Total Complaints
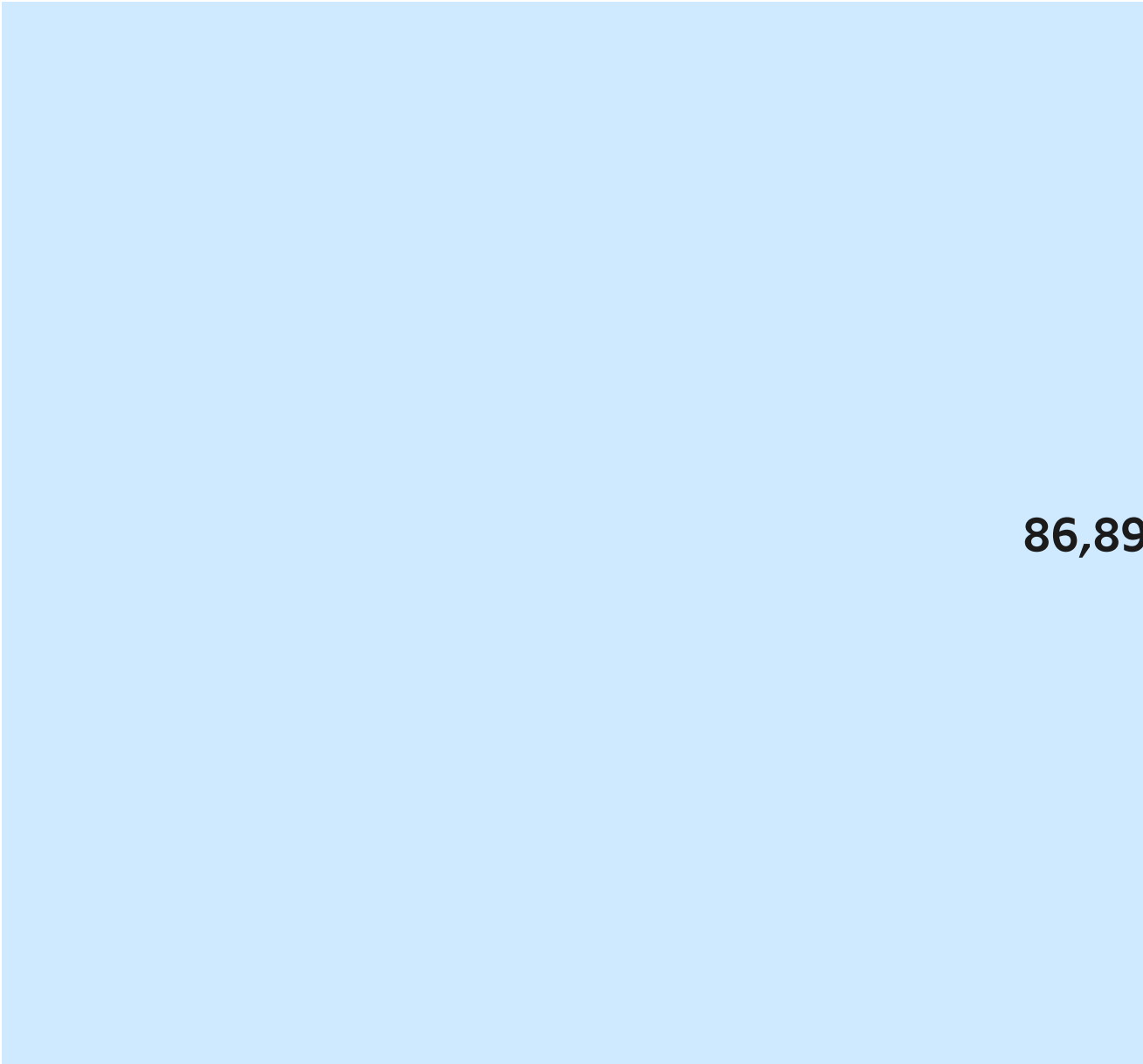