Financial Consumer Complaints Analysis
CFPB data | Jan 2022 – Oct 2024

TotalResponses
4.83M

TimelyResponses
4.81M

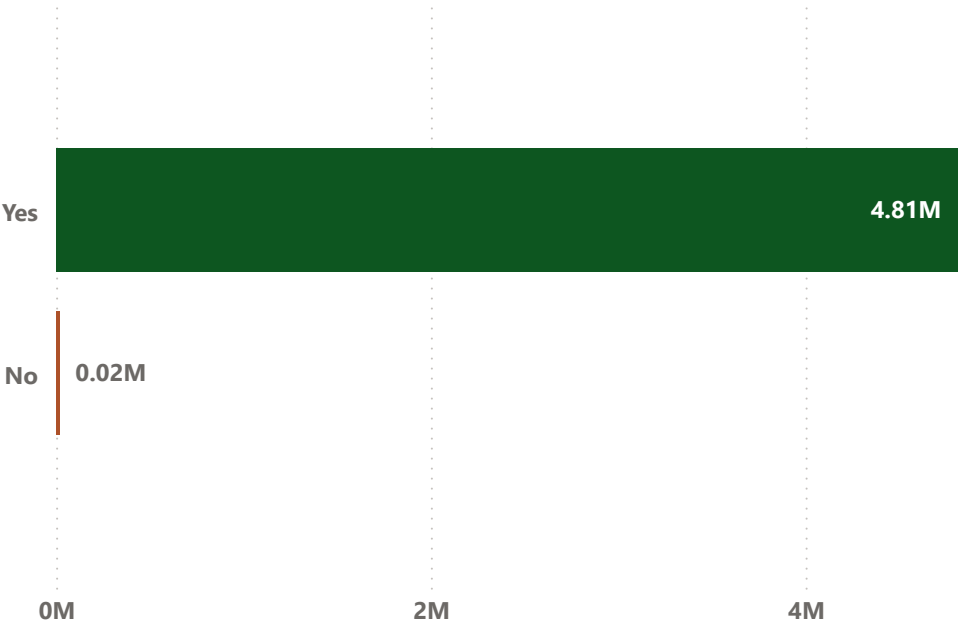**DelayedResponses**
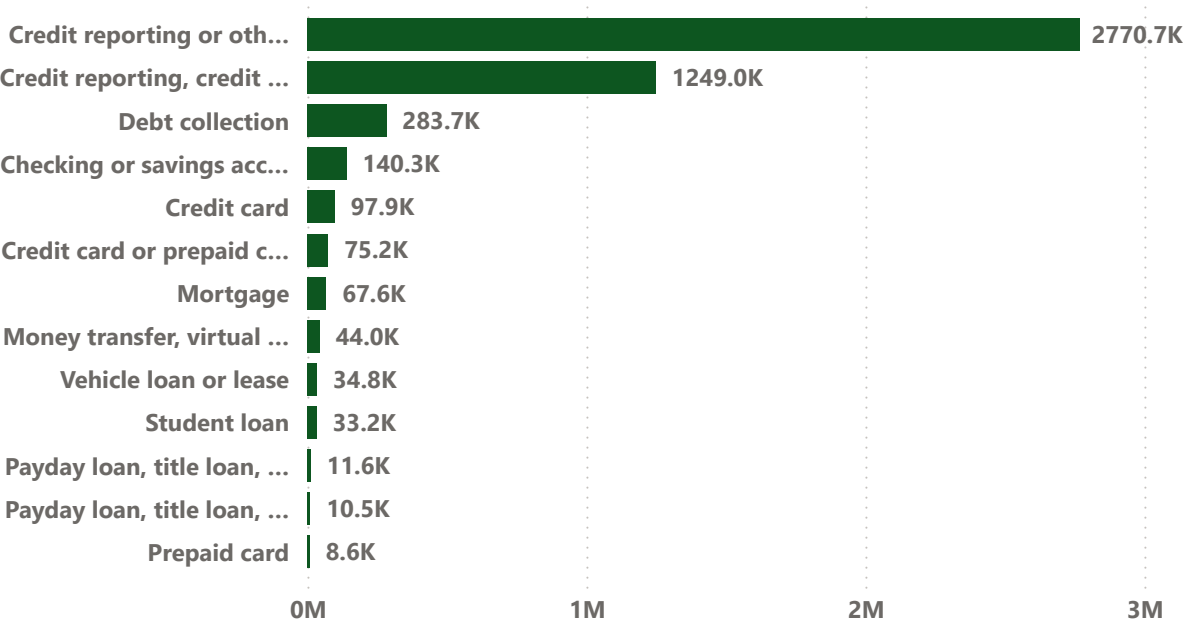# 18.77K

