

## Total Complaints

668,596

## Timely Response

98.73%

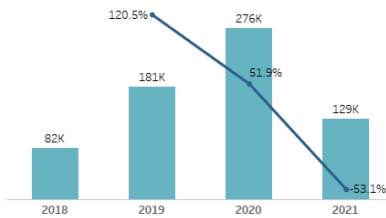
## Non - Monetary Response

96.57%

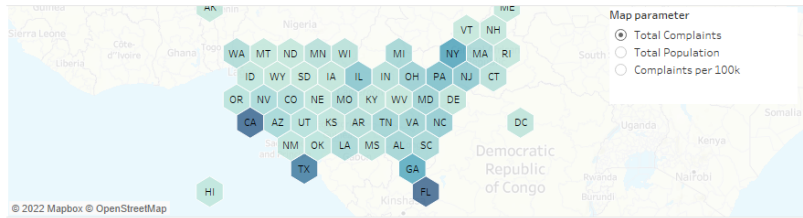
## Service Member

7.37%

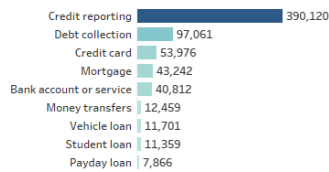
## Y-o-Y Growth in Complaints



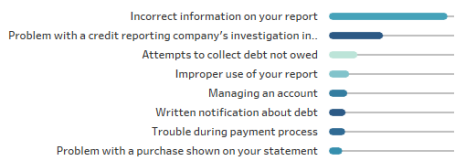
## Complaints by Total Complaints



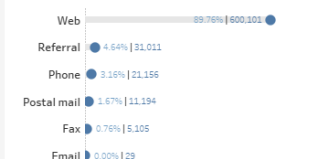
## Complaint Analysis



## Complaints by Issue



## Complaints by Submission Medium



## Sub-product Top N



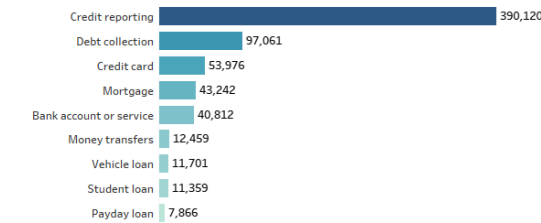
## Issue Top N



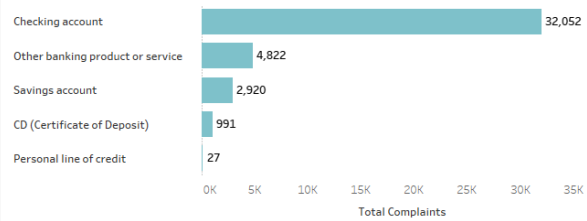
## Year



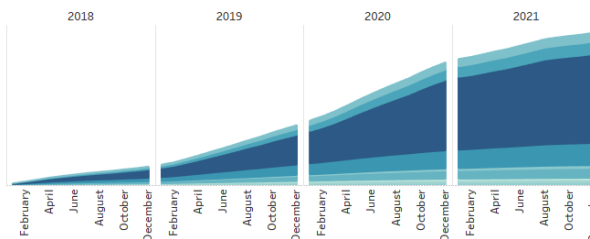
## Complaints by Product



## Complaints by Sub-product



## Product - Year Analysis



## Complaints by Issue



## COMPANY PRODUCT ANALYSIS

Issue Top N

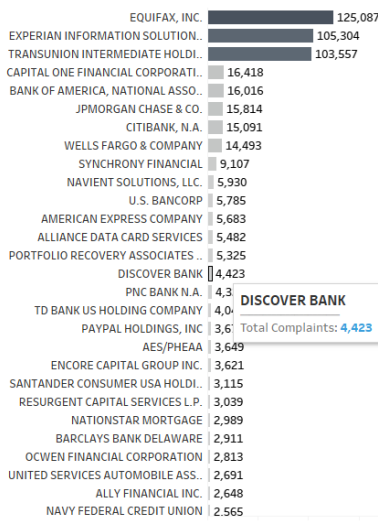
1

Year

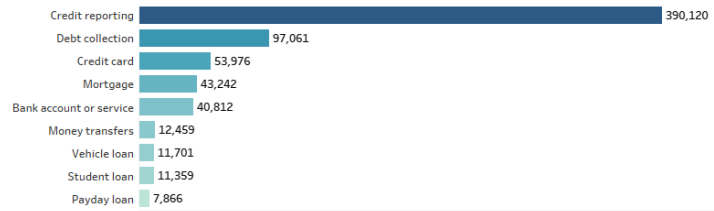
2018

2021

### Complaints by Company



### Complaints by Product



### Complaints by Issue



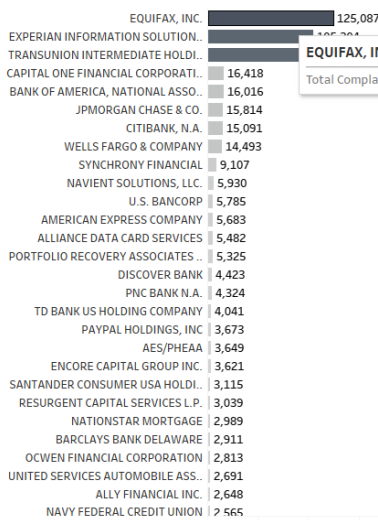
## COMPANY RESPONSE ANALYSIS

Year

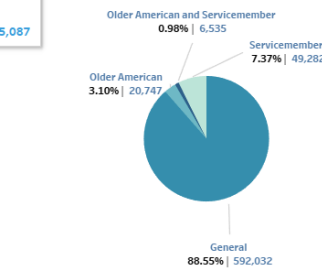
2018

2021

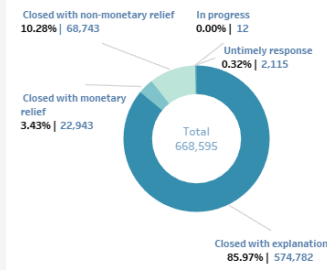
### Complaints by Company



### Customer Segments Responded



### Company Response



### Timely Response by Product

