

US Financial Consumer Complaints

COMPLAINTS



62.5K

STATES



51

PRODUCTS



9

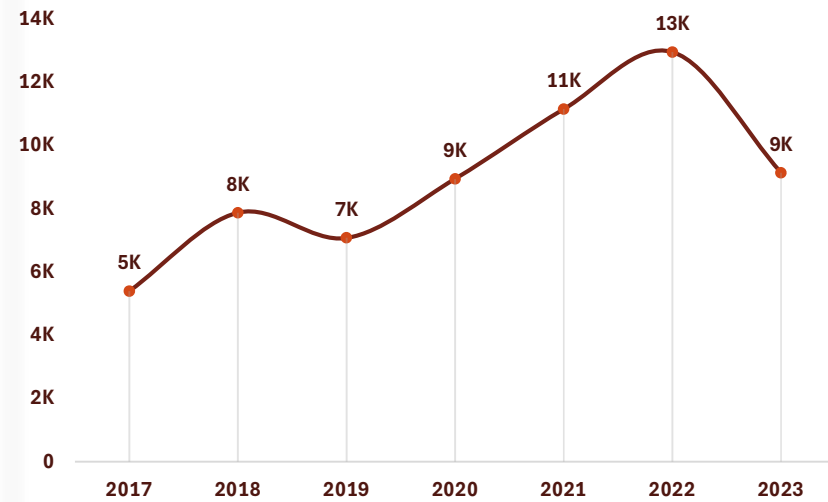
CHANNELS OF
SUBMISSION

7

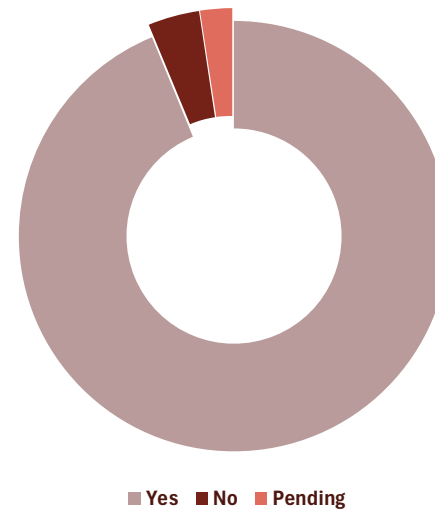
Year submitted

2017	2018
2019	2020
2021	2022
2023	