Companies with All DelayedResponses
762

Timely Response Rate
99.61%

Tmely Responses vs. Delayed Responses
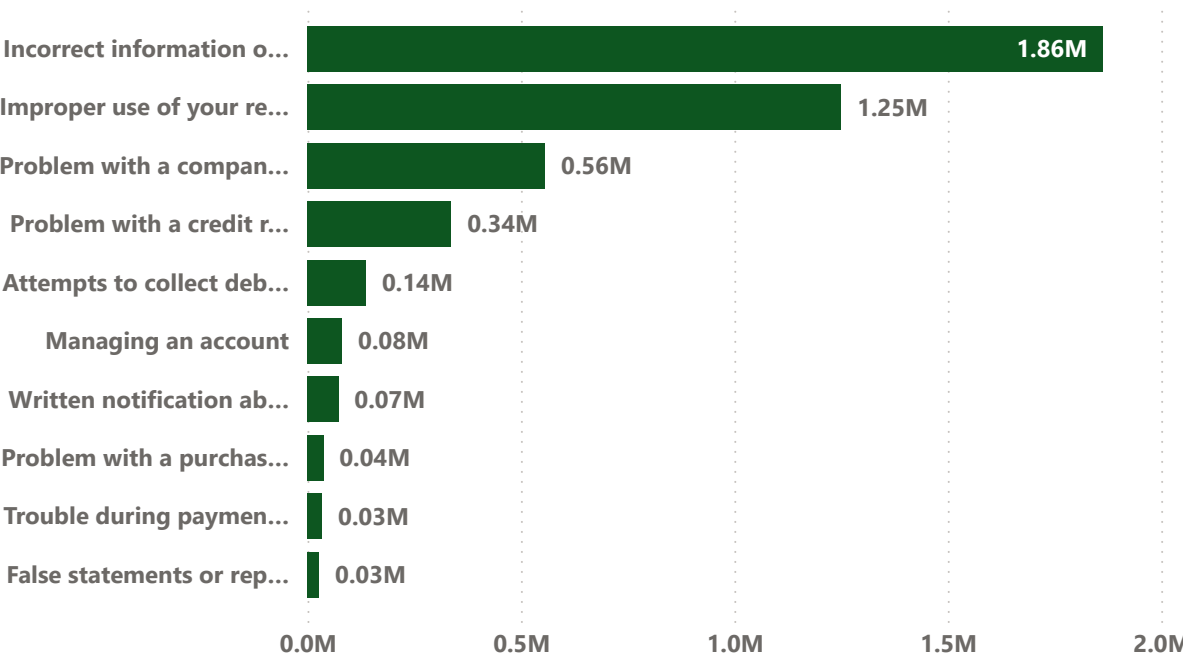
Yes	4.81M
No	0.02M

0M — 2M — 4M

Products with Most Complaints

Product	Complaints
Credit reporting or oth...	2770.7K
Credit reporting, credit ...	1249.0K
Debt collection	283.7K
Checking or savings acc...	140.3K
Credit card	97.9K
Credit card or prepaid c...	75.2K
Mortgage	67.6K
Money transfer, virtual ...	44.0K
Vehicle loan or lease	34.8K
Student loan	33.2K
Payday loan, title loan, ...	11.6K
Payday loan, title loan, ...	10.5K
Prepaid card	8.6K

0M — 1M — 2M — 3M

States with Most Complaints

State	Complaints
FL	0.66M
TX	0.60M
CA	0.48M
GA	0.37M
NY	0.31M
PA	0.24M
IL	0.22M
NJ	0.17M
NC	0.16M
MD	0.13M
MI	0.11M
OH	0.11M
VA	0.10M
LA	0.10M

