



Good Afternoon, welcome to the Bank of America Analysis Dashboard!

States

All



Overview

Products

Year

All



Total Complaints

62,516
↗ 17.1%

Total issues

76
↘ 0.0%

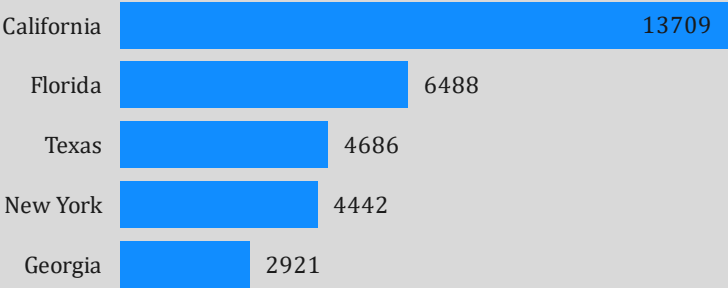
Total Closed complaints

61,022
↗ 14.3%

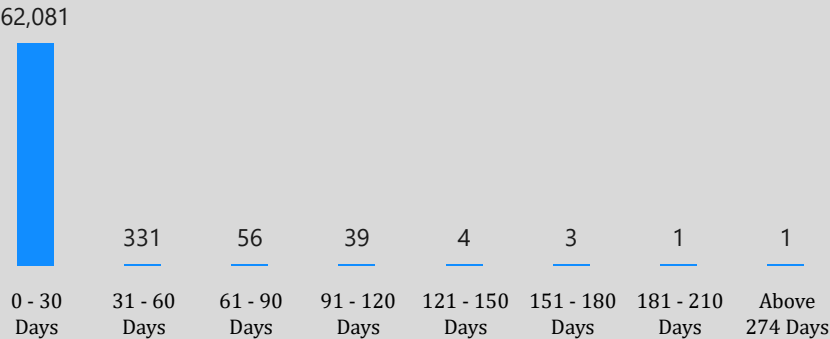
Same day delivery

49,634
↗ 20.2%

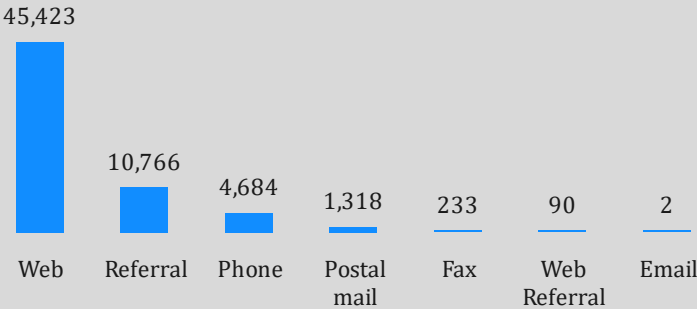
Top 5 Complaint Volume by State



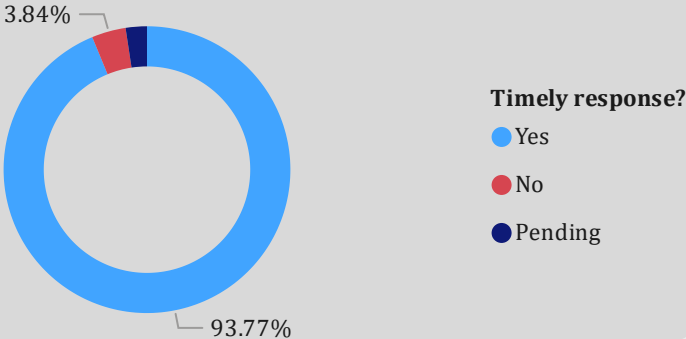
Complaint submission by Delivery Duration



Complaints submission channel analysis



Complaint response analysis





Overview

Products

Year

All



Products Page

States

All



Total Product

9
↗ 0.0%

Total Sub Product

47
↗ 0.0%

Total Sub issue

158
↗ 1.9%

Total States

51
↗ 0.0%

Top 5 Products by Complaints Volume

Checking or savings account	24,814
Credit card or prepaid card	16,197
Credit reporting, credit repair ...	7,710
Mortgage	6,601
Money transfer, virtual curren...	3,453

Timely response rate by product

Product	Response rate
Student loan	100.0%
Mortgage	99.1%
Payday loan, title loan, or personal loan	96.4%
Money transfer, virtual currency, or money service	93.9%
Checking or savings account	93.6%
Credit card or prepaid card	93.2%
Vehicle loan or lease	92.3%
Debt collection	91.9%

Resolution tracker

Issue	Same day delivery	Closed Complaints	Response rate
Managing an account	10,405	14,729	94.2%
Incorrect information on your report	4,422	4,851	91.8%
Problem with a purchase shown on your statement	3,597	4,352	94.1%
Closing an account	2,337	2,870	93.3%
Trouble during payment process	1,984	2,811	99.2%
Opening an account	2,425	2,625	92.4%
Problem with a lender or other company charging your account	2,059	2,400	92.3%
Fraud or scam	1,778	1,949	94.1%
Struggling to pay mortgage	1,308	1,894	99.3%
Problem with a credit reporting company's investigation into an existing problem	1,692	1,827	92.1%
Getting a credit card	1,663	1,817	93.3%
Other features, terms	1,267	1,566	81.6%