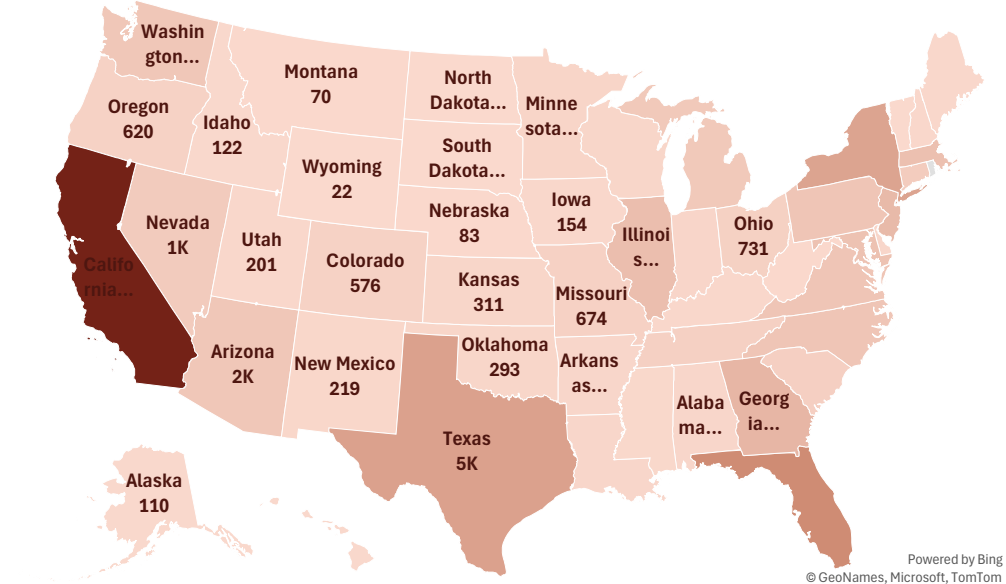
Total Complaint Over time



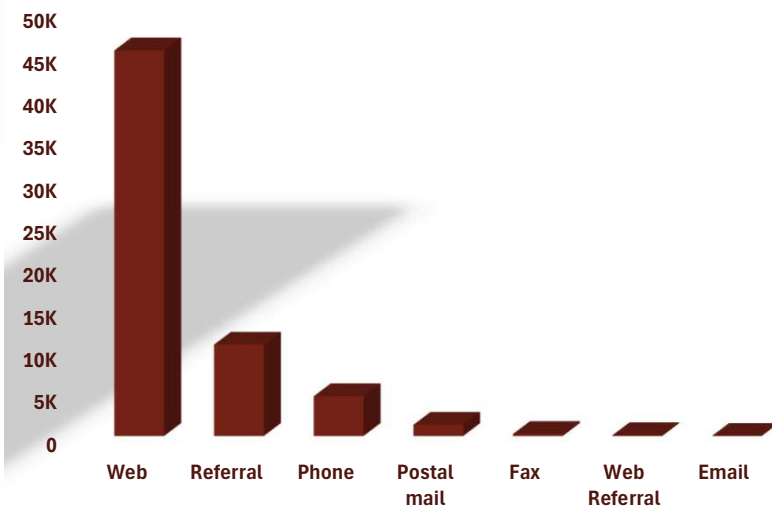
Timely Response?



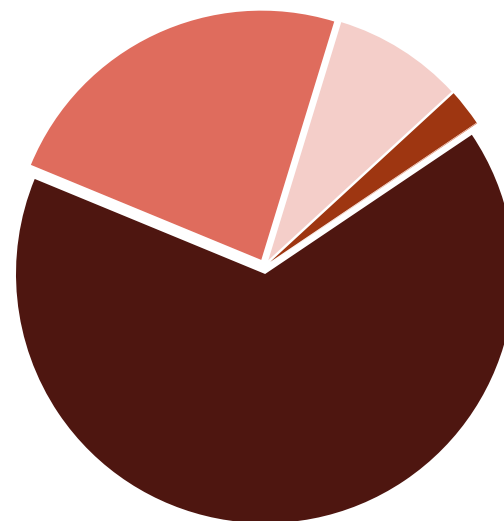
Complaints by State



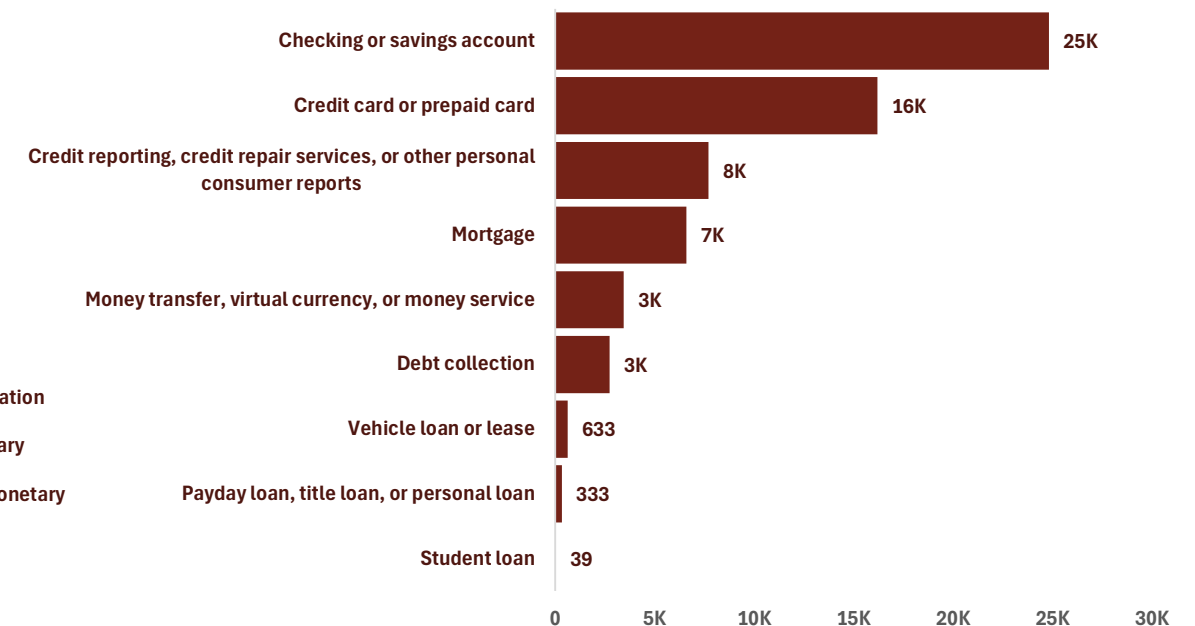
Complaint Submitted Via?