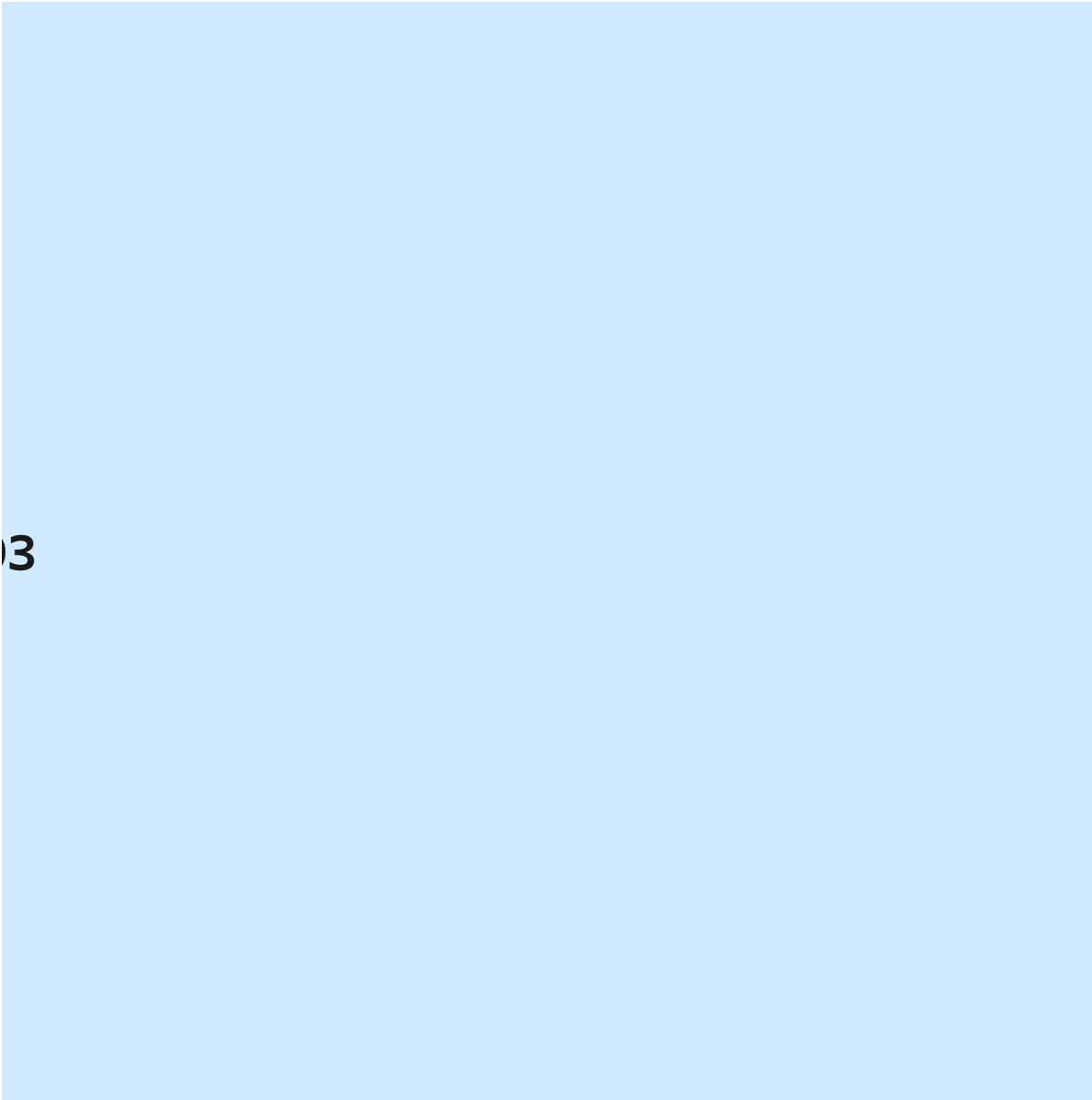
86,89

