

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%

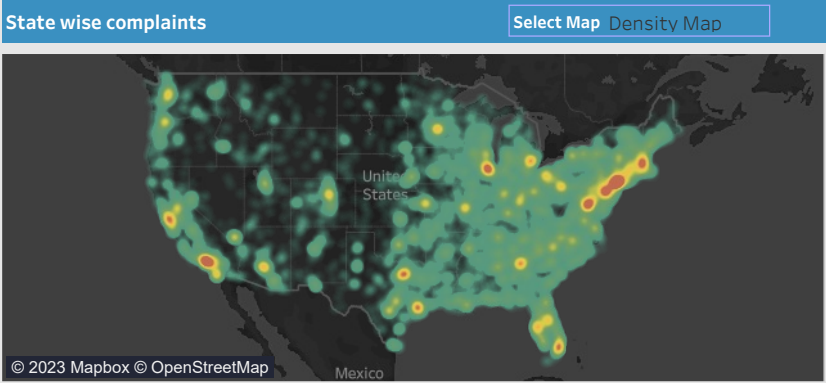
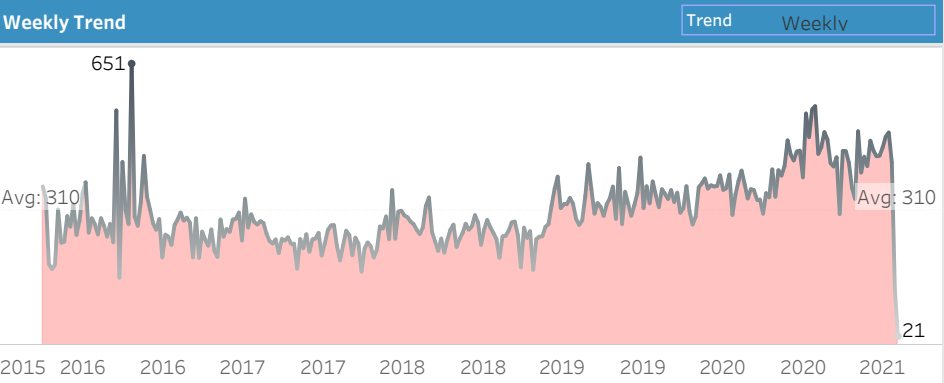
FILTER PANEL

State

All

Issue

All



EXPORT PANEL

PDF

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

Company Response		
Closed with explana..	51,873	59.92%
Closed with moneta..	17,942	20.73%
Closed with non-mo..	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%

Daily Complaints							April 2020	
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%