Company Response to customers by issues



Total Complaint by Product



Timely response?

No

Pending

Yes

COMPLAINTS



62.5K

Timely Response %



94%

Avg %_YES



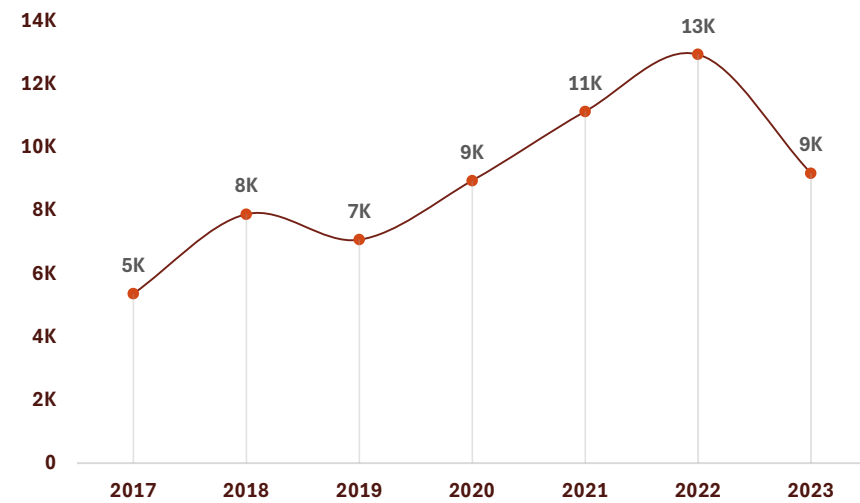
95.4%

Avg % NO

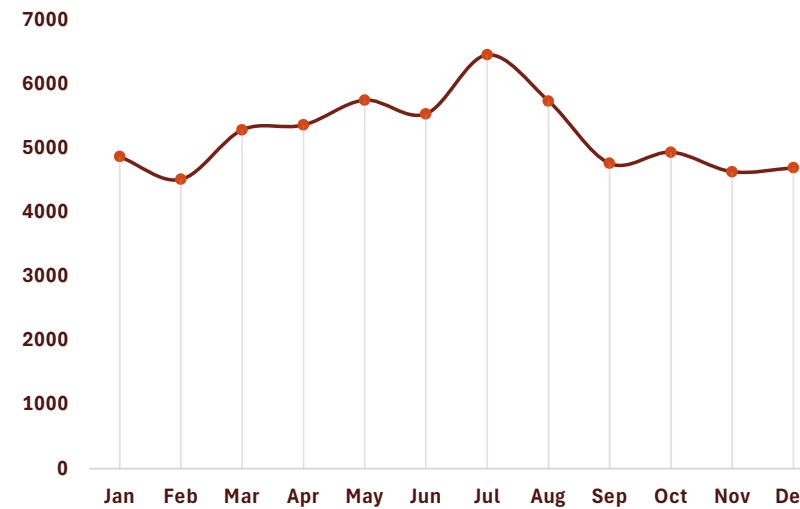


2.5%