Sum of Number of Records.

Total Complaints

03

Sum of Number of Records.

Rolling 12 months

Rolling 12 months
20,202

Rolling 12 months complaints.

Rolling 12 months

Rolling 12 months complaints.

Complains Sparkline

The trends of sum of Number of Records and sum of Number of Records for Date received Month.

Timely Response

85,93

Sum of Timely Response.

Timely Response

4

Sum of Timely Response.

Closed %

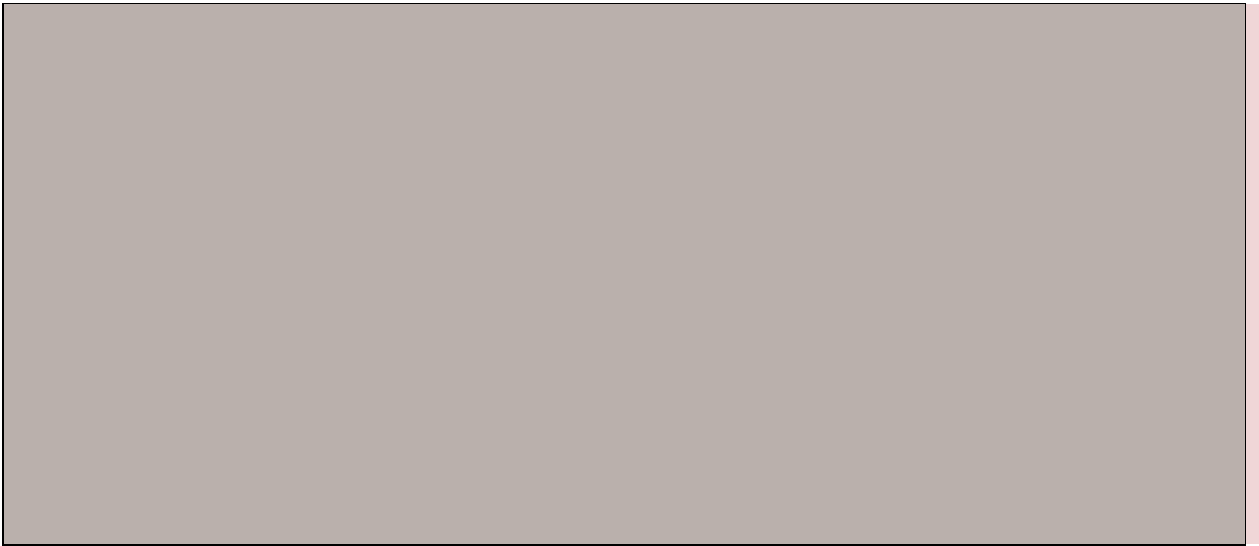**Closed %**
98.90%

Closed %.

Closed %

Closed %.

Progress bar

AVG(1) and Closed %. Color shows details about AVG(1) and Closed %.

In Progress

329

Sum of In Progress Complaints.

In Progress

Sum of In Progress Complaints.

In Progress %

In Progress
0.38%

In Progress %.

In Progress %

s %

ɔ

In Progress %.

In Progress Sparkline

The trends of sum of In Progress Complaints and sum of In Progress Complaints for Date received Week.

CREDIT CARD COMPLAINTS DASHBOARD

Total Complaints		Timely Response		In Progress	
86,893	Rolling 12 months **20,202**	**85,934**	Closed % **98.90%**	**329**	In Progress % **0.38%**

Download

Weekly Trend
Trend Weekly

651
Avg:310
Avg:310
21
2016 2017 2018 2019 2020 2021

State wise complaints
Select .. Density Map

Canada
France
Spain
Algeria
Mexico
© 2025 Mapbox © OpenStreetMap

Top Issue

Issue	Count
Billing disputes	14,688
Other	9,049
Identity theft / F..	8,244
Closing/Cancelli..	6,230
APR or interest r..	5,426
Late fee	3,550
Customer servic..	3,424
Delinquent acco..	3,135
Credit determin..	2,976
Advertising and ..	2,861

Company Response

Response	%	Count
Closed with explanation	59.92%	51,873
Closed with monetary relief	20.73%	17,942
Closed with non-monetary re..	10.65%	9,215
Closed without relief	4.91%	4,246
Closed with relief	2.89%	2,500

Daily Complaints

December 2015

Date received

Week o..	Sun..	Mo..	Tue..	We..	Thu..	Frid..	Sat..
Week 5							
Week 6							
Week 7							
Week 8							
Week 9							

