

The chart displays two data series over time. The 'Total Complaints' series is a solid black line, and the 'Rolling 12 Months' series is a dashed red line. The y-axis represents the number of complaints, ranging from 0 to 100,000. The x-axis represents time, with a vertical line indicating the current date. The 'Total Complaints' value is 86,893, and the 'Rolling 12 Months' value is 20,202.

Metric	Value
Total Complaints	86,893
Rolling 12 Months	20,202



Rolling 12 Months
20,202



Closed %
98.90%

In Progress %
0.38%

Web	68.92%
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Referral	16.58%
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Phone	7.48%
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Postal mail	5.96%
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Fax	1.00%
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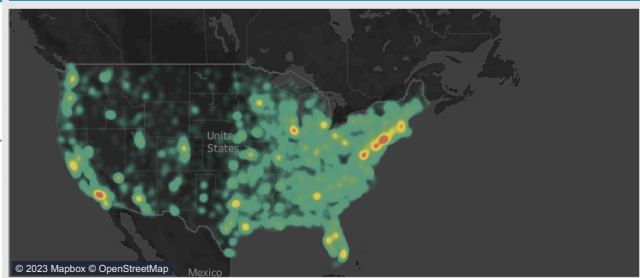
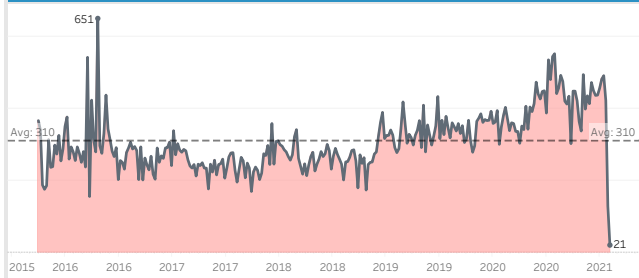
Email	0.05%
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100

13	14	15

Year	20	21	22
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Daily Complaints

Complaint Category	Number of Complaints
Billing disputes	14,689
Other	9,049
Identity theft / Fraud / Embezzlement	8,244
Closing/Cancelling account	6,230
APR or interest rate	5,426
Late fee	3,550
Customer service / Customer relations	3,424
Delinquent account	3,135
Credit determination	2,976
Advertising and marketing	2,861

Closed with explanation	51,873	59.92
Closed with monetary relief	17,942	20.73
Closed with non-monetary relief	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

	Sunday	Monday	Tuesday	Wednesd..	Thursday	Friday	Saturday
Week 22							1
Week 23	2	3	4	5	6	7	8
Week 24	9	10	11	12	13	14	15
Week 25	16	17	18	19	20	21	22
Week 26	23	24	25	26	27	28	29
Week 27	30						