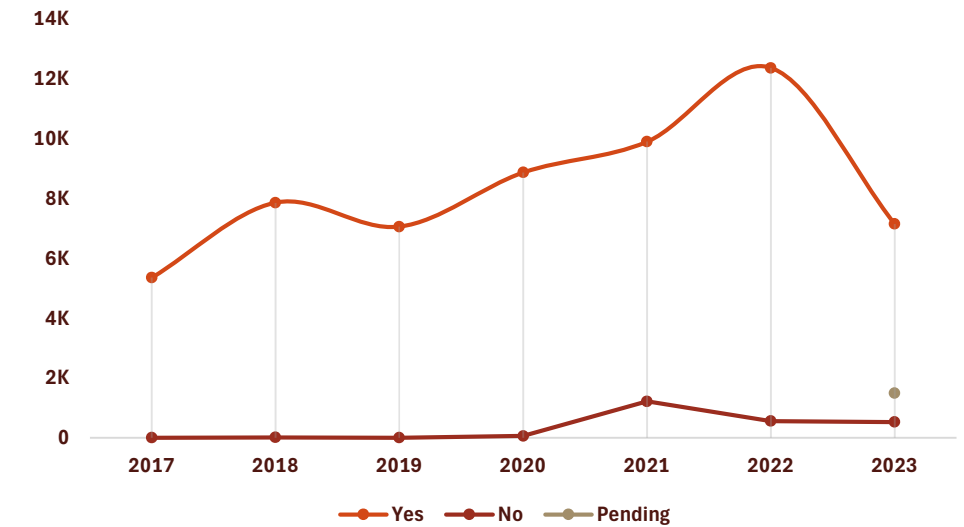
Yearly Recieved Complaints



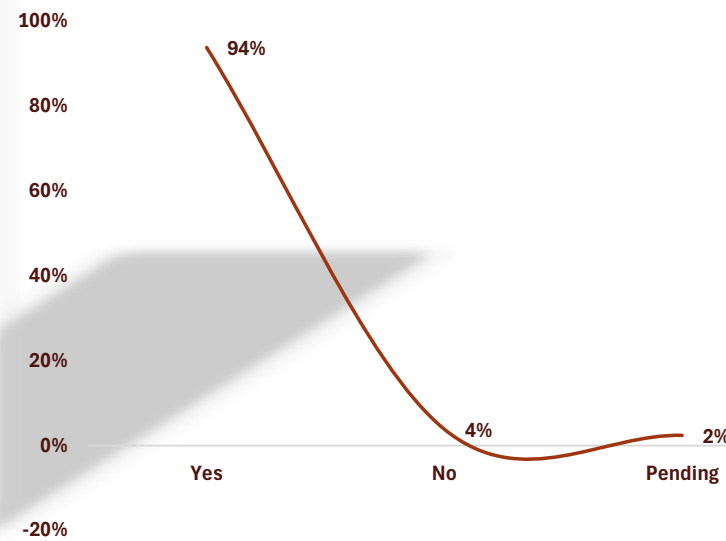
Monthly Recieved Complaints



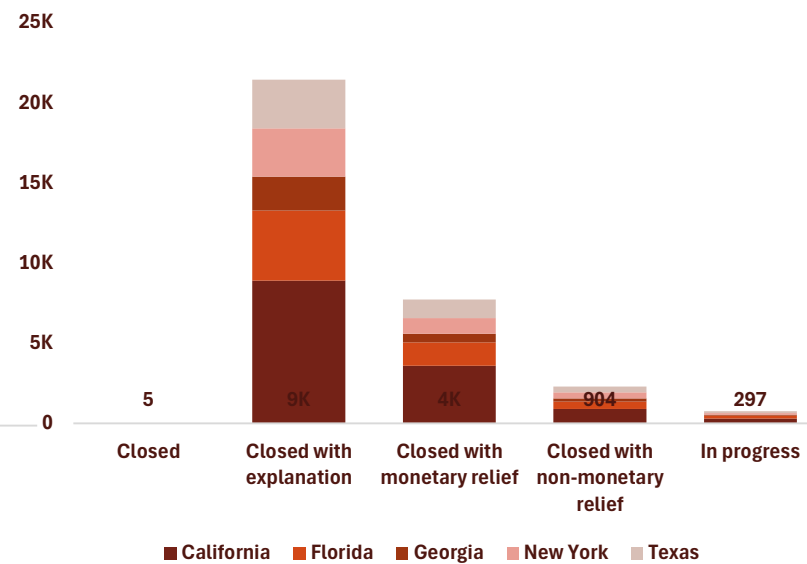
Timely Response Timeline



% Timely Response



Company Response to customers in Top 5 states



Total Complaint by Top 7 states