Measure Names
AVG(1)
Closed %
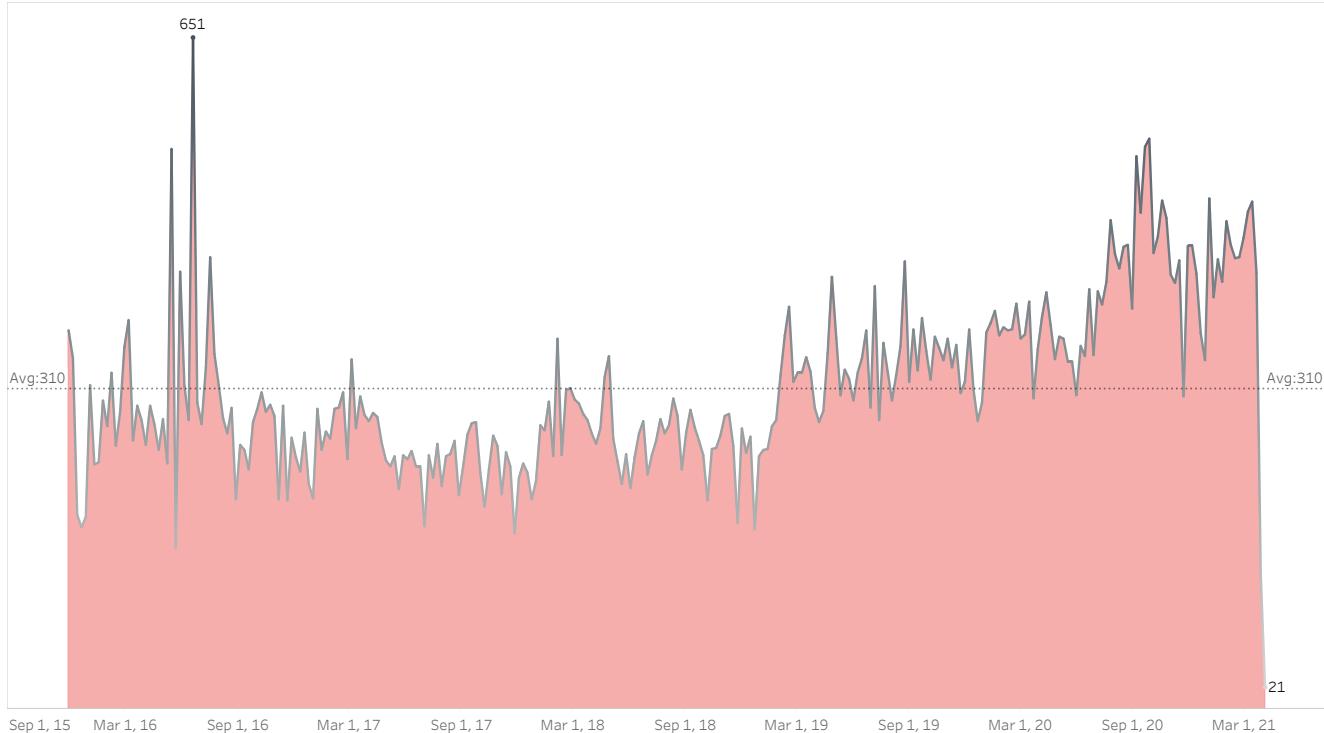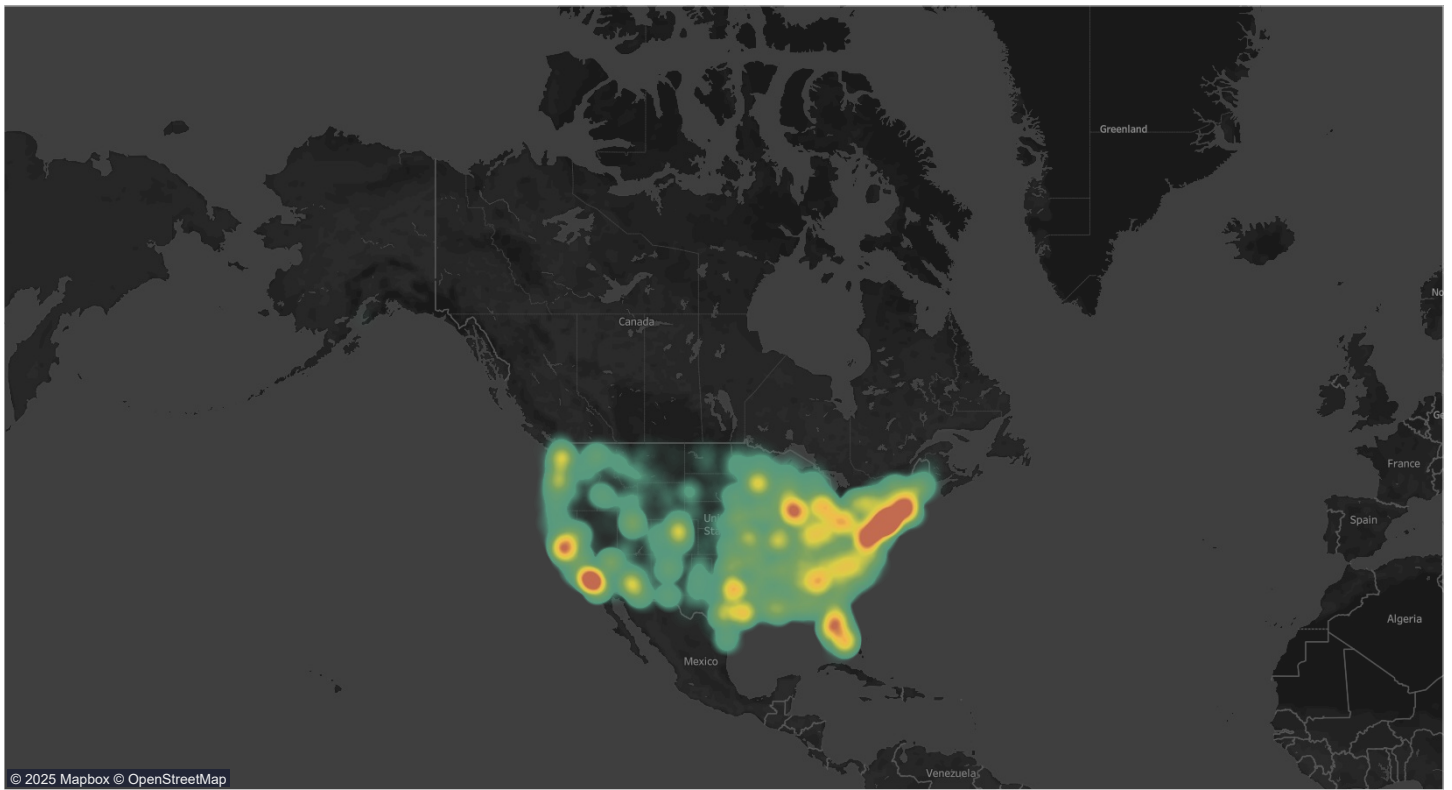
Weekly Trend

