



CUSTOMER COMPLAINTS ANALYTICS



Total Complaints



72,431

Rolling 12 Months
8,732



Timely Response



71,040

Closed %
98.08%



In Progress



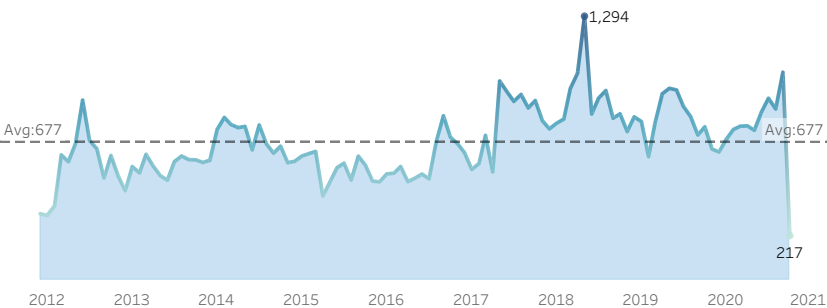
263

In Progress %
0.36%



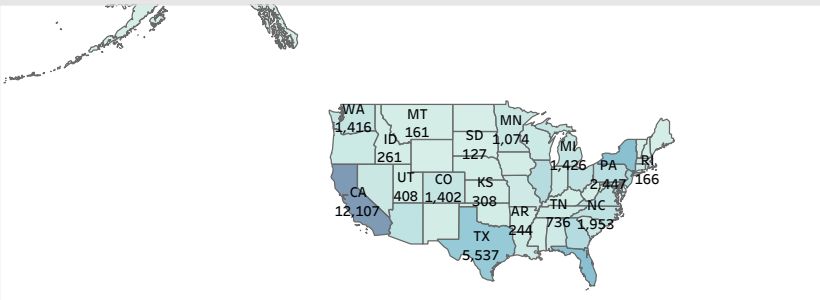
Monthly Trend

Trend Monthly



State Wise Complaints

Select Map Filled Map



Top Issues

Managing an account	7,954
Deposits and withdrawals	5,982
Trouble during payment p..	3,326
Struggling to pay mortga..	3,233
Problem with a purchase ..	3,204
Billing disputes	3,161
Other	3,083
Problems caused by my fu..	2,397
Identity theft / Fraud / Em..	1,767
APR or interest rate	1,692

Company Response

Company response to consumer	No. of Records	% of Total
Closed with explanation	52,239	72.39%
Closed with monetary relief	11,275	15.62%
Closed with non-monetary relief	5,739	7.95%
Closed without relief	1,755	2.43%
Closed with relief	926	1.28%
Closed	233	0.32%
Untimely response	1	0.00%

Daily Complaints

September 2013

S	M	T	W	T	F	S
1	2	3	4	5	6	
	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

FILTER PANEL

Year of Date Received
All

State
All

Product Group
All

EXPORT PANEL



Submitted via

Web	52.07%
Referral	29.51%
Phone	9.84%
Postal mail	7.11%
Fax	1.45%
Email	0.02%