0.0M — 0.2M — 0.4M — 0.6M

Issues complained about

Issue	Complaints
Incorrect information o...	1.86M
Improper use of your re...	1.25M
Problem with a compan...	0.56M
Problem with a credit r...	0.34M
Attempts to collect deb...	0.14M
Managing an account	0.08M
Written notification ab...	0.07M
Problem with a purchas...	0.04M
Trouble during paymen...	0.03M
False statements or rep...	0.03M

0.0M — 0.5M — 1.0M — 1.5M — 2.0M

Top 10 Companies with Most complaints

Company	Value
TRANSUNION INTERMEDI...	1321.4K
EQUIFAX, INC.	1266.6K
Experian Information Solu...	1241.1K
CAPITAL ONE FINANCIAL ...	51.1K
JPMORGAN CHASE & CO.	47.0K
WELLS FARGO & COMPANY	46.7K
BANK OF AMERICA, NATI...	41.7K
CITIBANK, N.A.	33.2K
SYNCHRONY FINANCIAL	23.1K
Resurgent Capital Services ...	21.1K

(x-axis: 0.0M, 0.5M, 1.0M)

Top 10 Companies with highest DelayedResponses

Timely response ● No ● Yes

Company	Value
EdFinancial Services	
BANK OF AMERICA, NA...	40.36K
CCS Financial Services, Inc.	7.07K
Incomm Holdings Inc.	
CLGF Holdco 1, LLC	4.24K
LEXISNEXIS	16.33K
TRUIST FINANCIAL COR...	11.09K
ROBINHOOD MARKETS ...	
Mobiloans, LLC	
HCFS Healthcare Financi...	

Companies with All DelayedResponse

Company	DelayedResponses
Mobiloans, LLC	172
Accscient, LLC	154
Porania, LLC	62
Marauder Corporation	61
SunTx Capital Partners	35
The Thomas Agency, Inc.	35
Quest Legal Group	31
CONST LLC	28
A & O Recovery Solutions, ...	27
Universal Payment Corpor...	27
Manhattan Beach Venture,...	26
COOLEY ENTERPRISES INC	25
Servicer under contract wi...	18
Legal Action Bureau Inc	17
Mitsubishi Motors North A...	16

(x-axis: 0, 50, 100, 150 — DelayedResponses)

Trend of Complaints and Timely Responses Over Time

● TotalResponses ● TimelyResponses

(Monthly bar chart from January 2022 through May 2024, values rising from ~0.05M to ~0.2M; y-axis: 0.0M, 0.1M, 0.2M, 0.3M)

INSIGHTS

Complaint volumes have risen steadily since 2022, indicating growing consumer dissatisfaction or increased willingness to report issues.
Timely responses remain high overall, but several companies show **0% timely responses**, highlighting serious operational or compliance gaps.
Delayed responses are concentrated within a small group of recurring companies, suggesting persistent bottlenecks that may require regulatory review or targeted support.
Credit Reporting, Debt Collection, and related products generate the majority of complaints, indicating high-friction customer experiences and potential weaknesses in industry processes.
A few states account for disproportionately high complaint volumes (e.g., FL, TX, CA, GA), likely driven by population size, service provider concentration, or regional consumer behavior patterns.
Incorrect information and account management issues are the most reported problems, pointing to systemic challenges with data accuracy, account servicing, and communication workflows.

RECOMMENDATIONS

Increase oversight of companies with recurring delayed responses, as these firms show consistent patterns of slow resolution or compliance breakdowns.
Prioritize customer experience improvements in high-complaint product categories, especially credit reporting and debt collection, through clearer communication and improved data accuracy processes.
Target state-level interventions in high-volume regions, including consumer education campaigns, stronger enforcement, or local regulatory partnerships.
Investigate the root causes of top complaint issues, particularly data inaccuracies and account servicing problems, as addressing these can significantly reduce complaint volumes.
Monitor complaint trends continuously to identify emerging risks, such as sudden spikes in specific products, companies, or regions.
Benchmark high-performing companies with strong timely response rates, and share best practices with low-performing firms to raise overall industry performance.