The trends of sum of Number of Records and sum of Number of Records for Trend Dynamic Date. For pane Sum of Number of Records (2): Color shows sum of Number of Records. The marks are labeled by sum of Number of Records.
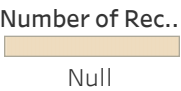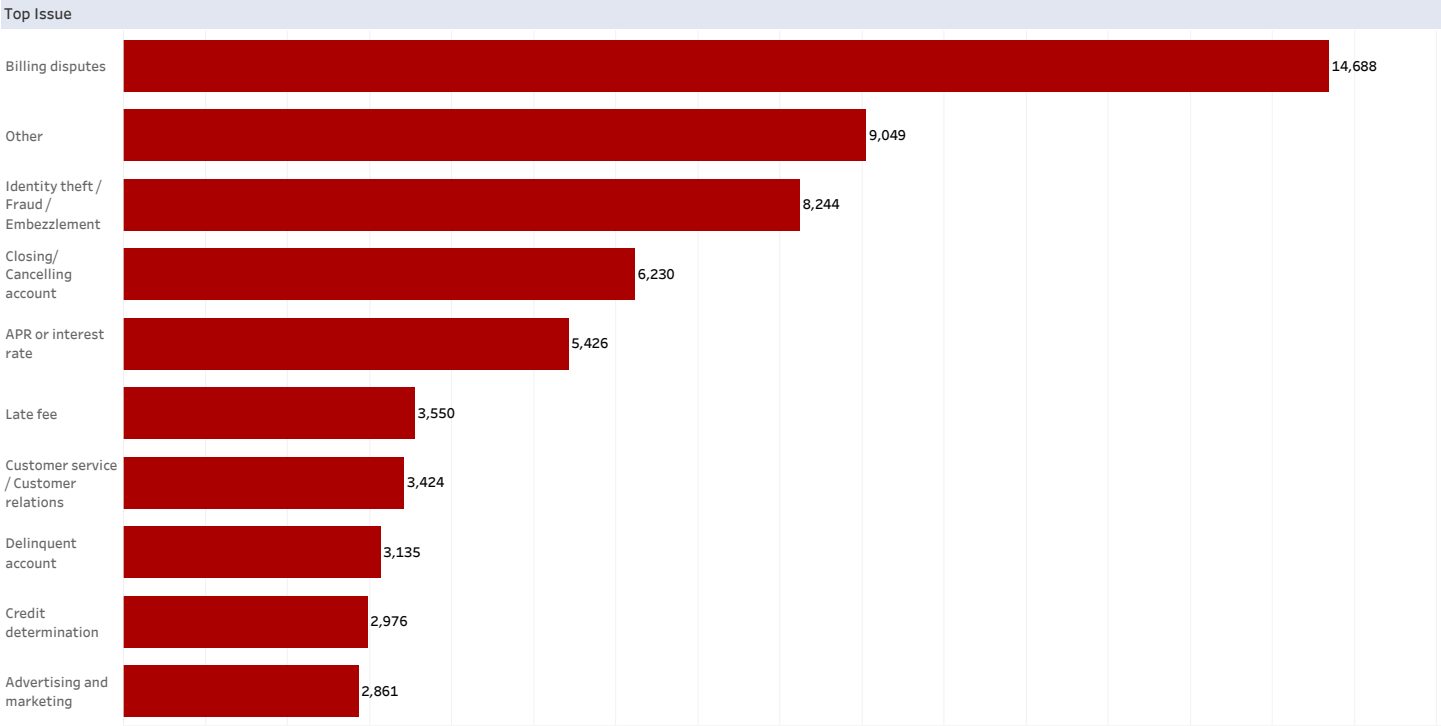
Density Map

