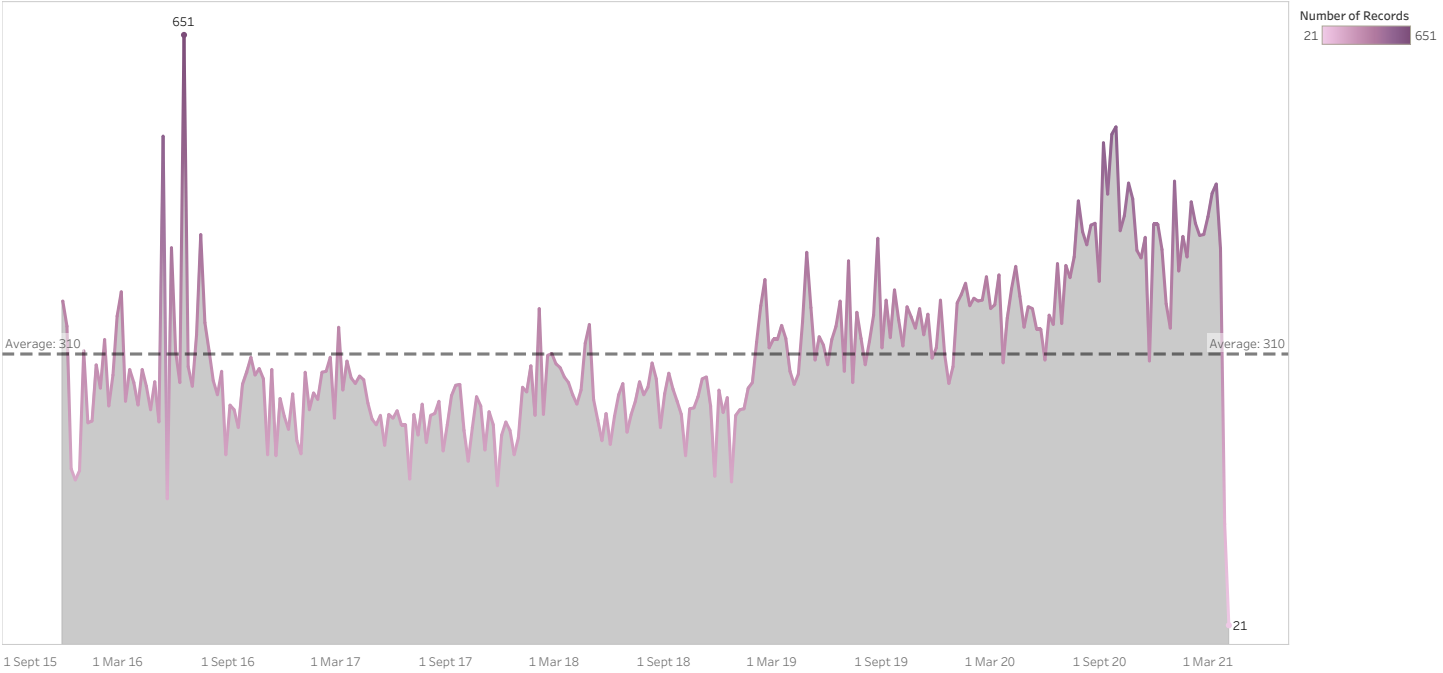
In Pr
0

In progress %

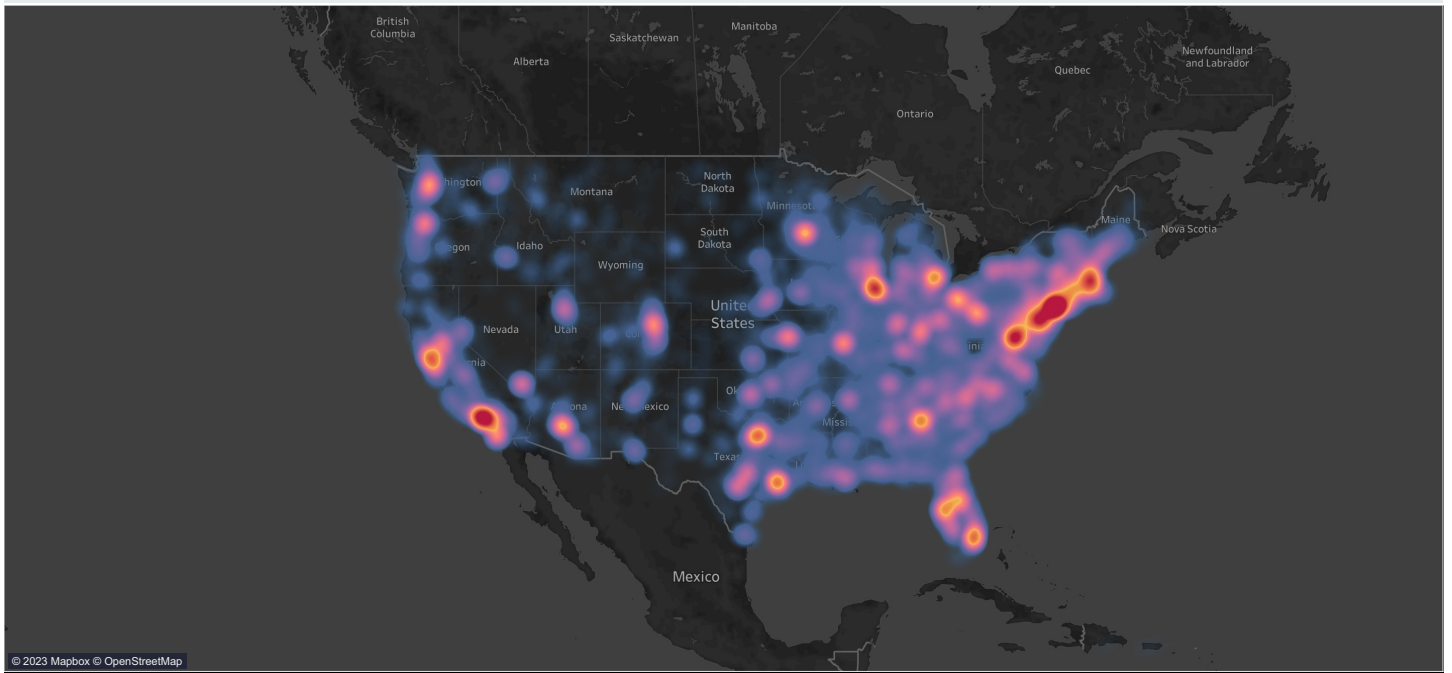
rogress %
.38%

In progress %

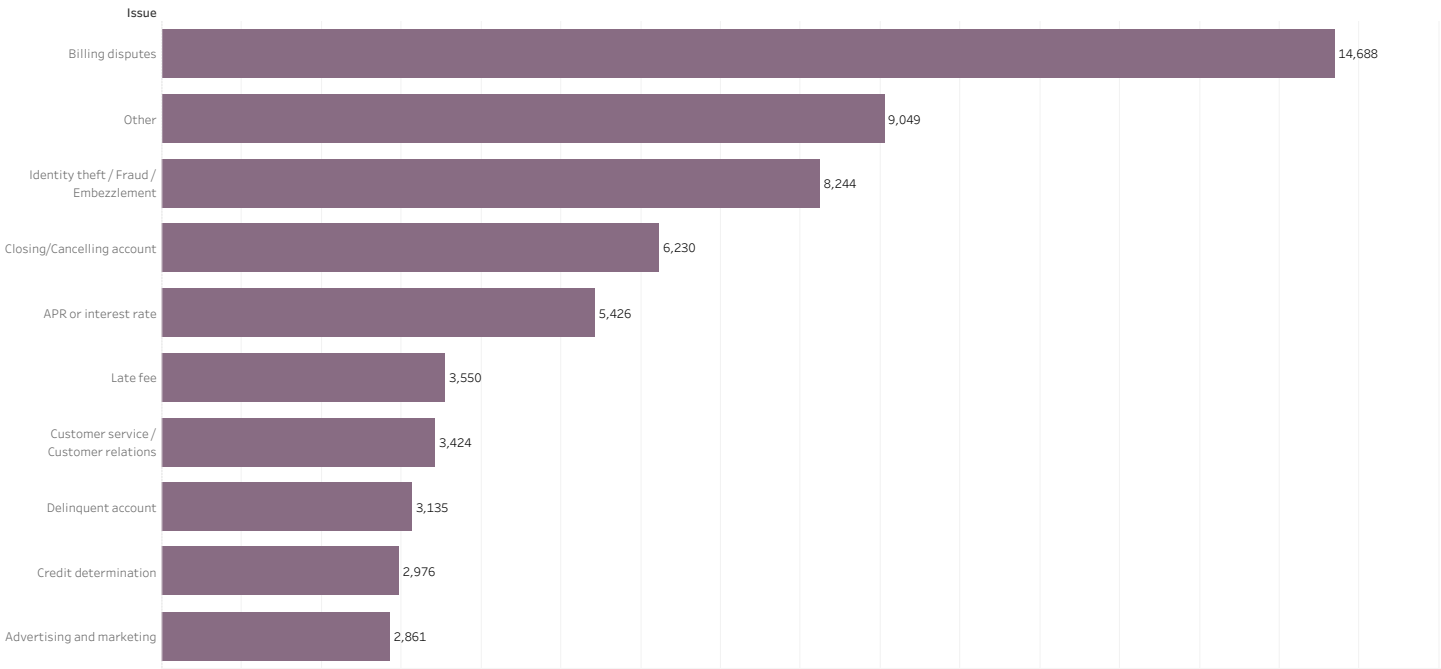
Weekly Trend



State-Wise Complaints



Top Issues



Company Response

Company response to
consumer

Number of Records

Closed with explanation

Closed with monetary
relief

Closed with non-monetary
relief

Closed without relief

Closed with relief

Closed

Untimely response

Company Response

Company response to consumer	Number of Records	% of Total
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Closed with explanation	51,873	
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Closed with monetary relief	17,942	
