

CREDIT CARD COMPLAINTS DASHBOARD

Total Complaints

9,049

Rolling 12 months

2,483

Timely Response

8,951

Closed %

98.92%

In Progress

49

In Progress

0.54%

Filter Panel

Year of Date received

July 2019

Weekly Trend

Trend

Weekly

Avg:32

Avg:32

2016

2017

2018

2019

2020

2021

State Wise Complaints

Select ..

Density Map

United States

Mexico

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Submitted via

Web

71.47%

Referral

13.25%

Phone

8.60%

Postal mail

5.79%

Fax

0.87%

Email

0.02%

Top Issues

Billing disputes

14,688

Other

9,049

Identity theft / Fra..

8,244

Closing/Cancelling ..

6,230

APR or interest rate

5,426

Late fee

3,550

Customer service / ..

3,424

Delinquent account

3,135

Credit determinati..

2,976

Advertising and ma..

2,861

Company Response

Closed

71

0.79%

Closed with explan..

6,274

69.71%

Closed with monet..

1,069

11.88%

Closed with non-m..

1,215

13.50%

Closed with relief

118

1.31%

Closed without reli..

240

2.67%

Untimely response

13

0.14%

Daily Complaints

S

M

T

W

T

F

S

1

2

3

4

5

6

7

8

9

10

11

12

13

14

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