Map based on Longitude (generated) and Latitude (generated). Details are shown for State and ZIP code. The data is filtered on Map Filter, which keeps Density Map. The view is filtered on Exclusions (State,ZIP code), which keeps 14,842 members.

© 2025 Mapbox © OpenStreetMap

Filled Map

Map based on Longitude (generated) and Latitude (generated). Color shows sum of Number of Records. The marks are labeled by State and sum of Number of Records. The data is filtered on Map Filter, which excludes Density Map.

Number of Rec..

Null

Top Issue

Issue	Count
Billing disputes	14,688
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

Sum of Number of Records for each Issue. The view is filtered on Issue, which keeps 10 of 33 members.

Company Response

Closed with explanation	59.92%
Closed with monetary relief	20.73%
Closed with non-monetary relief	10.65%
Closed without relief	4.91%
Closed with relief	2.89%
Closed	0.75%
Untimely response	0.16%

% of Total and Number of Records broken down by Company response to consumer. The view is filtered on Company response to consumer, which excludes In progress.

Company Response

|	
Closed with explanation	51,873
Closed with monetary relief	17,942
Closed with non-monetary relief	9,215
Closed without relief	4,246
Closed with relief	2,500
Closed	649
Untimely response	139

% of Total and Number of Records broken down by Company response to consumer. The view is filtered on Company response to consumer, which excludes In progress.

Daily Complaints

Sum of Number of Records (color) broken down by Date received Weekday vs. Date received Week. The data is filtered on Date received (MY), which keeps February 2019.