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Closed with non-monetary relief	9,215	
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Closed without relief	4,246	
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Closed with relief	2,500	
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Closed	649	
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Untimely response	139	
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Company Response

Company response to consumer	% of Total
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Closed with explanation	59.92%
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Closed with monetary relief	20.73%
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Closed with non-monetary relief	10.65%
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Closed without relief	4.91%
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Closed with relief	2.89%
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Closed	0.75%
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Untimely response	0.16%
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CREDIT CARD COMPLAINTS DASHBOARD

Total Complaints

86,893

Rolling 12 Months

20,202

Timely Response

85,934

Closed %

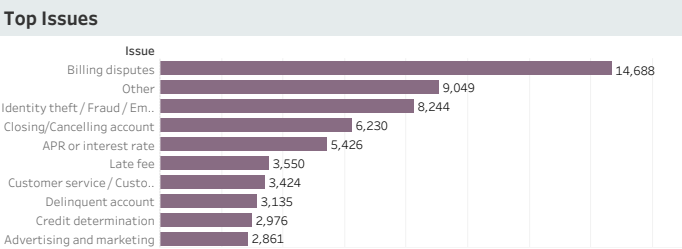
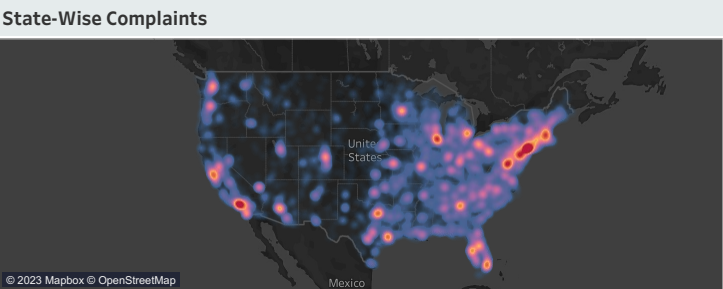
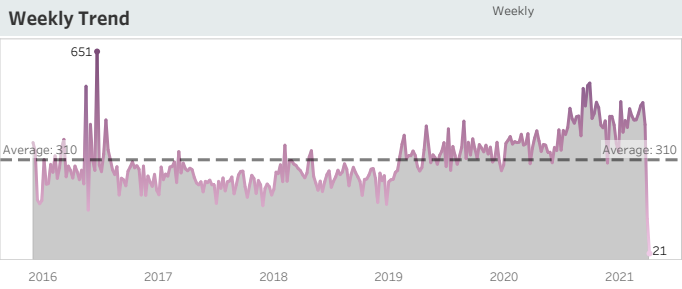
98.90%

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%