

CREDIT CARD COMPLAINTS DASHBOARD

Total Complaints

86,893

Rolling 12 Months

20,202

Timely Response

85,934

Closed %

98.90%

In Progress

329

In Progress %

0.38%

Complaints by Day

January 2021

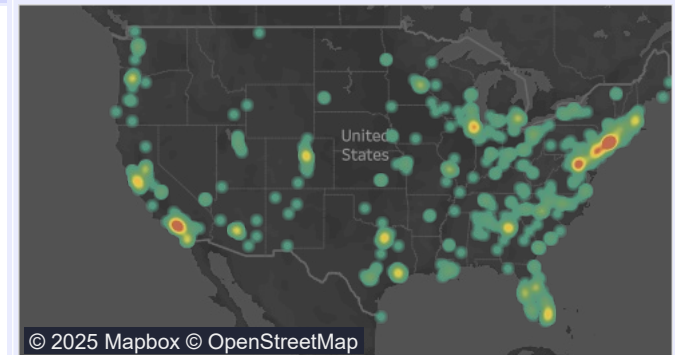
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Complaints by Category

Billing disputes	373
Other	224
Identity theft / Fraud / Embezzlement	184
Closing/Cancelling account	131
APR or interest rate	60

State Wise Complaints

Density Map



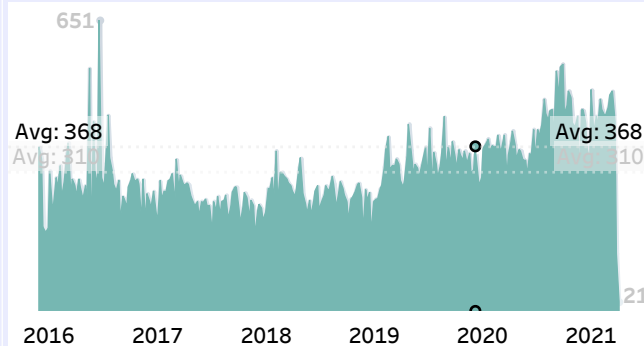
Status of Complaints

Top N5

Closed	20	1.06%
Closed with explanation	1,255	66.76%
Closed with monetary relief	396	21.06%
Closed with non-monetary relief	204	10.85%
Untimely response	5	0.27%

Weekly Trend

Weekly



Complains Raised by Channels

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