Daily Complaints
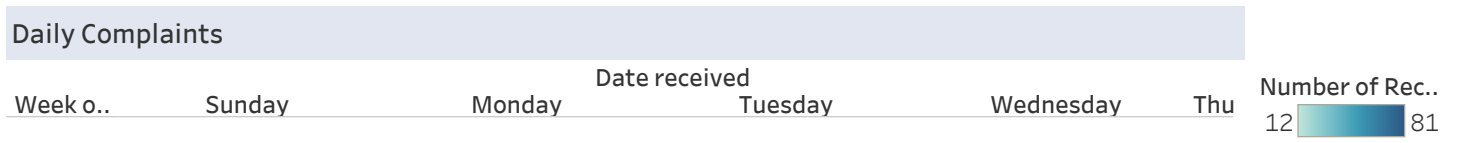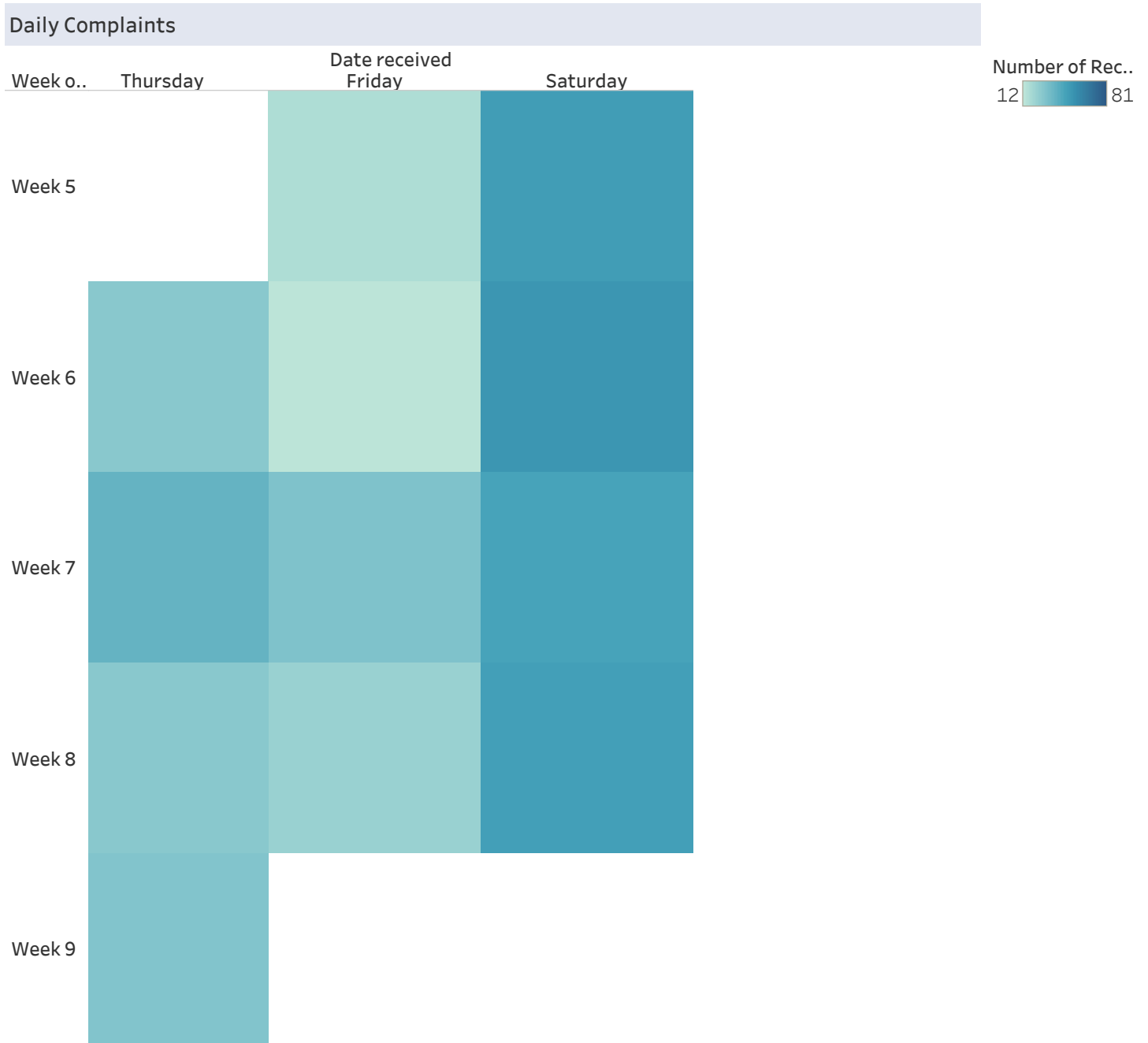
Sum of Number of Records (color) broken down by Date received Weekday vs. Date received Week. The data is filtered on Date received (MY), which keeps February 2019.
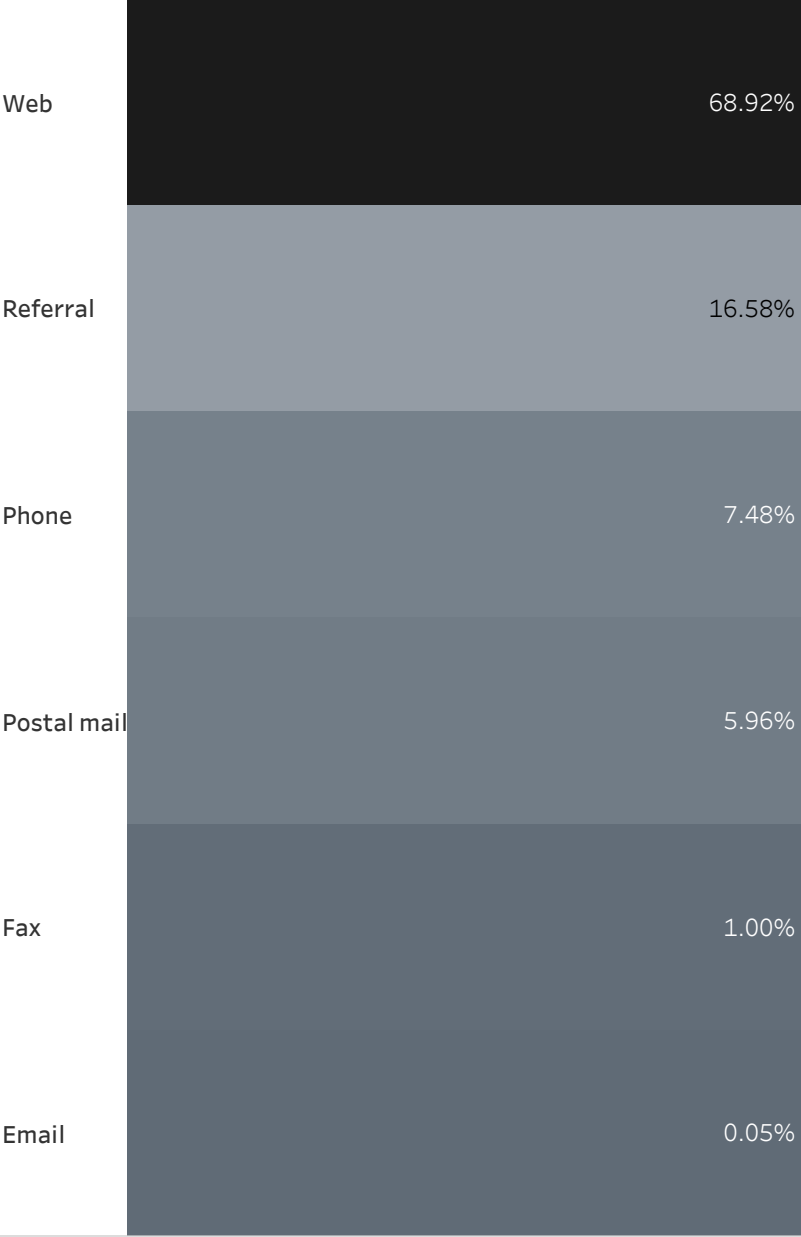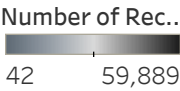
Submitted Via

Submitte..

Web

Referral

Phone

Postal mail

Fax

Email

% of Total Number of Records broken down by Submitted via. Color shows sum of Number of Records. The marks are labeled by % of Total Number of Records. The view is filtered on Submitted via, which excludes Null.

Submitted Via

Number of Rec..

42   59,889

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

% of Total Number of Records broken down by Submitted via. Color shows sum of Number of Records. The marks are labeled by % of Total Number of Records. The view is filtered on Submitted via, which excludes Null.