

# Credit Card Complaints Dashboard

## Filter Panel



### Total Complaints

86,893

Rolling 12 month  
20,202



### Timely Response

85,934

Closed%  
98.90%



### In Progress

329

In Progress%  
0.38%

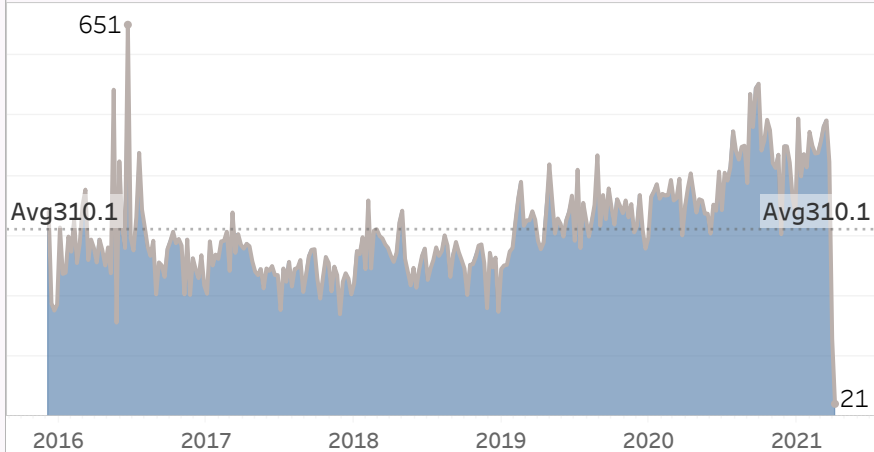
Year of Date recei..  
All

Complaint Category  
All

Company  
All

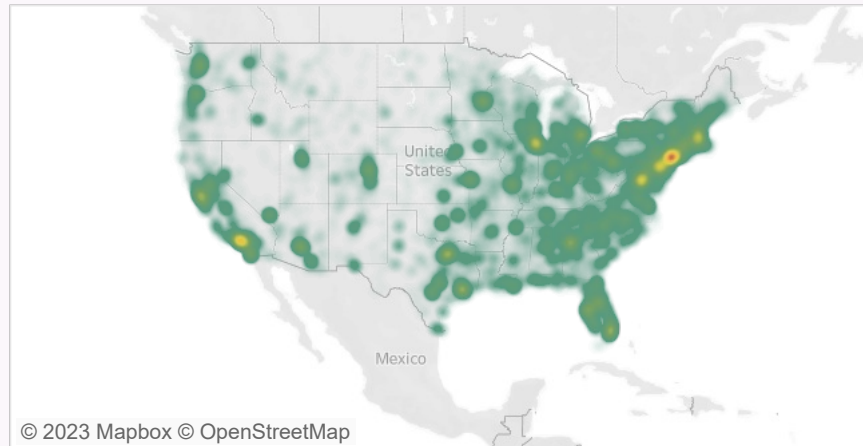
## Weekly Trend

Trend Weekly



## State wise complaints

Select .. Density Map



## Export Panel



## Top Issues

Billing disputes	14,688
Other	9,049
Identity theft / Fraud / Embezz..	8,244
Closing/Canceling account	6,230
APR or interest rate	5,426
Late fee	3,550
Customer service / Customer r..	3,424
Delinquent account	3,135
Credit determination	2,976
Advertising and marketing	2,861

## Daily Complaints

Select September 2..

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## Submitted Via

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